



CCMS Provider: Submit Case Enquiry

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

Client and Cost Management System (CCMS)

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

- [17 Outstanding Actions \(none overdue\)](#)
- [View Notifications \(5 outstanding\)](#)

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. For non case-related queries please create a general request.

For technical support please [contact LAA](#)

[Create General Request](#)

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

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Enter your case or application details as search criteria.

Click **Search**.

Legal Aid Agency Home Cases and Application

[Return to Home](#)

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 [?]

Client Surname

Provider Case Reference [?]

Fee Earning
Please Select ▼

Office
Please Select ▼

Status
Please Select ▼

[Search](#)



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Logged in as: LAWLEWIS1606 Logout

[Return to Case and Application Search](#)

Search Results

Your search has returned 1 results.

To view a case / application displayed in the results table, click on the 'LAA Application / Case Ref.' number. If the application/case you are searching for is not in the list below, please review your search criteria and search again.

LAA Application / Case Ref.	Provider Case Ref	Client name	Category of Law	Fee Earner	Status
300000046854	1234A	Simon Jones	Family		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**.

Available Actions

Action	Description
Amend Case	Create an amendment for this application
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

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Request Type

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

* indicates required field

* Request Type
Case General Enquiry ▼

Next Back

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

Click **Next**.

Getting it right first time:
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**.

Specifying the **Method of Contact** will determine how any response is sent to you.

NOTE: In this example the request relates to a case that has become high cost and is going to exceed £25000. Your case enquiry may relate to something else.

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

Submit Back



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View Case Notifications

Submission Confirmation

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**.

Other Query Types:

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