

Contracted Work & Administration (CWA) User Guide for Providers

Section 3: Bulk Load Submissions

April 2013

Version 9.00

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Introduction

Reporting Completed Outcomes

Each month you must report all completed Civil and/or Crime outcomes in a submission to the LAA.

There are 2 methods of reporting the outcomes to the LAA either:

- Entering the outcomes directly into Contracted Work & Administration (CWA) line by line;
- 2. Bulk uploading the outcomes into CWA.

In this guide we will cover Bulk Loading outcomes.

Submission Periods

Each submission has a submission period. The period is one month in duration and is identified by the month and year e.g. APR-2013. There are 5 rules when completing a submission:

- 1. You cannot begin a submission until the first day of that period.
- 2. You cannot complete the submission until the first day of the following month.
- 3. The deadline for the completion of a submission is the 20th of the following month.
- 4. You cannot start entering data for a new submission period until the previous period has been completed.
- 5. Once a submission has been completed, no new outcomes can be added to it.

Example Submission

For example: The APR-2013 submissions need to be completed. You can start entering outcomes into the submission from 1st April 2013.

Once you have entered all of the required outcomes for this period you will need to complete the submission and submit it to the LAA. You will not be able to submit it until 1st May 2013.

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The deadline for completing the submission will be 20th May 2013.

We strongly recommend that you do not wait until the deadline date to complete your submission.

Policy Guidance

Please refer to the Guidance for reporting controlled work (Civil) and Guidance for reporting Crime Lower work found on the Justice Website for policy guidance on making your submission.

The Submission Process

There are 3 steps to the Submission Process:

- Step 1 Enter the Outcomes.
- Step 2 Review the Outcomes that have been entered.
- Step 3 Submit to the LAA.

If you have no outcomes or New Matter Starts (Legal Help only) to report then you must still complete steps 1 to 3. This is called a 'Nil Submission'.

Additional Information Required at Step 3

For Legal Help Schedules the number of New Matter Starts for that period must be entered at Step 3.

Immigration providers must report their CLR data at Step 3.

What happens next?

Once you have completed the submission process you will be notified on the status of the submission after processing; this will either be Successful or Rejected.

In CWA, submissions are made in the Activity Management area of the system. You must be logged in as a CWA Activity Reporter (AR) or a CWA Activity Reporter Manager (ARM) to be able to access this area.

If you do not have access to the relevant role, please contact the CWA Firm Sysadmin user for your firm.

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An AR can carry out the same tasks as the ARM, with one exception:

The ARM is the only user who can perform the final submission to the LAA (Step 3 of the Submission Process).

Submission History

You can view the previous submissions for your firm. This will also show any amendments that have been made, post submission. Refer to the Submissions User Guide for more information.

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Bulk Load Step 1

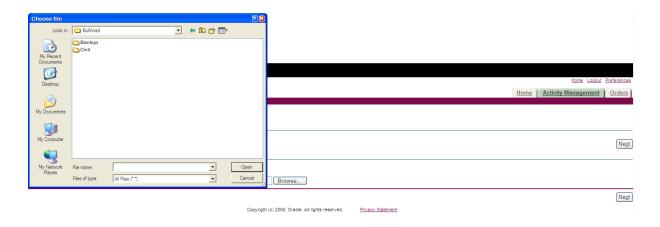
Locating the Bulk Load screen

To perform a Bulk Load you will need to access the Bulk Load screen. This is the first screen that you will see when you click on the **Activity Management** tab.

Before you start the Bulk load you should ensure that you have the correct file. The file should be stored in a folder on your computer system. This should either be a .csv file produced by the Bulkload Spreadsheet or a file produced by your Case Management System (Refer to Bulkload Spreadsheet user guide or contact your software vendor for further details). We recommend that you call the folder Bulk Load.



Click on the **Browse** button to search for the file on your computer system. Select the file and click **Open**.



The correct location of the file should now be shown in the Bulk Load File field. You can click on **Browse** again if the location is incorrect.

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Click on either of the **Next** buttons to proceed with the Bulk Load.



A Processing screen will appear during the Bulk Load. CWA is validating the file and the outcomes in the file. Please do not click anywhere on the screen until this process has finished.

