



CCMS Provider: Submitting a Case Query

In CCMS you are able to submit queries relating to specific cases or applications. This quick guide will show you how to submit a case related query.

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Client and Cost Management System
Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

[18 Outstanding Actions \(14 overdue\)](#)

[View Notifications \(57 outstanding\)](#)

Support
Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Alternatively you can 'Submit Case Query' within a case.

Technical Support: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Email: online-support@legalaid.qsi.gov.uk

For non case related queries please create a general request.

[Create General Request](#)

Select **Cases and Applications** from the home screen of CCMS.

2

Enter your case or application details as search criteria.

Click **Search**.

Case and Application Search

Please enter as many details as you have available in the provided search fields in order to find your required case or application. At least one of the search criteria fields should be completed.

LAA Application / Case Reference
300000050000

Client Surname

Provider Case Reference

Fee Earner
Please Select

Office
Please Select

Status

[Search](#)

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Search Results

Your search has returned 1 results.

LAA Application / Case Ref.	Provider Case Ref	Client name	Category of Law	Fee Earner	Status
300000050000	Not Available	Adam Ant	Housing		Live

Click the **Case Reference** link to access the case or application.



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Scroll down the screen until the **Available Actions** table is visible.

Click **Submit Case Query**.

Action	Description
Amend Client	View or update the client details
Billing	View financial details and Bills/POAs for this case
Submit Case Query	Create a service request related to this case
View Case or Application	Open a read-only version of this case or application
View Case Notifications	View all notifications belonging to this case
View Outcome	View the outcomes for this case
Amend Provider Details	Amend Provider Details
Amend Correspondence Address	Amend Correspondence Address
Allocate Cost Limit	Allocate Cost Limit

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Request Type

Please select your Request Type and click 'Next' to continue.

* indicates required field

* Request Type

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Select a **Request Type** from the drop down menu.

Click **Next**.

NOTE: In this guide a **Case General Enquiry** has been chosen but other request types are available.

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Enter the enquiry details and click **Submit**.

Request Details

Please complete further details for your request and click 'Submit'.

* indicates required field

Request Type Case General Enquiry

Nature and details of enquiry

* Method of contact
 Please Select

Enquiry Details

0 / 8000

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Please provide [feedback](#) to help us improve this service.

Legal Aid Agency Home Cases and Applications Actions and Notifications Help

Adam Ant 300000050000

Submission Confirmation [View Case Notifications](#)

Your data has been successfully processed. Please click 'Next' to continue.

Next

A submission confirmation is shown when the query has been successfully sent.

Click **Next**.

POINTS TO NOTE:

A notification will be sent out once the query has been responded to. If the response resolves the query you need to close the notification down by selecting the Acknowledged option.

If you require further clarification you need to select the Supplementary Question option.

Only Supplementary Questions will be responded to by the Legal Aid Agency. Any Acknowledged questions will be automatically closed down without any response.

Notification Response
* indicates required field

Response
Acknowledged

Message To LAA
Thank you for clarifying.

Submit [Back](#)

Notification Response
* indicates required field

Response
Supplementary Question

Message To LAA
Could you please clarify what information is required?
Thank you

Submit [Back](#)

- Other Query Types:**
- Billing Case Enquiry
 - Case Complaint
 - Request Client Case Balance Statement
 - Change Submitted Item Status
 - Request Client Account Statement
 - Adjustment Bill Request
 - JR Discretionary Payment Request
 - JR Discretionary Payment Review Request
 - Legal Appeal/Review Request
 - Means Review
 - Means Case Enquiry
 - Merits Case Enquiry
 - MPA Request
 - Request Your Case Balance Statement
 - Reinstate Certificate
 - Request to Release Funds to Client