

Legal Aid Ontario

---

# Viewing upcoming billing deadlines on *Legal Aid Online*



# Viewing upcoming billing deadlines on *Legal Aid Online*

---

**Title:** Viewing upcoming billing deadlines on Legal Aid Online

**Author:** Lawyer Services & Payments Department

**Last Updated:** March 2017

1. Background.....	2
Introduction .....	2
2. Viewing upcoming billing deadlines .....	3
Column Legend:.....	6
3. How to bill an account .....	7
4. Additional Billing Information.....	9
Final accounts.....	9
Interim accounts .....	9
Late accounts.....	9

## More information

For more information please contact the Lawyer Service Centre at:

- **Telephone:** (416) 979-9934 / 1-866-979-9934
- **Fax:** (416) 979-7326
- **Email:** [pl-lsc@lao.on.ca](mailto:pl-lsc@lao.on.ca)

## 1. Background

In early 2012, Legal Aid Ontario opened *Legal Aid Online* to accept accounts that were submitted after the billing deadline. On average, approximately 20 per cent of accounts that require review are late. The volume of late accounts in the past 16 months has ranged from 460 to 1060.

Accounts that are not submitted by the billing deadline are not subject to automatic payment and must be assessed by staff in Lawyer Services & Payments (LSP): first to determine if an extension should be approved, and then to settle the account. This creates delays in payment and in processing other accounts. As often the reason for missing a billing deadline does not warrant discretion, many of these accounts are not paid.

To help lawyers with meeting their billing deadlines, LAO introduced a billing reminder report on *Legal Aid Online* in November 2013. This report lists the billing deadlines and provides a “countdown” of accounts due in 90 days or less.

This document provides instructions on how to view your the report and how to submit accounts that are approaching the billing deadline on time.

For more information on billing deadlines visit:

[http://www.legalaid.on.ca/en/info/billing\\_deadlines.asp](http://www.legalaid.on.ca/en/info/billing_deadlines.asp)

### **Introduction**

This enhancement to *Legal Aid Online*

- provides lawyers with a report with upcoming billing deadlines
- provides immediate access to accounts approaching the billing deadline within 90 days.
- will help reduce or eliminate the number of missed deadlines
- helps to support timely account payment.

The billing reminder report will be updated on the first Sunday of every month with all accounts that are approaching a billing deadline of 90 days or less.

#### **Important**

To ensure your account is not late billed, within six months of the one-year anniversary date of the certificate, you must submit an interim or final account for all fees and disbursements incurred within each 12-month period of the certificate.

## 2. Viewing upcoming billing deadlines

If you have any upcoming billing deadlines, you will receive a notice after you have logged onto *Legal Aid Online* (highlighted in Figure 1).

1. Read the notice. Select "OK" to acknowledge that you have received and read and received the notice. This message will not appear again until the next month.



### **Billing Deadline notice / Avis de limite de facturation tardive**

You have received an updated list of Upcoming Billing Deadlines. To access the list please select the link "View Upcoming Billing Deadlines".

Vous avez reçu une liste à jour des dates de facturation à venir. Pour accéder à la liste, veuillez sélectionner le lien "View Deadlines" de facturation à venir.

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



Figure 1 – late billing deadline notice

**NOTE:** The system will refresh the list of certificate on the first Sunday of every month.

To view the list of accounts due within 90 days, follow this simple process:

1. Click on the “View Upcoming Billing Deadlines” link in the “Report” Tab in the navigation heading (highlighted in Figure 2 below).

