

# Law Firm E-Billing Best Practices Sub-committee

Questionnaire, Results and  
Discussion Forum



A note to viewers of this document on the web:

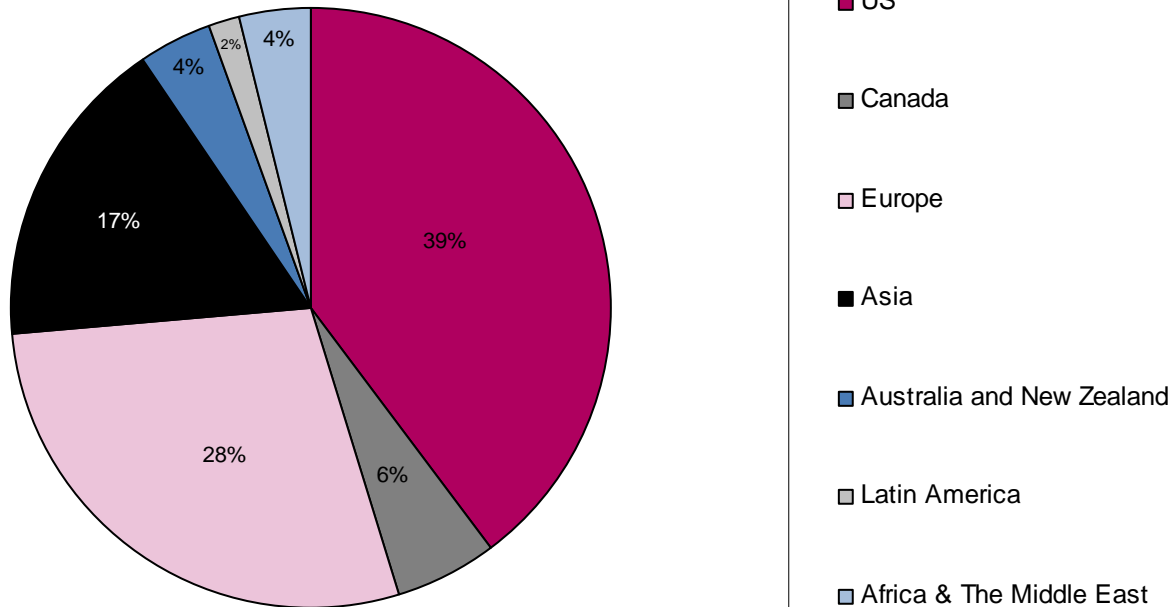
The first part of this document provides information on the results of a survey conducted by the Subcommittee in preparation for this conference session.

The bulk of the 90 minute session was an interactive discussion on how e-billing is handled by law firms attending the session, with a focus on what firms have tried and what has not worked in terms of e-billing best practices. The substance of the discussion is not captured in this document.