If the file validation finds any major errors e.g. incorrect file type, an error message will appear. You will need to rectify the error with the file and start the process again. If no major errors are found you will be presented with the Bulk Load Results screen.

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Bulk Load Results

This screen summarises the information contained within the Bulk Load file. The Summary table confirms the total number of outcomes in the file and breaks them down into successful, problem, duplicate and invalid outcomes.

- Problem outcomes contain minor errors. Invalid outcomes contain major errors.
- Duplicate outcomes are outcomes that are already loaded into the submission or are present more than once in the Bulk Load file. The details of these errors can be viewed in the Bulk Load Errors table.



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Bulk Load Errors

The Bulk Load Errors table displays the actual validation errors that it has found. It gives a summary of the outcome, the error type and the error description. Note that you have the option to print and export this information for your records.

- Problem outcomes appear with the error type OUTCOME VALIDATION.
- Invalid outcomes appear with the error type MANDATORY VALIDATION.
- Duplicate outcomes appear with the error type DUPLICATE VALIDATION.

Confirmation Decision

You now have 2 choices to either confirm or cancel the Bulk Load of this file.

If you confirm now, the invalid and duplicate outcome(s) will not be loaded. The problem outcome(s) will be loaded but they will have to be corrected before they can be submitted.

The LAA strongly recommends if you have problem or invalid outcomes that you go back into your Case Management System or spreadsheet to correct the errors and create a new Bulk Load file. This will ensure that your records match the work you have submitted to the LAA.

Answer **Yes** or **No** to the question asking if you wish to proceed with the Bulk Load of the submission.



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Proceeding with the Bulk Load

If you confirm that you wish to Bulk Load the file, you will be presented with another Processing screen. CWA is transferring the outcomes into the relevant submission. Please do not click anywhere on screen until this process is complete.



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Viewing the Bulk Load Submission

When the processing is complete, the Bulk Load Submissions will be displayed. The outcomes you have uploaded will have been allocated to the current submission period for the relevant schedule.



Click on the **Update** icon to view the contents of the submission.



A list of the outcomes is displayed. The invalid and duplicate outcomes have been removed.

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Calculating the Value of the Outcome

When you Bulk Load outcomes, their value is not calculated straight away. You can either wait for them to be calculated or you can select all of the outcomes and click the **Get Price** button.



If the outcome meets the Escape Fee Cases criteria, a cross will appear in the Esc column. The LAA will complete a separate assessment of Escape Fee Cases.

Outcome Pricing Details

CWA enables you to view a breakdown of costs for outcome claims that you have submitted. This allows you to identify the VAT amount included in any costs that have been input. It also displays the fixed fee (if relevant) for the outcome. The breakdown is displayed in a screen called Outcome Pricing Details.

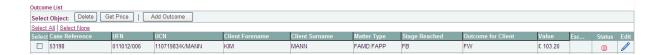
Please refer to the Submissions User Guide for more detailed information.



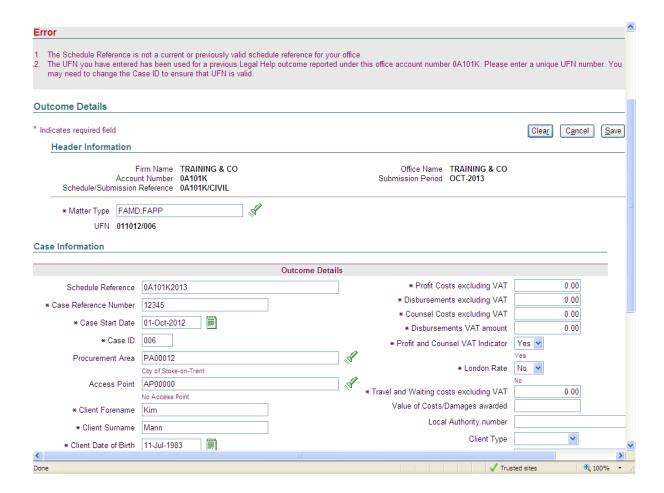
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Resolving Problem Outcomes

A red X in the Status column indicates a problem outcome. You will need to rectify any problem outcomes before you can proceed to Step 2 of the submission process. Click on the **Edit** icon to view the outcome in full and resolve the error.



