

JOB AID

Online billing limits and hard cap notices



LEGAL AID ONTARIO

AIDE JURIDIQUE ONTARIO

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JOB AID

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Ce document est disponible en
français.

Legal Aid Ontario receives financial
assistance from the Government
of Ontario, the Law Foundation of
Ontario, and the Government of
Canada.

Purpose

The purpose of the job aid is to provide information and instructions on how to review the on-line billing limits and hard cap status information and to manage electronic hard cap notices sent from Lawyer Services & Payments (LSP) through the Solicitor Portal.

Introduction

Effective May 27, 2012 lawyers will have access to current hard cap status information and will receive hard cap reminder notices electronically through the Solicitor Portal. There are two main components of the on-line hard cap notices:

- Hard Cap Status Information
- Hard Cap Notices

This enhancement to the Solicitor Portal will provide lawyers with immediate access to hard cap status and will eliminate the need for mailing and faxing of hard cap notices.

Key features

- The hard cap status information displays all necessary display dollar-based hard cap information.
- Lawyers will no longer need to contact LAO to determine hard cap status.
- The hard cap status information is updated daily.
- Tier level increases will be reflected in the hard cap status information the day after the increase is processed.
- The hard cap status information also displays total fees scheduled for payment and total fees under consideration. This additional information will help lawyers better manage accounts submissions within hard cap limits.

- Hard cap notices will be sent through the Solicitor Portal when a lawyer reaches 50% of hard cap. Notices will also be sent at 75%, 90% and 100% of hard cap.
- Lawyers who have signed up for email and/or text messaging from LAO will receive an email and/or text messages indicating a hard cap notice has been sent.

Hard cap status information

To access and review the Hard Cap Status Information, follow this simple process.

1. Access the Hard Cap Status Information link on the “Report” tab.



2. Review the hard cap report

Hardcap Status Information		REPORTED INFORMATION IS BASED ON THE FISCAL YEAR/PERIOD DISPLAYED			
Current fiscal year/ Exercice financier courant	2023/2024	From/De:	04/01/2023	To/À:	03/31/2024
Hardcap Status Information/	Renseignements à l'égard de la limite annuelle			REPORTED FIGURES ARE BASED ON THIS DATE	
Solicitor ID / Numéro d'avocat:		SOLICITOR NUMBER APPEARS		Last Update Date/Time: Date et heure de la dernière mise à jour:	12/21/2023 4:45:56AM
Hardcap Base / Limite annuelle de base	Fees Paid / Honoraires payés	Hardcap Percent/ Pourcentage de la limite annuelle	**Fees Scheduled for Payment/ Honoraires - paiement prévu	** Fees Under Consideration/ Honoraires à l'étude	
\$302,973.75	\$94,423.96	31 %	\$4,746.75	\$1,676.03	
** Fees not included in Hardcap Calculation/		Honoraires non inclus dans le calcul de la limite annuelle			
Return/Retour					

3. Identify the percentage of hard cap reached and any pending fees to be paid or processed:

- **Hard cap Base:** The lawyer's annual billing limit (256,479 hours X Tier Level Rate)
- **Fees Paid:** Fees matched and paid (funds have been transferred to the lawyer's bank account)
- **Hard cap Percent:** Percentage of hard cap allotment based on fees paid to hard cap base
- **Fees Scheduled for Payment:** Fees matched and not yet paid (**these fees are not included in the hard cap calculation)
- **Fees Under Consideration:** Fees in exceptions and not yet approved for payment (**these fees are not included in the hard cap calculation)

4. If a request for exemption is submitted, the amount approved, if any, will be displayed in the report.

Two new fields will be displayed in the hard cap report.

- **Hard Cap Exemption:** The additional fees a lawyer is allowed to be paid in excess of the hard cap base
- **Hard Cap Total:** The revised annual billing limit (Based + Exemptions)
- **Hard Cap Percentage:** The revised hard cap percentage based on the new Hard Cap Total

Important notice

You should take all necessary steps to ensure that you do not exceed the annual billing limit. If you reach 100 per cent of your annual limit, LAO will pay agents' fees or other disbursements, but the balance of the accounts, consisting of fees paid to the lawyer, cannot be paid. The unpaid fees cannot be resubmitted for reconsideration or payment later. If you are at risk of reaching your billing limit, you can wait until the new fiscal year (April 1) to submit accounts. All accounts (whether held back or not) must be submitted within the billing deadlines.

