



## CCMS Applications and Amendments FAQ's

### Why can't I change the Office Account Number?

If the application has not been submitted you can abandon the application and start again selecting the correct office details.

If the application has been submitted but not yet processed the application will need to be withdrawn and resubmitted.

If the certificate has been granted you will need to submit a Provider Transfer Request, to be transferred to the 'correct office'.

### Why am I unable to submit an application/ amendment/assessment/bill?

You will need to make sure you have the appropriate roles, some roles allow you to prepare applications/amendments/bills but do not allow you to submit. Check with your CCMS System Administrator to ensure you have the appropriate roles allocated. See [User Set Up](#) which will provide details on what roles are required to submit applications.

### Why isn't the Category of Law I want available?

Providers will only see Categories of Law which you have a Legal Aid contract for so this may be why all options are not available.

If you believe you do have a contract for the category of law, please contact your contract manager.

### Why can't I find the proceeding I need?

You will need to check that you have selected the correct Category of Law and then the correct Matter Type. Selecting the wrong option will mean you will not be able to select the proceeding required.

### What should I do when I experience an error message when completing the means or merits assessment?

Check that you have input the information in the correct format e.g. have numbers, dates and currency been input numerically as opposed to typing the number in words (you should enter 1 instead of one). Other instances include incorrect dates being input e.g. entering future dates for questions relating to the past will cause an error.

Error messages could also be generated as a result of a non-mandatory fields not being completed. Sometimes an answer to a mandatory question will then impact the other questions presented and the non-mandatory fields should be completed. When a non-mandatory question relates to a response entered to a mandatory question, please complete the non-mandatory question.



## CCMS Applications and Amendments FAQ's

### Why do I receive an error message when inputting the clients wage slips in the means assessment?

When completing a full means assessment for an employed client you should provide wage information. When providing the information based on the client's wage slips CCMS will ask for specific information. You will need to confirm how many wage slips you will be providing the information from and then enter the information of each wage slip. If you don't input information for the number of wage slips you've confirmed you were going to then you will experience an error message, e.g. if you've confirmed you will provide information for 3 wage slips and only input 2 before you attempt to move on you will see an error message as you haven't provided all the information you previously confirmed. If this occurs please add the missing wage slip.

Please click the link attached for how to submit wage slips - [Means Assessment: Entering Wages Slips](#)

### Why have the figures I entered into the means assessment reduced?

When completing a means assessment CCMS will automatically apply the highest deduction based on information submitted within the assessment. For example, solicitors input an assessment for a single client with no dependants and input housing costs as £650. CCMS will cap this to £545 as this is maximum value taken into consideration in the assessment.

### Why won't CCMS allow me to add new proceedings or scope to the certificate?

You will be unable to add new proceedings or amend existing proceedings / scope limitations if the certificate has a 'show cause' status. You should respond to the show cause in the first instance; the Legal Aid Agency will then determine if it is appropriate to remove the Show Cause before any amendment can be submitted.

Another reason is you may no longer hold a schedule in that category of law and in this instance you should contact your contract manager.

### Why is the Amend Case option missing?

The most likely reason for being unable to submit an amendment is due to having an outstanding amendment which is yet to be processed by the LAA. Once it has the Amend Case link will re-appear in the Available Actions list for other amendments to be made. You can only have one application/amendment pending at any one time.

### What should I do when the Scope Limitation I need is not showing in the drop down list?

The most common reason is that you need to increase the Level of Service. Click the 'Edit the proceedings and costs' and select the wording of the proceeding that you already have and then you have the option to edit the proceedings in the top right-hand corner to change the level of service. This will then provide additional scope limitations.



## CCMS Applications and Amendments FAQ's

### **What should I enter as my clients property type if they live in a boat/caravan in housing proceedings?**

There is no option to select boat/caravan in the drop-down option. You must select one of the options for the purpose of progressing through the merits assessment and then make it clear in the statement of case what the circumstances of the case are and the property type that is the subject matter of the case.

### **Why can't I remove the lead proceeding?**

You are unable to delete the current Lead Proceeding unless you add an additional proceeding or choose one of the additional proceedings on the case to be the Lead. This will then allow you to remove the original Lead.

### **What does an error message mean when it is given in blue text rather than red?**

This is a warning message rather than an error message and will not prevent you moving to the next screen. It's letting you know you are doing something that is unexpected on the application or amendment. However if the text is blue, you will still be able to progress.

### **Why is CCMS giving me a Multiple Parent Error message when I'm linking cases and the case does not involve multiple parents?**

You can only link an associated application to the lead. You are unable to link an associated application to another associated application. Please view the [Linking Family Cases](#) guide.