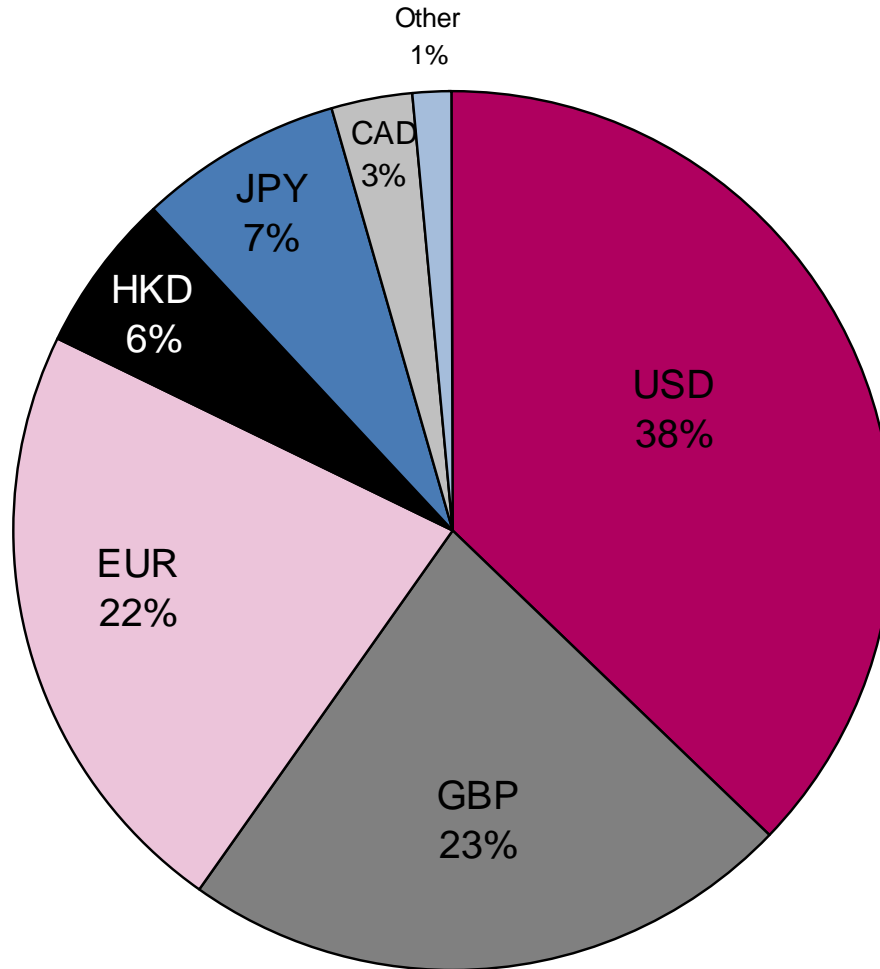
## Law Firm Survey Results

- 28 law firms completed the survey
- Of those 28 firms, 57% are e-billing for more than 50 clients
- 96% of the firms have been e-billing for over 2 years

### What jurisdictions are your clients e-billing from?



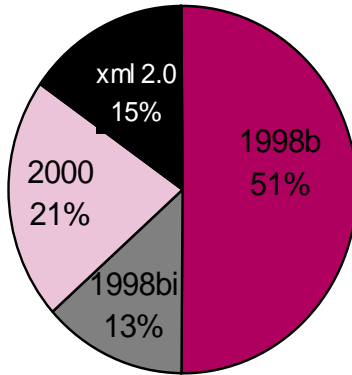
**In what currencies does your firm submit e-bills?**



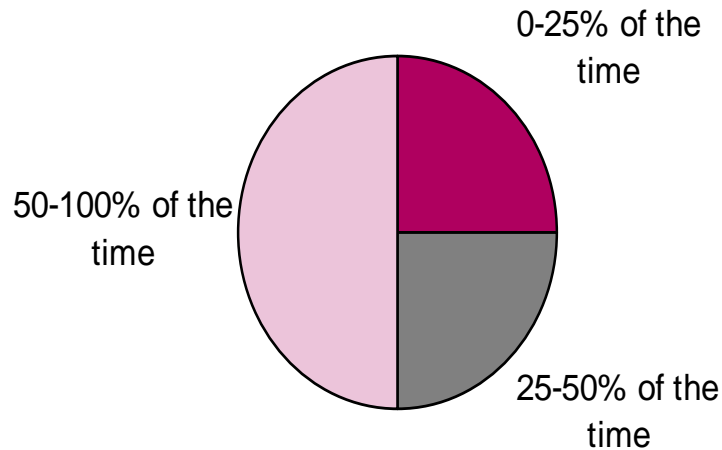
## Do you use e-billing formats other than the LEDES file formats?

- 76% answered yes
- Additional formats noted are:- Litigation Advisor Format, PDF, in-house flat file formats, non-legal specific systems.

What versions of the LEDES file formats do you currently support?