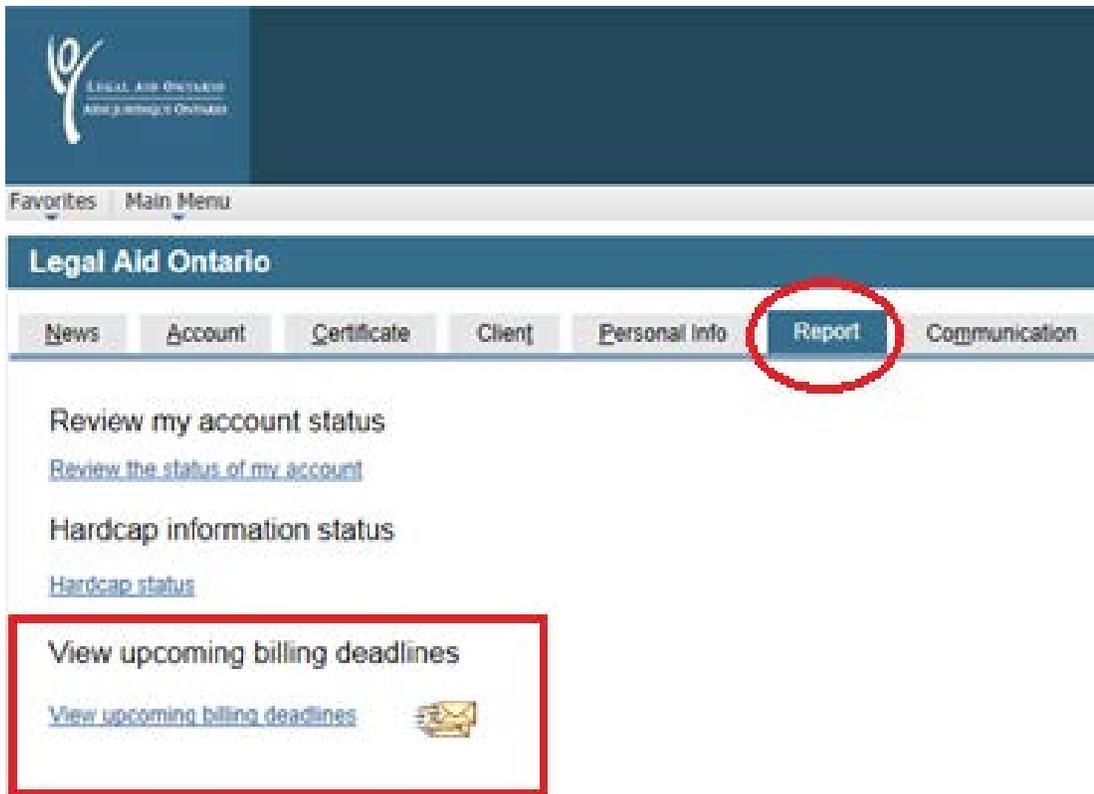


Figure 2

**NOTE:** An envelope indicates that you have one or more accounts approaching the billing deadline. These could be either civil or criminal. Both links direct you to the same list.

- Place your cursor over the envelope icon to see how many accounts are on the list (highlighted in Figure 3 below).

