



Legal Aid  
Agency

## **Contracted Work & Administration (CWA)**

### **User Guide for Providers**

### **Bulkload Spreadsheet v1.20**

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## Contents

<b>Introduction .....</b>	<b>4</b>
<b>Downloading the spreadsheet .....</b>	<b>5</b>
<b>Opening the spreadsheet in Excel pre 2007 .....</b>	<b>6</b>
<b>Opening the spreadsheet in Excel 2007 .....</b>	<b>7</b>
<b>Entering submission details .....</b>	<b>8</b>
<b>Entering civil data .....</b>	<b>10</b>
<b>Entering New Matter Starts .....</b>	<b>12</b>
<b>New Matter Start Form.....</b>	<b>13</b>
<b>CLR - controlled legal representation data (Immigration only).....</b>	<b>15</b>
<b>Entering criminal data .....</b>	<b>16</b>
<b>Saving your work .....</b>	<b>18</b>
<b>Checking your submission .....</b>	<b>19</b>
<b>Printing the Bulkload spreadsheet.....</b>	<b>20</b>
<b>Creating the Bulkload csv file.....</b>	<b>21</b>
<b>Alternative methods of submission .....</b>	<b>23</b>
<b>Points to note .....</b>	<b>24</b>
<b>Troubleshooting.....</b>	<b>25</b>

## Introduction

The Bulkload spreadsheet provides an alternative way to upload your outcomes into Contracted Work & Administration (CWA) if you do not have a compatible case management system that produces a file for loading. Instead of manually typing the outcomes directly into CWA you can input them onto a spreadsheet and then create a csv file and Bulkload when convenient.

You can enter civil and criminal data for the same office number on the same spreadsheet; there are different sections for each area of law. If you only cover either civil or criminal, you can leave the other section blank. If you have more than one office (account/supplier number) you will need to complete a separate spreadsheet for each office.

If you have only new matter starts to submit, and no controlled work to report, please enter the new matter starts directly into CWA. It is not possible to Bulkload a file without controlled work to report. Guides available on Justice Website:

<http://www.justice.gov.uk/downloads/legal-aid/lsc-online/quick-guides>

The spreadsheet is best viewed with a screen resolution of 1024 X 768. You can still use the spreadsheet at lower resolution settings such as 800 X 600, but you will have to scroll the page across to view all the fields.

You can get a copy of the Bulkload spreadsheet via the Justice website:

<http://www.justice.gov.uk/legal-aid/submit-claim/cwa-online-claims/using-the-bulk-load-spreadsheet>

## Downloading the spreadsheet

The Bulkload spreadsheet can be downloaded from the Gov.UK website:

<https://www.gov.uk/guidance/submit-a-contracted-work-and-administration-cwa-claim-online>

To download the spreadsheet:

- Right click on the Provider Bulkload spreadsheet link under Using the Bulkload Spreadsheet and Compatibility and choose 'save target as...'
- Choose a location on your computer and click 'save'

**Do NOT left click on the link – this will open the spreadsheet in your Internet browser and it will not function correctly.**

If you have any problems downloading the spreadsheet please contact the Online Support Team.