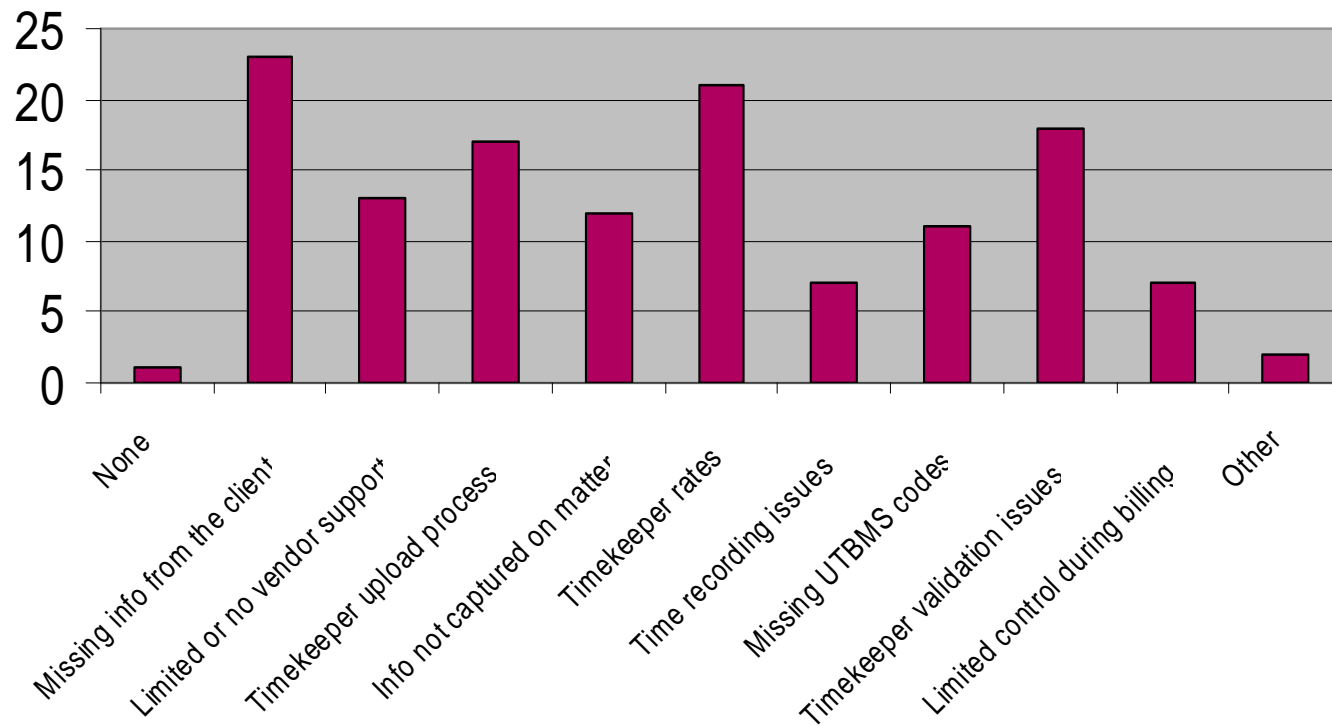
How often do you find you have to include specific client needs in the e-billing standard formats?



Do you feel that additional modifications are required to the standard formats?

- 72% answered no
  
- Comments noted are:
  - too many to list
  - 98b lacks currency field
  - HMRC compliance with 98bi
  - Older formats are for US – useless in UK/EU