The Hard Cap Status Information is available to view until 4 PM on the last business day of that fiscal year. On April 1st, the information is cleared for the new fiscal year. If a permanent record for the previous fiscal year is required, lawyers should print the screen or save a screen shot before 4 PM on the last business day of that fiscal year.

Hard cap notices

1. At 50/75/90/100% of hard cap, there is a pop up message when logging into the Solicitor Portal. Click the 'OK' button to continue to the next page.



LAO SOLICITOR HOME PAGE

Lawyer Message

 **LEGAL AID ONTARIO**
AIDE JURIDIQUE ONTARIO

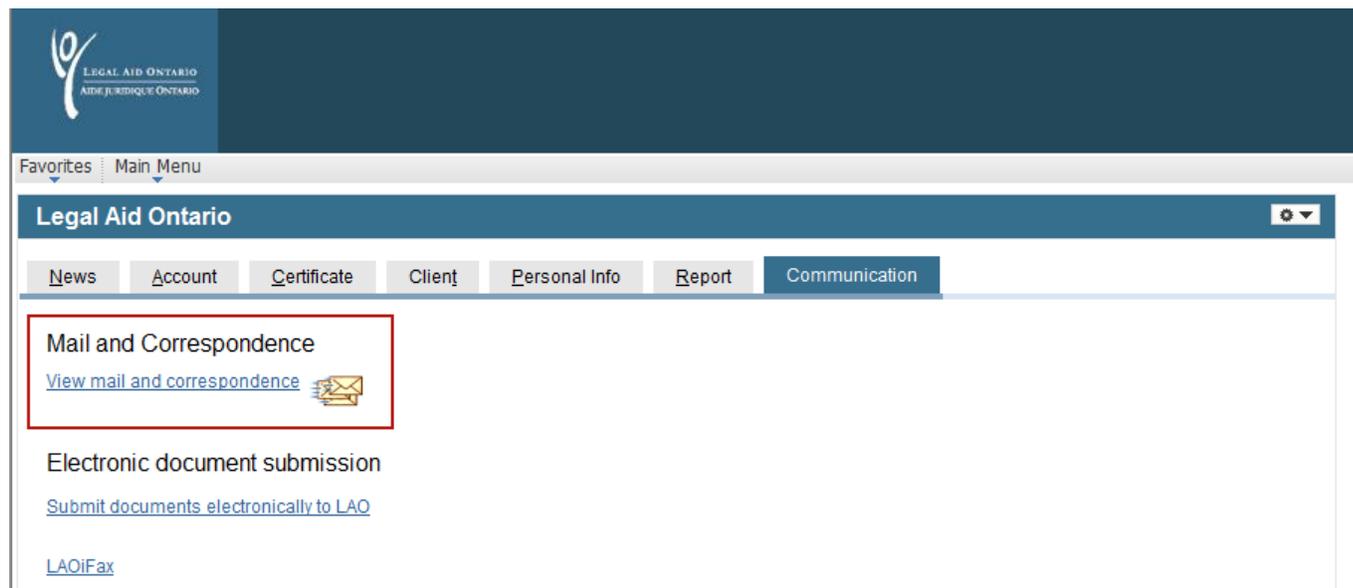
Hardcap Notice/ Avis de la limite de facturation annuelle

You have reached a Hardcap Milestone. Please review the new correspondence in the Mails and Correspondence link of this page. Press OK to Proceed.
Vous avez atteint un des jalons de la limite de facturation annuelle. Veuillez lire la nouvelle correspondance dans les liens « Mails and Correspondence » de la présente page. Appuyez sur OK pour continuer.

**I acknowledge by selecting "OK" that I have read and understand the content in the message(s) above.
En cliquant sur « OK », je reconnais avoir lu et compris le contenu du ou des messages ci-dessus.**

If you have not read or understand the content of the above message(s) please select "Cancel". Please be advised by doing so you will be unable to proceed further within the Solicitor Portal and you will be taken back to the log-in page. Please contact the Lawyer Service Centre at (416)979-9934 or toll free 1(866)979-9934 for assistance.
Notez que si vous cliquez sur « Annuler », vous ne pourrez pas continuer à avancer dans Aide juridique en ligne et vous serez ramené à la page d'ouverture de session. Pour de plus amples renseignements, veuillez communiquer avec le Centre d'aide aux avocats au 416 979-9934 ou sans frais au 1 866 979-9934

- To access the hard cap notices, select the “Communication” tab and then the “Mail and Correspondence” link.