Email: online-support@legalaid.gsi.gov.uk

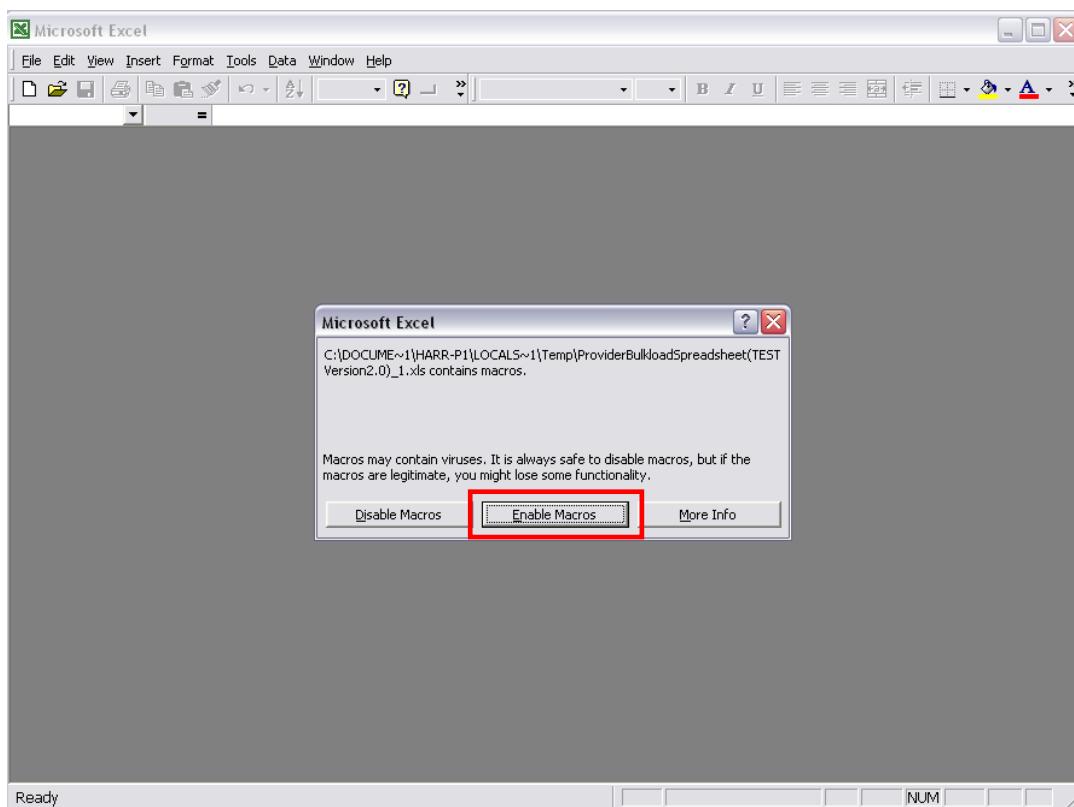
Telephone: 0300 200 2020

## Opening the spreadsheet in Excel pre 2007

To open the spreadsheet you will need to go to the location where you saved it on your computer.

You will use this original spreadsheet each month when you start a new period. When you use the save progress button it will not overwrite this spreadsheet.

When you open the file a message will be displayed about macros. You will need to click ‘Enable Macros’ for this spreadsheet to work.

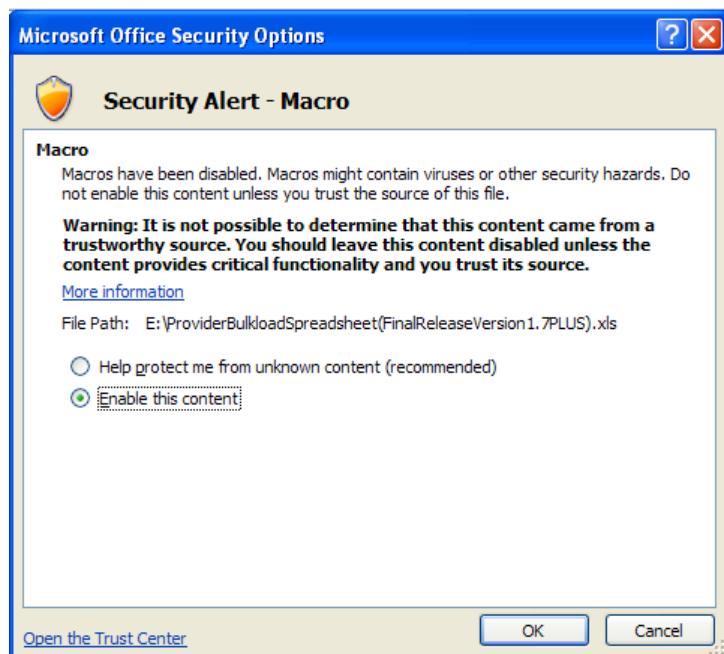


The macro security settings for Excel will need to be set to ‘medium’ for this box to appear. If you have any problem with enabling the macros please see the troubleshooting section at the end of this guide.

We recommend having the caps lock on when entering information. Entering data in lowercase may cause the Bulkload file to fail.

## Opening the spreadsheet in Excel 2007

Follow the process as detailed above however when you open the file a message will be displayed about macros at the top of the screen. You will need to click 'Options' to enable the macros to allow the spreadsheet to work.



Select 'Enable this content' and click 'OK'. This will allow the macro content to run.