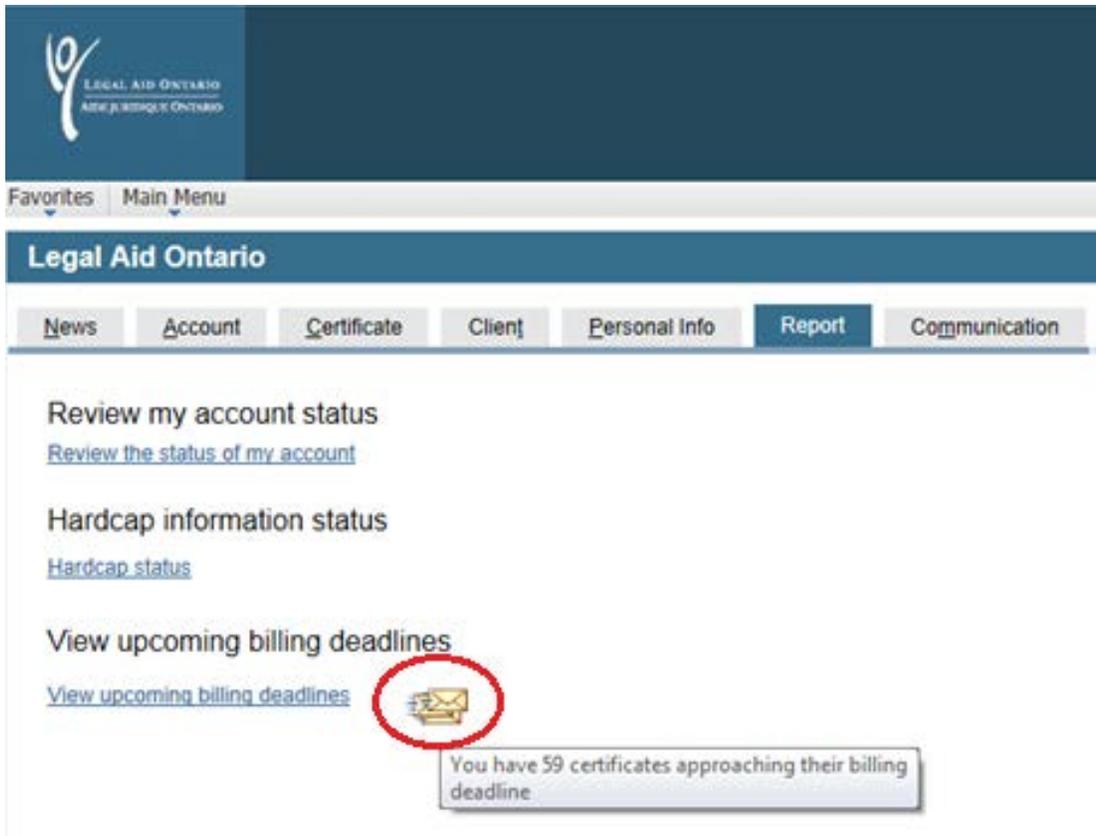


Figure 3

- Select the "View Upcoming Billing Deadlines" link to see the accounts approaching the billing deadline. You will be directed to a list all certificates with an upcoming billing deadline. The upcoming billing deadline list is sorted by days remaining. Any certificates due in the next 30 days are marked in red. This list will be updated daily with the days remaining counting down until it reaches "0" (highlighted in Figure 4 below).

**NOTE:** The list of certificates will not be refreshed until the following month. Only the number of days remaining will be updated daily. The last account date will be updated as soon as an account is submitted for this certificate.

LEGAL AID ONTARIO  
AIDE JURIDIQUE ONTARIO

Favorites | Main Menu > Upcoming billing deadlines

Billing Deadlines

LEGAL AID ONTARIO  
AIDE JURIDIQUE ONTARIO

Certificate Billing Deadlines March 16, 2017

Certificate Number

Certificate Information				Personalize	Find	View All	First	1-59 of 59	Last
Certificate	Type	Client	Certificate Issue Date	Anniversary Date	Deadline Date	Billing Anniversary	Last Account Date	Days Remaining	
1	CE55564260	CRIM	Lastname,Firstname	07/17/2015	07/17/2016	01/17/2017	1		0
2	CE55566187	CRIM	Lastname,Firstname	07/23/2015	07/23/2016	01/23/2017	1		0
3	CE55566783	CRIM	Lastname,Firstname	07/27/2015	07/27/2016	01/27/2017	1		0
4	CE55474157	CRIM	Lastname,Firstname	07/28/2014	07/28/2016	01/28/2017	2		0
5	CE55567464	CRIM	Lastname,Firstname	07/29/2015	07/29/2016	01/29/2017	1		0
6	CE55568334	CRIM	Lastname,Firstname	07/31/2015	07/31/2016	01/31/2017	1	09/02/2015	0
7	CE55569675	CRIM	Lastname,Firstname	08/06/2015	08/06/2016	02/06/2017	1		0
8	CE55569943	CRIM	Lastname,Firstname	08/07/2015	08/07/2016	02/07/2017	1	02/17/2016	0
9	CE55570597	CRIM	Lastname,Firstname	08/11/2015	08/11/2016	02/11/2017	1		0
10	CE55571204	CRIM	Lastname,Firstname	08/12/2015	08/12/2016	02/12/2017	1	06/25/2016	0
11	CE55571428	CRIM	Lastname,Firstname	08/12/2015	08/12/2016	02/12/2017	1		0
12	CE55478495	CRIM	Lastname,Firstname	08/14/2014	08/14/2016	02/14/2017	2		0
13	CE55479846	CRIM	Lastname,Firstname	08/20/2014	08/20/2016	02/20/2017	2	02/09/2016	0
14	CE55574002	CRIM	Lastname,Firstname	08/20/2015	08/20/2016	02/20/2017	1	06/24/2016	0
15	CE55481349	CRIM	Lastname,Firstname	08/26/2014	08/26/2016	02/26/2017	2		0
16	CE55576380	CRIM	Lastname,Firstname	08/27/2015	08/27/2016	02/27/2017	1	02/20/2017	0
17	CE55576415	CRIM	Lastname,Firstname	08/27/2015	08/27/2016	02/27/2017	1		0

Figure 4

5. Columns can be sorted by ascending or descending order by selecting the column heading.

### Column Legend:

- Days Remaining - Indicates how many days there are before the account is late. Accounts that are 30 days or less will be highlighted in "red". Only accounts that have 90 days or less will be listed. If the number of days for an account reaches zero, it remains on your list until the end of the month, the account will not be carried over on to the next month's list.
- Certificate - Certificate number
- Type - Criminal or civil matter
- Client - Client name
- Certificate issue date - Date the certificate was issued
- Anniversary Date - Anniversary date for the certificate
- Deadline Date - Deadline date that an account has to be submitted by
- Billing Anniversary - Indicates which year the certificate anniversary is in
- Last Account Date - Date that an account was last submitted on this certificate.
- Days Remaining - Amount of days remaining until the account is late

#### » TIPS

To sort your list by any column, simply click on the column heading.