The Outcome Details screen will be displayed showing all of the data that has been uploaded. A error message will appear at the top of the screen with details of the error. In this example the error is with the Schedule Reference and UFN entered.



Rectify the error(s) and then click on the **Save** button.

You are returned to the Submission Details screen. The outcome you have just edited will have moved to the top of the list. The red X in the status column will be removed.

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Deleting Outcomes

If you realise you have entered an invalid outcome you can delete it.

Click on the Select box next to the outcome(s) that you wish to delete.

Note that if you are deleting all of the outcomes, you can select all in one go by clicking on select all.

Click on the **Delete** button.

You will be asked to confirm the deletion. Click on the **Delete Selected Outcomes** button to confirm the deletion or click on **No** to cancel the deletion.

You are returned to the Submission Details screen. The outcome has been removed from the submission.

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Bulk Load Step 1 Review

You have now completed Step 1 of the Bulk Load process.

If you were ready to complete the submission for this month you would now move to Step 2. Alternatively you could add more outcomes for this period using either the Bulk Load facility or the Add Outcome button.

Please remember the following points about Step 1 of the Bulk Load process:

- If you would like to use the Bulk Load facility you need to ensure that you
 have the correct type of file from the Bulkload Spreadsheet or Case
 Management System.
- 2. You can transfer problem outcomes into CWA but you must rectify those errors before you can move to Step 2 of the submission process.
- 3. Duplicate outcomes will automatically be removed once the outcomes have been transferred into CWA.

You will not be able to move to Step 2 until the values of the outcomes in your submission have been calculated. You can wait for this to happen automatically or use the **Get Price** button.

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Bulk Load Step 2

Submission Review

Once you have completed Step 1 of the Bulk Load Process, you can move to Step 2. Click on the **Next** button on the Submission Details screen.

Step 2 is the Submission Review. This screen enables you to preview the submission before submitting it to the LAA.

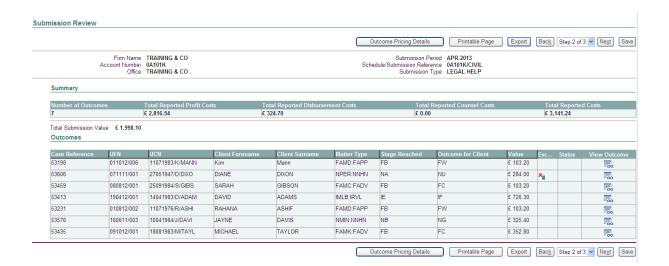
A summary table of the submission is displayed. The Summary table displays the Number of Outcomes, Total Reported Costs and the Total Submission Value.



You can scroll down the screen to review the outcomes in the submission.

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A list of the outcomes is displayed. Click on the **View Outcome** icon to view the outcome in full. If you find an error you will need to go back to Step 1 to edit the outcome.



If you wish to proceed with the submission, click on the **Next** button to move to Step 3.

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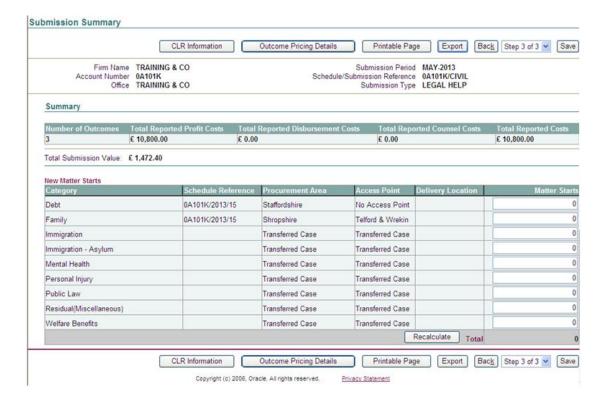
Bulk Load Step 3

Submission Summary

Step 3 is the Submission Summary. The summary table is repeated from Step 2.



A Matter Starts table is also displayed. This shows the amount of controlled work (e.g. outcomes) that has been reported this month for each category of law/stage reached and their total value.



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