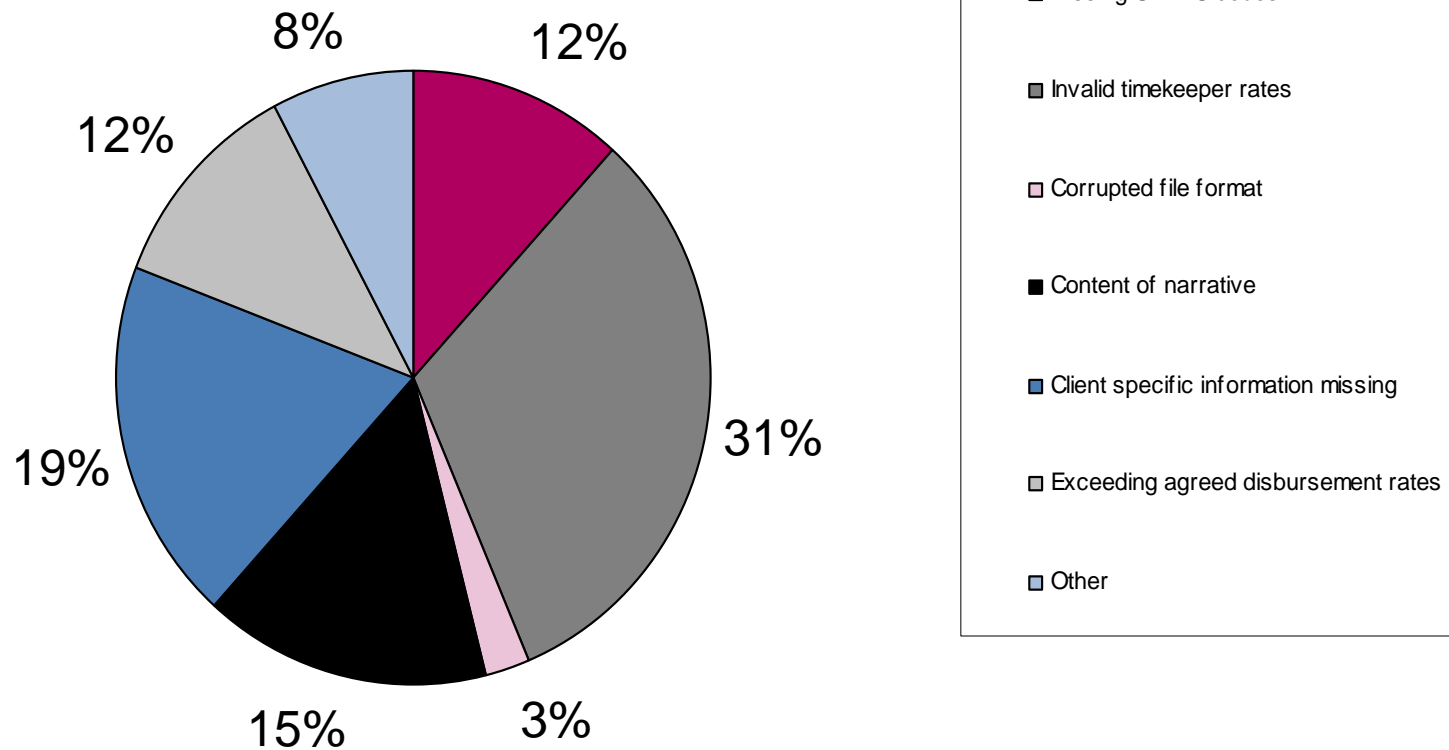
## What, prior to uploading invoices, causes you the most problems with the e-billing process?



## How do you convert bills to the LEDES format?

- 68% use a time and billing system
- 36% use a custom in-house programme
- 11% use a third party system

## Question 12 - When uploading your invoices, what are the most common causes of submission failures?



Have you noticed an improvement to your payment cycle for any e-billing client since you began e-billing? \*

No – 54%

Yes – 14%

Have you seen any decline in your payment cycle for any e-billing client since you began e-billing? \*

Yes – 50%

No – 25%

\* slightly and too early to say make up remainder



From a collections point of view, do you have greater visibility of outstanding invoices? \*

- 50% responded no
- 32% said slightly
- 14% said yes

\* slightly and too early to say make up remainder



## Discussion forum

Opportunity to share and discuss ideas and challenges with best practice in mind.

Everyone is encouraged to contribute.

Facilitator – Jennifer Zimmerman

## Discussion forum – points for consideration

### Implementation

- Teams involved and roles
- System set-up
- Process and procedures – tips and tricks
- ??

## Discussion forum – points for consideration

### Go-live and post go-live support

- What support can law firms offer clients?
- Tips, tricks, processes successes
- ??

## Discussion forum – points for consideration

### Maintenance

- What are the on-going hurdles?
- Process for changing client needs
- ??