



The LAA has consulted with chambers who are experienced users of CCMS. This document contains their top hints and tips on the best ways to integrate CCMS into chambers' practices.

Processes within chambers	Your case management software
<p><b>Develop cost estimates for different hearings to agree with instructing solicitors</b></p> <ul style="list-style-type: none"> <li>○ Having a developed set of cost estimates for advocacy work will assist you in agreeing suitable individual cost limits for each case</li> </ul> <p><b>Develop a clear link between the clerks who accept briefs and CCMS fees clerks</b></p> <ul style="list-style-type: none"> <li>○ Set up a process for identifying and flagging CCMS cases via clerks or when briefs are received in chambers</li> <li>○ If fees clerks liaise directly with the instructing solicitor, ensure they use a process so that cases are set up promptly and appropriately, and that estimates of costs are provided</li> <li>○ Set up a process for fees clerks to agree an individual cost limit with the instructing solicitor, and gain access to the case on CCMS.</li> </ul>	<p><b>Add a flag for CCMS cases</b></p> <ul style="list-style-type: none"> <li>○ Some chambers have asked their software vendors to add a flag to their case management system (CMS). They apply this to CCMS cases and then can easily identify cases which need to be billed online.</li> </ul> <p><b>Set up a method to reconcile cases billed via CCMS against your CMS</b></p> <p>Pending the ability to bulk upload bills into CCMS from your CMS (currently in development)</p> <ul style="list-style-type: none"> <li>○ Keep records of cases billed via CCMS to reconcile against your CMS. For example:           <ul style="list-style-type: none"> <li>- keep paper copies of Advocates Attendance forms on cases submitted</li> <li>- enter details on a spreadsheet to reconcile against and monitor aged debt</li> </ul> </li> </ul>
User Setup	Your IT facilities
<p><b>Make use of chambers-level access</b></p> <p>Feedback has shown that chambers-level access (whereby clerks can bill for multiple counsel via one login) has transformed their use of the system.</p> <ul style="list-style-type: none"> <li>○ Think carefully about who you set up with a chambers-level login, and how notifications will be managed within Chambers.</li> <li>○ Visit the Advocates Quick Guides web page and consult these documents to get the most out of chambers-level access:           <ul style="list-style-type: none"> <li>-Introduction to CCMS for Chambers Users</li> <li>-Guide to Chambers and Counsel Access</li> </ul> </li> </ul> <p><a href="http://ccmstraining.justice.gov.uk/help-page/quick-guides">http://ccmstraining.justice.gov.uk/help-page/quick-guides</a></p>	<p><b>Organise your electronic files for scanning and storing supporting evidence for claims</b></p> <ul style="list-style-type: none"> <li>○ If you have an agreed file structure, this will assist your fees clerks in submitting supporting evidence claims on CCMS as files will be easy to locate</li> </ul> <p><b>Consider two screens for simultaneous access to your case management system and CCMS</b></p> <ul style="list-style-type: none"> <li>○ Some chambers have found it easy to work with two screens attached to the same computer, with the fees clerk moving freely between case management software on one screen and CCMS on the other.</li> </ul>