We recommend having the **Caps Lock** on when entering information. Entering data in lowercase may cause the Bulkload file to fail.

## Entering submission details

When you first open the spreadsheet the main page will appear. Here you need to enter information on which account, schedule and submission period you are submitting for. You will need to click into the relevant green box to input the information.

The screenshot shows the 'LAA Online' Bulkload Spreadsheet interface. It has two main sections:

- Step 1 - Enter firm / submission details:** A table with columns 'Field Title', 'Enter Information', and 'Description of field'. The 'Enter Information' column contains green input fields. The 'Description of field' column provides examples for each field:
  - Providers LAA Office Number:** Providers Office Account Number (e.g. **1A123B**)
  - Submission Month:** In the format MMM (e.g. **DEC**)
  - Submission Year:** In the format YYYY (e.g. **2013**)
  - Crime Schedule Number:** Providers Crime Schedule Number (e.g. **CRMI1A123B/13**)
  - Civil Submission Reference:** Providers Civil Submission Reference (e.g. **1A123B/CIVIL**)
  - Mediation Submission Reference:** Providers Mediation Submission Reference (e.g. **1A123B/MEDI2010/14**)
- Step 2 - Select required tool:** A vertical list of buttons:
  - Enter Civil Data
  - Enter Crime Data
  - Enter Mediation Data
  - Go to Help Page
  - Save Progress

At the bottom, there is a disclaimer and copyright information:

DISCLAIMER - This Spreadsheet is provided for your assistance and its use is not mandatory. You use this Spreadsheet at your own risk and the Legal Aid Agency accepts no responsibility for any losses caused by or otherwise related to your use of it. We reserve the right to withdraw it at any time. Please see the Help Page for basic guidance on the use of this Spreadsheet.

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Please make sure the information is input in the correct format as indicated by the description on the right. The month can be chosen from a drop down menu.

Field Title	Enter Information	Description of field
Providers LAA Office Number		Providers Office Account Number (e.g. <b>1A123B</b> )
Submission Month		In the format MMM (e.g. <b>JUL</b> )
Submission Year		In the format YYYY (e.g. <b>2010</b> )
Crime Schedule Number		Providers Crime Schedule Number (e.g. <b>CDS1A123B/11</b> )
Civil Submission Reference		Providers Civil Submission Reference (e.g. <b>1A123B/CIVIL</b> )

**Criminal schedule number: CDS/AccountNumber/11** (e.g. CDS/1A123B/11)

**Civil Submission Reference: AccountNumber/CIVIL** (e.g. 1A123B/CIVIL)

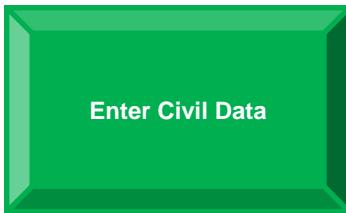
Please note these formats may change in the future.

If you do not have a crime schedule leave the ‘Crime Schedule Number’ blank.

If you do not have a civil schedule leave the ‘Civil Submission Reference’ blank.

When reporting civil submission data it is only necessary to report your account number plus “/CIVIL” against the Civil Submission Reference as it is possible to report work that is authorised by more than one Civil Schedule that are concurrently active. The Schedule Reference of the Schedule under which work has been conducted is recorded against individual outcomes or new matter starts information (see below).

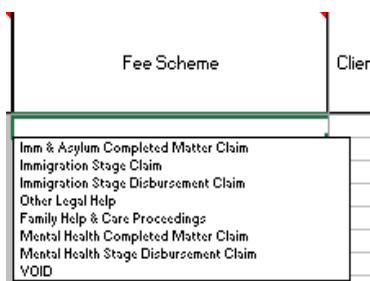
## Entering civil data



Once you have entered your submission details the next step is to choose which type of data you wish to enter. To enter civil data click on the ‘Enter Civil Data’ button. Here you can type in your civil outcomes.

Line Number	Fee Scheme	Schedule Reference	Case Reference Number	Case Start Date	Case ID	UFN	Procurement Area	Access Point	Delivery Location	Client Forename	Client Surname	Client Date of Birth	UCN	HO UCN	CLA Reference Number	E
1						0001900/							0001900/			
2						0001900/							0001900/			
3						0001900/							0001900/			
4						0001900/							0001900/			
5						0001900/							0001900/			
6						0001900/							0001900/			
7						0001900/							0001900/			
8						0001900/							0001900/			
9						0001900/							0001900/			

You add the data for one outcome to one row. Once the row is complete you can move down and start a new outcome on the next row. **Do not leave any gaps (blank lines) in the data.** If you wish to remove a line please chose the VOID option in the fee scheme (see the image below); this will grey out the line ensuring it is safely removed.



