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## E-services — the way of the future

LSS e-services, our online tools that provide e-billing, account/payment lookup, and more, are so efficient and cost-effective that we cannot be laidback about them any longer. Already well-subscribed by existing referral lawyers, the system is set to become mandatory by January 2013 for all lawyers accepting legal aid clients. As well, most referral lawyers already take advantage of direct deposit, and this will become our sole method of payment as of July 2012.

The benefits of e-services are many: online billing saves you time and money as your payments arrive more quickly, staff time is reduced, and paper and mailing costs are eliminated. The system is highly reliable with built-in error checking, the security of online banking, and the added conveniences of an expert search database, and the ability to update your own practice profile. And did we mention that with e-billing and direct deposit, you are never vulnerable to a postal strike?

Rest assured that we understand that for some, having to make the transition to e-services may appear to be a challenge. We are determined that this will not be the case. We have already prepared staff and set aside resources to support those of you who need assistance, for initial set-up and beyond, as we welcome you into this new era with LSS. More details to come in the near future!

## Video visits on criminal matters

The Court Services Branch has set up a pilot project to allow counsel in Vancouver and Surrey provincial courthouses to have remote access to accused persons who are in custody at the North Fraser Pretrial Centre. The project uses video and other technologies to make defence interviews possible without requiring sheriffs to transport the accused to the courthouse.

These video visits need to be booked a day in advance through the NFPC. When you book a video interview in advance, you can bill it as an in-custody visit (reminder: visits to a client in custody are billable once per referral). Video interviews that are ancillary to a court appearance do not require advance booking with the NFPC and cannot be billed under the tariff.

**GO CANUCKS GO! GO CANUCKS GO! GO CANUCKS GO!**

## Accounts on the simplified tariffs are being paid faster!

Here's the lowdown on how much faster accounts are moving under the simplified tariffs:

### Average payment turnaround times

	Then	Now	Improved by:
<b>Family</b>	9.2 days	5.9 days	3.3 days
<b>CFCSA</b>	14.3 days	5.5 days	8.8 days
<b>Criminal</b>	7.9 days	7.4 days	.4 days

We are pleased to be able to serve you more quickly.

## Billing tips

**Multiple information resolution.** If more than one information is resolved on the same half day before the same judge, bill one "non-trial resolution" fee for the first information, and a "multiple information resolution" fee for every additional information. See the non-trial resolution item in the criminal tariff for details.

**Additional preparation if an FRA application is required.** When you bill this item, enter the application date in the service date field. This CFCSA item is billable when you do not have a separate FRA referral.

## Resources for your clients

Have you read any of our legal information publications lately? LSS produces a large variety of plain language materials about the law to enlighten and help support your clients during (or after) a referral.

Community and Publishing Services recently released a number of new and revised publications, including the new [Live Safe — End Abuse](#) fact sheet series about domestic violence and a revised edition of the popular [Parents' Rights, Kids' Rights](#) about child protection/removal. Other new publications, such as the [Gladue Primer](#) (about Aboriginal defendants' legal rights), are written for both clients and the intermediaries who help them.

LSS publications (including translated versions) are available at legal aid offices but they can also be read and ordered online through the [LSS website](#). Subscribe to our [RSS feed](#) to stay up-to-date on the latest publications from LSS!