



4 Guideline Enhancements You Can Make Today To Reduce Your Claim Legal Costs

Every year Bottomline processes tens of thousands of invoices for more than 100 different companies. Roughly 10% of those organizations aren't using billing guidelines as a means of managing their claim legal spend.

If you aren't using guidelines right now, why? Implementing guidelines is actually pretty easy and the rewards you'll reap are well worth the effort.

If you are currently using guidelines, you likely understand the impact of having some simple rules in place. They help control costs and if used in conjunction with a good communication plan, they help establish better relationships with your law firms. We highly recommend reviewing your guidelines regularly, so here are 4 often overlooked guideline enhancements you can implement today to help keep your claim legal costs under control:

4 Tips

- 1. Limit the number of most commonly used third-party vendors you use to get competitive pricing.**

If you're using more than one transcript service (or any other type of service you use on a routine basis), chances are one of them is overcharging you. Select a short list of preferred vendors, ones who provide a good mix of value for service, and let them know you'll be using them exclusively. You can then negotiate with them in order to get preferred pricing.
- 2. Establish meal and hotel per diems for overnight trips.**

Believe it or not, this is one of the most often overlooked guidelines. The U.S. General Services Administration has established industry averages for each city and state that you can view here: <http://www.gsa.gov/portal/category/21287>.
- 3. Institute copy charges for color and black and white copies.**

Without this guideline in place, you run the risk of incurring exorbitant costs—in some cases as much as \$4 per page for color copies. Reasonable charges, consistent with industry standards, are more in line with \$.10 for black and white copies and \$.50 for color.
- 4. Authorize only economy class for domestic travel.**

First class might be more comfortable, but unless the firm is travelling internationally, it's an unnecessary expense.