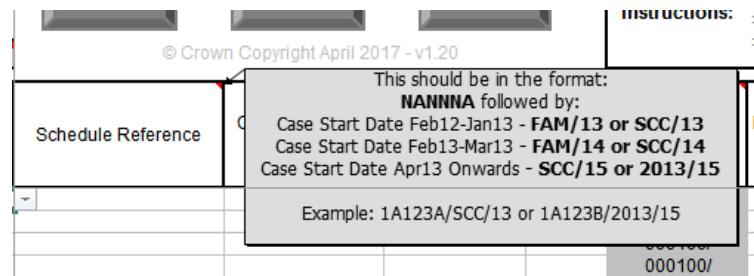
You will first need to select which fee scheme the outcome belongs to from the drop down menu. Once you have chosen this, some fields will be greyed out. These are not needed for this outcome and you will not be able to enter any information in these fields. The ‘VOID’ option is there to remove an outcome entered in error.

Some fields may be highlighted in yellow - these are optional fields. If they are not applicable to the specific case you do not need to fill these fields in.

**All other fields MUST be completed.** You cannot leave any blank. If there are no costs to claim or time to report for a field you must enter 0.

**NB:** The UFN and the UCN will be automatically generated for you, from other fields that you have filled in.

The information **MUST** be input in the correct format to be accepted by CWA. To find out what the format is, hold the mouse cursor over the field heading. An example for the schedule reference is given below. Some fields have drop down menus, here you may only chose what is on the drop down menu.



# Entering New Matter Starts

By clicking the 'Add NMS & CLR Data' button found in the civil screen (next to the 'Go to Help Page' button) you can add matter starts data and controlled legal representation data (immigration only) to your submission.

## New Matter Start Form

Enter the Category Code, Schedule Reference, Procurement Area and Access Point codes, and the number of starts. Ensure you complete the table starting at the top and working down leaving no gaps between lines. **You must fill out every column for each category. Do not enter a category code if you have no starts in that category.**

If you have no new matter starts please leave the matter starts table blank and tick the ‘Zero Matter Starts’ Indicator as highlighted above. When the indicator is ticked the table turns grey and you will be unable to enter information into the fields.

If you have only new matter starts to submit, and no controlled work to report, please enter the new matter starts directly into CWA. It is not possible to Bulkload a file without controlled work to report.

**NB:** Any data entered on the New Matter Start form will be added to the civil Bulkload file when it is created by clicking the ‘Create Civil Bulkload’ button in the New Matter Start form. Therefore you should only create the civil Bulkload when both the civil data and New Matter Start forms are complete.

**Once you have uploaded your file into CWA please check your data is correct before you click the submit button.**

## CLR - controlled legal representation data (Immigration only)

This form is only applicable for providers who undertake immigration work. If you do not do immigration work you should leave this form blank.

Enter the number of CLR cases next to the relevant CLR category code. You must complete all of the fields. If you have no cases to report for a category, please enter zeros in the table. Do not leave any fields blank.

CLR Guidance:	
	<ul style="list-style-type: none"> <li>&gt; Only applicable for Immigration providers</li> <li>&gt; Immigration providers <b>MUST</b> complete ALL fields</li> <li>&gt; If you have no CLR cases to report enter 0</li> <li>&gt; Report information separately for Substantive &amp; Bail applications</li> <li>&gt; Report information separately for Asylum &amp; Non-Asylum</li> </ul>
Controlled Legal Representation (CLR) Category Code	Number of CLR cases
Substantive CLR - Provider Asylum Grants	
Substantive CLR - Independent Funding Adjudicator Asylum Grants	
Substantive CLR - Asylum Refusals	
Substantive CLR - Asylum Withdrawals	
Substantive CLR - Provider Non Asylum Grants	
Substantive CLR - Independent Funding Adjudicator Non Asylum G	
Substantive CLR - Non Asylum Refusals	
Substantive CLR - Non Asylum Withdrawals	
Bail CLR - Provider Asylum Grants	
Bail CLR - Independent Funding Adjudicator Asylum Grants	
Bail CLR - Asylum Refusals	
Bail CLR - Asylum Withdrawals	
Bail CLR - Provider Non Asylum Grants	
Bail CLR - Independent Funding Adjudicator Non Asylum Grants	
Bail CLR - Non Asylum Refusals	
Bail CLR - Non Asylum Withdrawals	

Enter Number of CLR cases for each category here

Holding the mouse cursor over a particular category will give more information on what should be entered into the field.

