



CCMS Billing FAQ's

Counsel have been allocated to case but can't submit a claim for costs.

Before you bill you should check:

- Counsel have been allocated a costs limit.
- The cost limit allocated is enough to cover the bill.
- The amount you are claiming will not exceed the total cost limit of the funding Certificate.
- In housing cases, that the solicitor has submitted their 'Final' bill.

You should check with the solicitor if you have any issues with the above.

When searching for counsel on CCMS no search results are returned.

When searching for counsel the Provider can enter as many search criteria as they want, however counsel will only appear if the entered criteria is exactly as it appears on our system. For example, if the counsel name on our system contained a middle initial and the provider did not enter this, it will not appear in the search results. The most effective way to search for counsel is to enter either Counsel name OR reference the preferred option is to search using LAA Counsel Reference number only. Please note that if counsel have already been assigned to the case they do not need to be assigned again, the Provider needs to adjust the cost figure allocated by overtyping the sum allocated to them, saving the amendment.

I am unable to create a final bill as the final bill option is not available in the Bill Type dropdown list.

You must submit your outcome in respect of all proceedings in the case prior to creating a final bill in CCMS. The final bill option will not appear until the outcomes for all the proceedings have been recorded and submitted to the LAA.

Please click [Submitting Outcomes](#) for further guidance.

I am unable to submit a bill as I am experiencing an error message.

The most likely issue is the user may have omitted to input some information or incorrect fields may have been completed. In hourly rates bills the provider should complete one of two non-mandatory fields, either Activity Time or Activity Item. Only one of these fields should be completed by the provider, completing both will result in an error message. Check that you have completed only one of those fields.

I'm unable to prepare a High Cost Bill.

You will need to make sure all case plans and contracts have been agreed with the high cost team. If the case plan has been agreed then please submit a [Case Enquiry](#) via CCMS and a caseworker will place a restriction to allow the high cost bill.



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The bulk upload bill has been rejected because of an unknown claim contact (the fee earner name on the bill is not recognised within CCMS).

The bill has been rejected because the fee earner name does not match the details saved within CCMS. When completing your bill using your bulk upload software, please ensure the name matches exactly how it is registered on CCMS.

Why is the system giving me hourly rates on my family bill when it should be a fixed fee?

Was the applicant/client a child at the start of the case? e.g. the client was both a minor/parent and had a child who was the subject in the proceedings as the client was a child the CCMS recognises that this is an hourly rate case and not a fixed fee.

If the client was not a child the lead proceeding could be attracting the incorrect fee scheme and you will need to email online-support@justice.gov.uk

Counsel are VAT registered but do not have an option to claim VAT on the bill.

In the first instance Counsel will need to contact Provider Records to ensure that their LAA account details are registered for VAT.

They should email ProviderRecords-London@justice.gov.uk

When submitting a our bill via bulk upload we are receiving Error Code 2001 / 3002.

When creating your bill you have used the wrong fee scheme or rates. You should check the nature of the proceedings and the age of the client. Also check the case has it been registered as High Cost (when required), if so when and claim the correct rates for the correct periods.

I can't bill for QC.

For a claim to be made for QC counsel the high cost case restriction must be placed on the certificate. Once this restriction has been placed onto the certificate the user can then input the bill information on the Counsel Own Rates screen.