- The LAO Messaging System opens and a new Hard Cap Notice mail folder is available.
- If there is a message indicating there is a Hard Cap Notice, click on the link.

LAO Messaging System

LAO Messaging System/Système de messagerie d'AJO

April 10, 2012

Un-Read Messages Summary/Sommaire des messages non lus

EFT - Deposit Advice / TEF- Avis de dépôt	0	
Certificate Notice	0	
Hardcap Notice/ Avis de la limite de facturation annuelle	1	You have received a Hardcap Notice. Please click the link to view correspondence. / Vous avez reçu Avis d'AJO au sujet de la limite annuelle. Veuillez cliquer sur le lien pour lire votre correspondance.
Documents Sent to LAO/Documents envoyés à AJO	0	
Attached Documents / Documents joints	0	

- Click on the highlighted LAO Hard Cap Notice Update from the list of notices. This opens the notice advising of the hard cap milestone/status (50% of hard cap, 75%, 90%, 100%)

LAO Messages

Vendor ID: **LAWYER'S NAME AND NUMBER** May 02, 2012

InBox HCAP - Hardcap Notice

Delete/Effacer	From/DE	Subject/Objet	Received/Reçu	Read/Lu
1	AO-46	LAO Hardcap Notice Update/Avis d'AJO au sujet de la limite annuelle	05/01/2012 4:30:34PM	

[Delete](#)

[English / Français](#) [Back to Messaging System](#)

Subject: LAO Hardcap Notice Update

Date Sent: May 01, 2012 - 04:30:34 PM

← DATE OF MOST RECENT CORRESPONDENCE

To: **LAWYER'S NAME AND NUMBER**

From: AO-46 - GTA District Office

LEGAL AID ONTARIO / AIDE JURIDIQUE ONTARIO
 Atrium on Bay
 40 Dundas Street West, Suite 200 / 40, rue Dundas Ouest, bureau 200
 Toronto Ontario M5G 2H1
 Tel: 416 979-9934 / 1 866 979-9934
 Fax: 416-979-9562 / 416-204-4739



THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT RESPOND TO THIS EMAIL.

Please be advised that you have reached the 50% Hardcap Milestone.

For details, please go to the Hardcap Status Information page on the Solicitor Portal

6. The functionality is similar to other LAO portal notices and the notice can be left in the list of notices, printed, or deleted.
7. Emails and text messages are also sent to those who have signed up for these e-messages
 - a. Here is an example of an email notification:

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: LAO Hardcap Notice Update/Avis d'AJO au sujet de la limite annuelle



THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT RESPOND TO THIS EMAIL.

LE PRÉSENT MESSAGE A ÉTÉ GÉNÉRÉ PAR LE PROGRAMME. PRIÈRE DE NE PAS RÉPONDRE.

Please be advised that you have reached the 100% Hardcap Milestone. For details, please go to the Hardcap Status Information page on the [Solicitor Portal](#).

Veillez noter que vous avez franchi la marque de 100% de la limite de facturation annuelle. Pour de plus amples renseignements, cliquez sur la « Hard Cap Status Information » à la page d'accueil d'[d'Aide juridique en ligne](#).

Thank You

Merci.

This electronic transmission, including any accompanying attachments, contains confidential information that maybe legally privileged and/or exempt from disclosure under applicable law. It is intended only for the use of the recipient(s) to whom it is addressed. Any disclosure, review, copying, other distribution of the contents of this communication or taking any action on its contents by anyone other than the intended recipient(s) is strictly prohibited. If you have received this communication in error, please notify the sender immediately by return e-mail and permanently delete the copy you have received. Thank you.

b. Text message:

----- SMS -----
From: +14162941217
Received: Apr 13, 2012 10:21 AM
Subject: You have reached the 75% Hardcap...

You have reached the 75% Hardcap Milestone.
Please No Reply.
Vous avez franchi la marque de 75%
Ne pas repondre.