The number of times CLR was granted in the month by an Independent Funding Adjudicator (IFA)	Substantive CLR - Asylum Withdrawals Substantive CLR - Provider Non Asylum Grants Substantive CLR - Independent Funding Adjudicator Non Asylum G Substantive CLR - Non Asylum Refusals Substantive CLR - Non Asylum Withdrawals Bail CLR - Provider Asylum Grants Bail CLR - Independent Funding Adjudicator Asylum Grants Bail CLR - Asylum Refusals Bail CLR - Asylum Withdrawals
--	---

Once you have uploaded your file into CWA please check your CLR data is correct before you click the submit button.

## Entering criminal data

To enter criminal data click on the ‘Enter Crime Data’ button. Here you can type in your criminal outcomes. The columns relate to the different fields on a monthly crime lower submission form.

Line Number	Stage Reached (Claim Code)	Client surname	Client Initial	Gender	Ethnicity	Disability	UFN	Representation Order Date	Standard Fee Category	Outcome for the client	Matter Type	Net Profit costs (excluding VAT)	Net Disbursement amount (excluding VAT)	Net Travel costs (excluding VAT)	Net Waiting costs (excluding VAT)
1															
2															
3															
4															
5															
6															

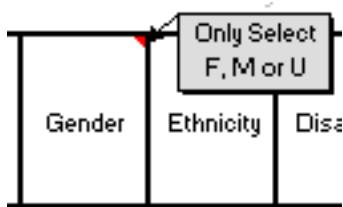
You add the data for one outcome onto one row. Once the row is complete you can move down and start a new outcome on the next row. **Do not leave any gaps (blank lines) in the data.** If you wish to remove a line please chose the VOID option in the ‘Stage Reached’ column and this will grey out the line ensuring it is safely removed.

Line Number	Stage Reached (Claim Code)
1	PROT
2	PROU
3	APPA
4	APPB
5	APPC
6	ASMS
7	ASPL
8	VOID

You will first need to select the stage reached from the drop down menu. Once you have chosen this, some fields may be greyed out. These are not needed for this outcome and you will not be able to enter any information in these fields. The ‘VOID’ option is there to remove an outcome that has been entered in error.

**All other fields MUST be completed.** You cannot leave any blank. If there are no costs to claim or time to report for a field you must enter 0.

**NB:** Some claim codes require very little information, so most of the fields will be greyed out as they are not needed.



The information **MUST** be input in the correct format for the spreadsheet to work. To find out what the format is, hold the mouse over the field heading. Some fields have drop down menus, here you may only chose what is on the drop down menu.

## Saving your work

Line Number	Stage Reached (Claim Code)	Client surname	Client Initial	Gender	Ethnicity	Disability	UFN	Representation Order Date	Standard Fee Category	Outcome for the client	Matter Type	Net Profit costs (excluding VAT)	Net Disbursement amount (excluding VAT)	Net Travel costs (excluding VAT)	Net Waiting costs (excluding VAT)
1															
2															
3															
4															

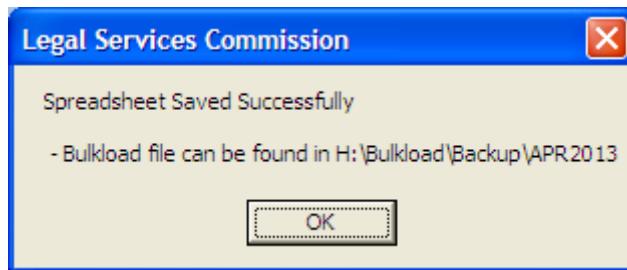


You can save your progress at any time by clicking 'Save Progress' from any page. This will create a folder on your **C: drive** called **Bulkload**. Within this folder will be a folder called **backup**. A copy of your entire spreadsheet (crime and civil) will be saved in the following location:

C:\Bulkload\Backup\'MonthandYear'\AccNumber'+'MonthandYear'

Eg: C:\Bulkload\Backup\APR2013\1A123BAPR2013

The folders will be created automatically; you do not need to create any folders. If you wish the file to be saved to a different location, or on a shared network you can do this by clicking on the 'Go to Help Page' button and changing it there.



