



Legal Aid
Agency

CCMS Provider: Submit a Non-Case Specific Request

This quick guide will take you through the process of submitting a general enquiry through CCMS.

1

Legal Aid Agency Home Cases and Applications Actions and Notifications Help Logout

Client and Cost Management System

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

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

[View Notifications \(none outstanding\)](#)

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 -17:00)
Email: online-support@legalaid.gsi.gov.uk

For non case related queries please create a general request.

[Create General Request](#)

Select **Create General Request** from the home screen of CCMS.

2

Select the type of request you want to make.

This quick guide is demonstrating the **General Enquiry** request.

Request Type

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

* indicates required field

* Request Type

Please Select ▼

- Please Select
- Claim Upload (Pricing Only)
- Claim Upload
- General Billing Enquiry
- General Complaint
- General Enquiry**
- General Means Enquiry
- General Merits Enquiry
- Request Prov Account Statement
- Provider Transfer Request
- Reopen Closed Case in PUI



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3

Request Details

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
Please Select ▼

* Preferred method of contact
Please Select ▼

* Enquiry Details

Other Information

0 / 8000

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You can then input the details of your request. Please provide as much information as possible.

You will see different fields depending on the type of request selected.

You may wish to print the screen for your records as non-case related queries are not traceable in CCMS until the LAA respond.

Complete the necessary fields then click **Submit**.

GETTING IT RIGHT FIRST TIME: If copying and pasting information into the 'Other Information' field above, please be aware that there are certain characters CCMS does not accept. If any of these characters are included you must amend before copying and pasting into CCMS. A list of all invalid characters can be found in the Invalid Characters quick guide on the CCMS Training website.

4

A **Submission Confirmation** screen will be displayed which confirms the request has successfully been submitted.

Click **Next** to return to the CCMS homepage.

Submission Confirmation

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