



The LAA will send you notifications as a replacement to paper correspondence. This will include certificates, notice to show cause and general correspondence. Notifications may contain attachments. Within the notification you can provide a response electronically. We will continue to send information to the client in a paper format.

You can also re-view actions and notifications that you have previously viewed and responded to.

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Legal Aid Agency Home Cases and Applications **Actions and Notifications**

Client and Cost Management System (CCMS)

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

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

[View Notifications \(23 outstanding\)](#)

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

From the home page click **Actions and Notifications** or select **Outstanding Actions** or **View Notifications**.

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Click on the link in the **Subject** column to open the action or notification.

Overview [Refine Search](#) [Return to Home](#)

Please find a list of your most recent actions and/or notifications below. Any overdue actions or notifications are listed at the top.

Your search has returned 3 results. To select one of the records that has been returned, click on the subject title. If the results shown do not include the actions or notifications you are looking for, please refine your search criteria using the link at the top right of the results table.

Date Assigned	Subject	Due Date	Assigned To	Status	LAA Ref	Provider Ref	Client	Fee Earner
06/09/2015	Documents Required	13/09/2015		↓ Pending				
04/09/2015	Claim Upload (Pricing Only)	04/10/2015		↓ Notified				
04/09/2015	Claim Upload (Pricing Only)	04/10/2015		↓ Notified				

NOTE: You can reorder the table by column heading by clicking on the blue headers for each column, e.g. clicking on the **Date Assigned** column heading will reorder the table by date.



CCMS Provider: Managing Notifications

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Documents Required [Return to Notification Search Results](#)

Date Assigned 06/09/2015 **Due Date** 13/09/2015 **Status** Pending **Assigned To**

LAA 06/09/2015 12:23Dear Sirs, You confirmed that you or your client held the documents/evidence listed below. You will need to send this to us as soon as possible.

From the Means Assessment: Negative Disposable Income. A letter of explanation

From the Merits Assessment: The provider has a copy of the evidence of the relevant conviction. The provider has a copy of the protective order/injunction against ex-partner. The provider has a copy of the separate statement. The provider has a copy of the existing expert reports. The provider has a copy of the existing counsels opinion.

Please advise us for each document whether you will be uploading/posting it within 7 days. Then please ensure that we receive the documents within 7 days following this. Yours Faithfully, The Legal Aid Agency

Case Details

LAA Ref	Provider Ref	Client	Fee Earner

Attachments

Description	Action
None	

[Provide Documents or Evidence](#)

Information such as required evidence and due date can be found in the top half of the screen.

To provide a document click **Provide Documents or Evidence**.

For further information please refer to CCMS Provider: Submitting Electronic Evidence or CCMS Provider: Submitting Evidence by Post.

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When sending the response (which may include sending documents to the LAA) you must select a response from the drop down list, otherwise your documents will not be sent. (Note: only select acknowledge if there are no further queries as this closes the enquiry).

To write a response to the notification, use the response box in the bottom half of the screen.

Click **Submit**.

[Provide Documents or Evidence](#)

Notification Response

* Indicates required field

* Response

Please Select

Message To LAA

[Back](#)

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Legal Aid Agency Cases and Applications Actions and Notifications [Logout](#)

Overview [Refine Search](#) [Return to Home](#)

Please find a list of your most recent actions and/or notifications below. Any overdue actions or notifications are listed at the top.

Your search has returned 3 results. To select one of the records that has been returned, click on the subject title. If the results shown do not include the actions or notifications you are looking for, please refine your search criteria using the link at the top right of the results table.

Date Assigned	Subject	Due Date	Assigned To	Status	LAA Ref	Provider Ref	Client	Fee Earner
06/09/2015	Documents Required	13/09/2015		Pending				
04/09/2015	Claim Upload (Pricing Only)	04/10/2015		Notified				

It is possible to access notifications that you've previously viewed from the Your Actions/ Notifications screen.

Click **Refine Search**.



CCMS Provider: Managing Notifications

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

Assigned To
Please Select

Notification Dates
From (DD/MM/YYYY)
To (DD/MM/YYYY)

Provider Case Ref

LAA Application / Case Reference ?

Client Surname

Fee Earning
Please Select

Action / Notification Type
Notification

Include closed notifications

Search

You are now on the Search screen.

Complete the search details of the case with the notifications you want to view. Ensure you tick the **Include Closed Notifications** box to view actions and notifications that have been previously viewed.

Click **Search**.

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The search results will show all actions and notifications for the case including actions and notifications that have been previously viewed and responded to.

Click the link in the **Subject** column to review the action or notification.

Overview [Refine Search](#) [Return to Home](#)

Please find a list of your most recent actions and/or notifications below. Any overdue actions or notifications are listed at the top.

Your search has returned 8 results. To select one of the records that has been returned, click on the subject title. If the results shown do not include the actions or notifications you are looking for, please refine your search criteria using the link at the top right of the results table.

Date Assigned	Subject	Due Date	Assigned To	Status	LAA Ref	Provider Ref	Client	Fee Earning
20/10/2014	Letter For your Attention			Never Read				
31/05/2013	Documents Required			Documents Received				
12/04/2015	Documents Required			Request Cancelled				
18/06/2013	Case Enquiry			Not Available				
21/06/2013	Certificate for Legal Aid			Read				

NOTE: You will receive your **Remittance Advice** through the Actions and Notifications section of CCMS following the process shown above, please see the Remittance Advice quick guide for more information.



Legal Aid
Agency

CCMS Provider: Managing Notifications

NOTE: We have been made aware of a problem created when users download a document through Safari, Firefox and Google Chrome browsers. Our investigations show that downloaded documents have an additional extension (.html) added to the file name. This is preventing the file opening in a readable format. We will not be able to fix this problem as it was not originated by us.

To resolve this issue:

- Try another web browser. The issue may also occur when using an iPad or iPhone, we suggest you use an alternative browser on PC/Mac to download/view notifications.
- If using a PC/Mac computer you should download and save the attachment rather than open it directly from within the browser. When you click the 'view' link from the notification screen, select the option to download and select save as and save to a location of your choice as file type .PDF. Once downloaded navigate to the location on your computer where the attachment was saved and then double click to open.