



CCMS Provider: POA Recoupment Request

This quick guide will take you through the process of requesting recoupment of a Payment on Account before the case has concluded.

You can request that a POA be recouped where duplicate POAs have been submitted in error; a POA has been submitted against an incorrect case; or an incorrect POA amount has been requested.

Please note that if the POA has been paid as an incorrect amount, the full POA must be recouped so the POA with the correct amount can be submitted.

The guide will take you through the process for both family and non-family cases.

Family Cases

1

Provider Bill Type

* indicates required field

* What type of claim are you submitting?

Solicitor Interim

v5.7.5

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Begin the process by searching for the case the POA has been submitted against then navigate to the billing section.

Start by creating a new bill in CCMS.

When you reach the Bill Type screen you must select **Interim** as the type of bill you are creating.

2

You will then see a list of the POAs that have been submitted against this case.

Tick the box to request that this POA be recouped.

Payment On Account (POA) Recoupment

* indicates required field

Select POAs to be recouped

3000000471370002 - 14/03/16 - £318.44

3000000471370001 - 11/11/15 - £97.50

If any of the work being claimed for in this interim claim has already been paid to you on account, then please select the matching POAs from this list for recoupment.

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Multiple Fee Scheme Bills

* indicates required field

* Would you like to bill for FAS?

Yes No

* Would you like to bill for Disbursements?

Yes No

Please indicate all fee schemes you are claiming under for this bill.

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Once you have selected the POAs to be recouped you should follow the process of submitting a nil bill in order to send the request to the LAA.

For **Nil Bills** select **Yes** to submit a disbursement.

Click **Next**

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Answer all relevant questions until the **CPGFS Bill Line** screen is displayed. At this point details of the bill can be entered. Remove the **fixed fee** part of the claim as this will be made against the lead certificate.

Click **Remove** to remove this part of the bill.

CPGFS Bill Line

* indicates required field

* Activity Date

* Activity Type

Please Select

* Do you wish to escape the standard fixed fee for any reason other than the amount of your actual profit costs exceeding the fixed fee threshold or your client being a child (e.g. the acting solicitor has been instructed by the client for less than 24 hours overall, and their involvement in the case has concluded)?

Yes No

If you answer 'yes' to this question then you will escape the standard fee and be able to claim under the relevant hourly rates scheme.

* Actual Net Profit Costs for this Case

£

Please enter your actual profit costs for this case. This should not include any Advocacy/FAS, VAT or any uplift.

* VAT %

Please Select

* Fee Earning

Please give the name of the fee earner who did this piece of work.

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CPGFS Bill Line

* indicates required field

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The **fixed fee** aspect has now been removed.

Click **Next**



Legal Aid Agency

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Select **Nil Bill** from the drop down menu and then complete the rest of the mandatory fields.

Disbursement Bill Line

* indicates required field

* Activity Date

* Activity Type

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Experts Court Attendance Net Costs
 £

If there are any court attendance costs charged by the expert, please confirm the total net value.

Experts Court Attendance Hourly Rate
 £ 0

If there are any court attendance costs, please confirm the expert's hourly rate for court attendance.

Experts Travel Net Costs
 £ 0

If there are any travel costs charged by the expert, please confirm the total net value.

Description Of Other Expert Costs

If there are any other costs within the expert costs that do not relate to preparation, court work or travel costs then please briefly describe what the other costs relate to (freetext).

[Remove](#)

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After all details have been included, select **Next** .

GETTING IT RIGHT FIRST TIME:
 As you are creating a Nil Bill, all mandatory fields need to be completed as a minimum but 0's can be entered as you as not claiming any costs.

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Once the Nil Bill has been submitted you will receive a Documents Required action.

You should respond to this action by selecting the **Documents Sent** option as the Notification Response and explain the reasons for the POA recoupment in the text field.

Once the response has been given click **Submit** then the LAA will be able to make the recoupment.

[Provide Documents or Evidence](#)

Notification Response

* indicates required field

* Response

Message To LAA

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Non-Family Cases

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Action	Description
Continue Amendment	Continue to create this amendment
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
Amend Correspondence Address	Amend Correspondence Address
Allocate Cost Limit	Allocate Cost Limit
Complete Means Reassessment	Complete Means Reassessment

If you have POAs that you would like recouped from a non-family case you should navigate to the table of Available Actions of the case.

From the actions listed click on the **Submit Case Query** link.

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Select **Billing Case Enquiry** as the request type then click **Next**.

Request Type

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

* indicates required field

* Request Type
Billing Case Enquiry

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Request Details

Please complete further details for your request and click 'Submit'.

* indicates required field

* Request Type Billing Case Enquiry

Nature and details of billing enquiry
POA Recoupment

* Opted Contact method
PUI Notification

Enquiry Details
There are POAs on this case that need recouped. Please make the interim bill option available on this case so I am able to submit the recoupment request.

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In the enquiry you must request that the LAA make the interim bill function available on this case so you are able to submit a recoupment request.

Complete the request details screen then click **Submit**.

Once the interim bill function has been activated follow steps 1-4 of this quick guide to submit the recoupment request.

GETTING IT RIGHT FIRST TIME: Profit cost claims can be recouped but the system will only allow a total of 2 within 12 months, even if 1 has been recouped.