



## CCMS Provider: Submitting a Non-Specific Request

You can submit Non-Specific Requests through CCMS. This can be for any request that is not related to a case e.g. a Funding Code Query.

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Legal Aid Agency

Cases and Applications    Actions and Notifications

[Logout](#)

### Client and Cost Management System

Civil legal aid application, amendments and billing.

[New Application](#)

You currently have:

[1 Outstanding Actions \(none overdue\)](#)

[View Notifications \(2 outstanding\)](#)

#### Support

Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00) Alternatively you can 'Submit Case Query' within a case. Technical Support: 0203 334 6664 (Monday to Friday, 9:00 - 17:30) [online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk). For non case-related queries please create a general request.

For technical support please [contact LAA](#)

[Create General Request](#)

Click **Create General Request** to send the LAA a non-case/non-application related query.

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Legal Aid Agency

Cases and Applications    Actions and Notifications

[Logout](#)

### Request Type

[Cancel and return to Home](#)

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

\* indicates required field

\* Request Type

General Enquiry

[Next](#)    [Back](#)

Select the required **Request Type** and click **Next**.



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### Request Details

[Cancel and return to Home](#)

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

\* Indicates required field

**Request Type** General Enquiry

Case Ref if relates to case

Client Name(s) if applicable

\* Enquiry Type

\* Preferred method of contact

\* Enquiry Details

Other Information

74 / 8000

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Depending on what **Request Type** you select the fields to fill in will vary.

Complete the required fields adding as much information that is relevant to your query.

Click **Submit**.

**NOTE:** you may wish to print the screen as non-case related queries are not traceable in CCMS after submission.

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### Submission Confirmation

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

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You will receive a confirmation once your request has been submitted.

Click **Next** to return to the home page.