We recommend clicking the save progress button every line or two to minimise the chance of losing your data. Please note that you will overwrite any previously saved data.

A message will appear and confirm whether the spreadsheet has saved successfully.

## Checking your submission



When you have completed your spreadsheet you can run a check to see if you have entered information in all of the necessary fields by clicking on 'Run Data Check'.

The screenshot shows the LAA-Online Civil Bulkload Spreadsheet Tool interface. At the top, there are green buttons for 'Return to Main Page', 'Go to Help Page', and 'Add NMS & CLR Data'. Below these are buttons for 'Save Progress', 'Create Civil Bulkload File', and 'Run Data Check', with the 'Run Data Check' button highlighted by a red box. To the right, there is a 'Key Instructions:' section with some text and a warning message box. The main area contains a table with columns for Line Number, Fee Scheme, Schedule Reference, Case Reference Number, Case Start Date, Case ID, UFN, Procurement Area, Access Point, Client Forename, and Client Surname. The first row of the table is highlighted in orange, indicating it is a mandatory field. A 'Warning!' dialog box is overlaid on the table, containing text about incomplete mandatory fields and an 'OK' button.

Any fields that are missing essential data will be highlighted in orange. You can then go back and fill these fields in.



When all the fields are filled in and the 'Run Data Check' button is pressed the check will display a successful message.

The Data check is automatically run whenever you create a Bulkload .csv file. This is to help ensure the file you create can be loaded into CWA.

**NB:** The data check **does not** check the **validity of codes**, only that you have completed all the mandatory fields. Please ensure you are using the most up-to-date codes. These can be found on the Justice website:

### Civil and Criminal code guidance:

<https://www.gov.uk/government/publications/cwa-codes-guidance>

A link to this guidance can also be found on the 'Help Page' of the Bulkload spreadsheet.

## Printing the Bulkload spreadsheet



You can print a summary of the Bulkload spreadsheet for your records by clicking on the 'Print Preview' button.

**Civil Bulkload Spreadsheet Tool**

Line Number	Fee Scheme	Case ID	UFN	Procurement Area	Access Point	Delivery Location	Client Forename	Client Surname	Client Date of Birth	UCN	HO UCN	CLA Reference Number	CLA Exemption Code	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date/Case Claimed Date	Matter Type 1
4	Imm & Asylum Completed Matter Claim	001	0001000001	PA00500	AP00000		Peter	Johns	01/02/1975	00021975/P/JOHN	A0000000			M	02	MHC	SV1H	02/03/2016	IMLB
5			0000000000							00001900//									
6			0000000000							00001900//									
7			0000000000							00001900//									

This will bring up the print preview screen. To print the summary, click on the 'Print' button. The summary will print in black and white; you can print both the civil and criminal areas of the spreadsheet.

**LAA Online**

**Summary of Civil Claims**

**Summary of Civil Submission**

UFN	Schedule Reference	Case Reference	Client Surname	Matter Type 1	Matter Type 2	Case Stage	Net Profit	Net Disbursements	Net Counsel	Disbursement's VAT amount	VAT Indicator	Case Concluded Date	Stage Reached	Outcome for Client
0001000001	1		John	IMLB							-	03/04/2017		

## Creating the Bulkload csv file

Line Number	Fee Scheme	Schedule Reference	Case Reference Number	Case Start Date	Case ID	UFN	Procurement Area	Access Point	Delivery Location	Client Forename	Client Surname	Client Date of Birth	UCN	HO UCN
4	Imm & Asylum Completed Matter Claim				001	00010001001 0001000J 0001000J 0001000J	PA00500	AP00000		Peter	Johns	01/02/1975	01021975P1U0IN	A0000000
5													0001000H	
6													0001000H	
7														

When you have finished inputting all your outcomes you can then create the csv file for Bulkloading into CWA. You will need to do this separately for your criminal and civil submissions. The button can be found on criminal and civil pages next to the 'Save Progress' button.