#### » Important

The certificate will continue to appear on the list even if you submit an interim account for the anniversary period. Only the submission of a final bill will remove the item from your list.

If you have submitted an account, ensure that all work done up to the anniversary year has been sent. All work completed within the anniversary year has to be submitted within six months of the anniversary date regardless of how many accounts have been submitted.

For example: If a certificate was issued on, June 15<sup>th</sup>, 2012, all work done between June 15<sup>th</sup>, 2012 and June 14<sup>th</sup>, 2013 must be submitted no later than December 15<sup>th</sup>, 2013.

The billing deadline refers to the services provided within the anniversary date. Submitting an account each year does not meet the billing deadline requirements if all services for that billing period have not been billed.

An account is not late if the services for all fees and disbursements incurred during the first 12 months are billed before the anniversary date. You can submit accounts at any time before the billing deadline.

### 3. How to bill an account

1. To bill an account on the list, select the certificate number on the list. A new page will open up with the certificate number populated in the "Certificate #:" field.
2. Select "Add" (highlighted in Figure 5 below). You will be taken directly to the account billing page and you will be able to bill your account as usual.



Figure 5

If you are billing for services in the previous anniversary year and the certificate has reached “0 days”, the billing deadline has passed. When submitting an account for these services, please include a reason explaining why you were unable to bill the account within the billing deadline. After you submit the account, a message confirming that the account is late billed will appear (highlighted in Figure 6 below).

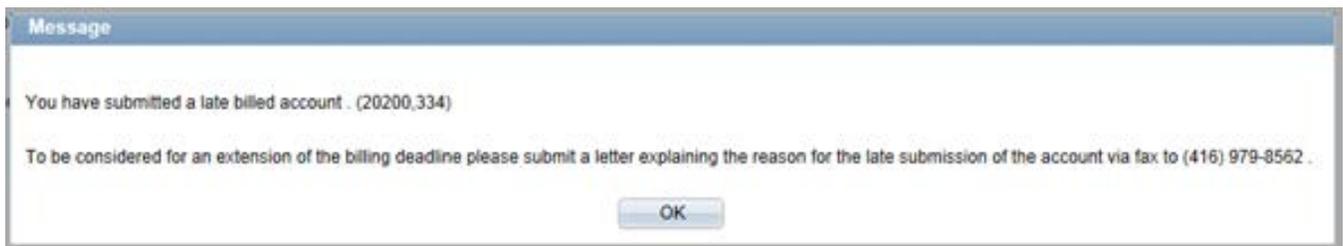


Figure 6

If you did not attach a reason before submitting the account, you can do so by using the “Send Documents Electronically” link on the main page on *Legal Aid Online*.

## 4. Additional Billing Information

### **Final accounts**

- **If the case is completed within 12 months**, your final account and any supplementary accounts must be received no later than six months after the one year anniversary date of the certificate.
- **If you have submitted a final account**, any fees or disbursements you may have overlooked must be billed no later than six months after the one year anniversary date of the certificate.

### **Interim accounts**

- **If the case is not completed within 12 months**, you must submit an interim account for all fees and disbursements incurred during the first 12 months. This account must be received no later than six months after the one year anniversary date of the certificate.
- **If you have submitted an interim account**, you must ensure that any additional unbilled fees and disbursements incurred during the first 12 months are billed no later than six months after the one year anniversary date of the certificate.
- Do not resubmit or re-bill any work or disbursements previously billed, and only bill any additional work or disbursements incurred up to or after the end of the 12 month period.
- For all work completed within each subsequent 12-month period after the first period, further interim or final accounts must be submitted within six months of each subsequent anniversary.

Before each billing deadline, you must ensure that you have billed for all work and disbursements incurred during the entire 12-month period. You can submit accounts at any time before the billing deadline. However, you must make sure to bill all additional fees and disbursements incurred after the first interim account was submitted and up to the certificate anniversary date. These accounts must be received within six months of the anniversary date.

### **Late accounts**

Accounts that are not received by the billing deadlines are not eligible for payment. In exceptional circumstances where an account has been submitted beyond the billing deadline, you may submit a formal request for an extension of time. Inadvertence or administrative difficulties may not be considered as exceptional circumstances for the basis for discretion.

If the services or disbursements need to be billed to comply with the billing deadline rules, LAO will accept accounts for less than the normal minimums of \$500 in fees and/or \$50 in disbursements.

For more information on billing deadlines contact the [Lawyer Service Centre](#).