Bills Out
Legal Billing Service
Outsourced. Out on Time.

# Frequently Asked Questions

1. **Why should I outsource my billing?**

   If you don't have staff, you are spending valuable time on billing—a clerical task. This is especially true if you are not using the most efficient technology for timekeeping and billing. Outsourcing with Bills Out frees you up to keep lawyering, even at billing time. If you have a support staff person that spends part of her time on billable work and part on clerical tasks such as billing, this frees your staff person to devote more hours to billable work. We are also experts on several legal billing systems and stay up to date on the latest versions and developments in this area.

2. **May I enter my time and expense information online?**

   Yes. We work with several online time entry systems.

3. **May I continue to use the billing software that I have?**

   We work with:

| | |
|---|---|
| Tabs3® | TyMetrix |
| Sage Timeslips | Legal eXchange |
| Time Matters® | Collaborati® |
| Billing Matters® | CounselLink |
| Centerbase | Claims Intelligence |
| CosmoLex | Bottomline/Legal-X |
| Kurent | Sage Timeslips eCenter |

   If your product is not on this list, we can upgrade you to one of our supported products.

4. **Will I need to purchase additional licenses of my software to use your service?**

   Typically, we prepare your bills using your software on your system. So you will need to have sufficient licenses available for our access.

**5. I don't have billing software. Will I need to purchase software?**

Billing software is not required, however, we strongly recommend, that you use software that can capture your time as you work. Jeff Mills of Sage Timeslips says:

*Paper timesheets rely on workers to accurately recall how much time they spent attending to each task, a method that comes with several inherent problems. For instance, people often find it tricky to estimate exactly how long they've been working, leading them to record ballpark figures rather than exact times. The further back into the past that they're expected to recall how long they spent on something, the more likely it is they'll come up with an estimate that's either too high or too low, which leads to the client or the company being short-changed, respectively.*

*From Timeslips Blog - http://sagetimeslipsblog.com*

If you don't have billing software, you may submit your time, expense and transaction information on an Excel spreadsheet. Then later, we can get you up and running with software well-suited to your firm.

**6. Do you offer receivables and trust account tracking?**

Yes. You will provide a list of all payments received and any trust account activity each month and we will include these transactions on your bills. You will receive Accounts Receivable and Trust Account activity reports each month.

**7. How much is your service?**

We charge a flat fee based on the average number of bills per month, number of timekeepers, mailing requirements and other considerations. We also charge a one-time setup fee. Go to www.billsout.com/freequote to fill in our free quote form.

**8. Can you come to my office?**

Most services are provided remotely via the web and email. Some clients prefer an on-site visit for pre-bill review and other meetings. This can be arranged at an extra charge.

**9. What is required for remote service?**

You will need a fast internet connection. We will work with your network consultant to set up access to your server or designated workstation. In the alternative, we can use our Citrix GoToAssist service. You will not need to purchase additional software for our access.

**10. How will my clients receive their bills?**

You have two options:

- We deliver final bills to you in PDF format and you email or mail them to your clients; OR
- We mail them to your clients.

**11. I bill all of my clients on a flat fee basis. Do I need to enter my time?**

There are several reasons to keep track of your time, even on flat fee cases. Some are:

- To assess efficiency and profitability. On what basis are you setting your flat fee? How do you know when it's time to change your flat fees?
- In the event that you need to prove what you did and when you did it, such as in a malpractice suit or ethics complaint.

For more on this subject see Jim Hassett, Tracking Legal Costs with Task Codes: http://www.technolawyer.com/r.asp?L28495&M5551, or email South Carolina attorney Thomas McDow thomasmcdow@mcdowlaw.com about his TechnoLawyer post on this subject.

If you do not keep track of your time, we can still prepare your bills based on your fee arrangement.

**12. Can you train my staff to do the billing?**

Yes. We are certified to consult and train on several billing products. You may want to use our service temporarily and transition to in house billing once your staff is trained.

**13. Where is your office?**

We're centrally located in Kansas City, Missouri and we serve clients coast to coast.