**All providers must submit using CWA via the Online portal unless they have received special dispensation from their contract manager allowing them to submit by any other method.**

The 'Create Criminal Bulkload' button will create a csv file for Bulkloading into CWA and save it in the following location:

C:\Bulkload\Crime\'MonthandYear'\CrimeBulkload+'AccNumber'+'MonthandYear'

Eg: **C:\Bulkload\Crime\APR2013\CrimeBulkload1A123APR2013**

The 'Create Civil Bulkload' will create a csv file (combining the Civil, Criminal and CLR pages) for Bulkloading into CWA and save it in the following location:

C:\Bulkload\Civil\'MonthandYear'\CivilBulkload+'AccNumber'+'MonthandYear'

Eg: **C:\Bulkload\Civil\APR2013\CivilBulkload1A123APR2013**

**NB:** You do not need to create any folders or files manually; they will be created by pressing the 'create civil/criminal Bulkload' button.

These are the files you will need to Bulkload when you enter CWA. For guidance on how to do this, please see the CWA ‘User Guide 3: Bulkload Submissions’, or the quick guide – ‘Submitting Using the Bulkload Spreadsheet’. Both can be found by following links to guidance documents from this page: <https://www.gov.uk/guidance/submit-a-contracted-work-and-administration-cwa-claim-online>

**Once you have uploaded your file into CWA, please check all your data is correct before clicking the submit button.**

## **Alternative methods of submission**

All providers must submit using CWA accessed via the Online portal unless they have received special dispensation from their contract manager allowing them to submit by any other method. For more information please contact your contract manager. Please note that the submission deadline rules still apply.

## Points to note

- The spreadsheet is best viewed in resolution 1024 x 768.
- Always have **caps lock** on when entering data.
- The front page **MUST** be completed in full.
- Always choose the ‘Fee Scheme ID’ (civil) or ‘Stage Reached Code’ (crime) prior to entering any other data on that line.
- Complete the civil/criminal data pages from **top to bottom** leaving **no gaps (blank lines)**. If you need to remove a line choose the **VOID** option from the ‘Fee Scheme’ or ‘Stage Reached’ field.
- You cannot and do not need to enter any information into greyed out fields.
- ‘Save progress’ regularly to avoid loss of data.
- If you need to change the location of the files saved or created go to the help page where you can change the file path.
- If you do not complete all the entries for your submission remember to save your progress before you close the spreadsheet. When you return to the task, open the backup file from Bulkload backup folder.
- Once you have created the Bulkload csv file you **CANNOT** edit or amend it in Excel. To make any changes you will need to open the backup spreadsheet that you created when clicking ‘Save Progress’. Then make the changes, click on ‘Save Progress’ and then click on ‘Create Civil/Criminal Bulkload’ to recreate the Bulkload file. This will overwrite the previous Bulkload file.
- Click ‘Go to Help Page’ at any time to display the help page. Here you can also find the ‘Ethnicity’ check box to check your ethnicity codes are correct.
- For help regarding code guidance or payment issues please contact your contract manager.
- For further technical help contact the Online Support Team on:
- **0300 200 200** or **online-support@legalaid.gsi.gov.uk**

## Troubleshooting

### **My macros are disabled – I can't save my progress or create a file.**

If your macros are disabled the security settings may be too high. To change the security settings you will need to go to the Excel menu at the top of the spreadsheet and choose - Tools - Macro - Security. Select medium from the options and choose OK. If you then close the spreadsheet and open it again you should then be able to choose 'enable macros'. The 'save progress' button should then work.

### **My macros are enabled but the buttons still don't work.**

If you are editing a cell the navigation buttons will not function. Try pressing the tab key to come out of the cell edit and move to the next cell. The buttons should now work.

### **When I try to save I get the message: "Visual Basic error 400"**

You may have opened the spreadsheet by left clicking on the download link on the website and opened the spreadsheet in the Internet browser. The spreadsheet needs to be downloaded to your computer before you can open it. To do this right click on the download link and chose 'save target as...'. This message also appears when you do not enter any information on the front page. Enter the information onto the front page and try to save again.

### **When I try to save progress I get a message "Path not found" or another error messages prevents me from saving.**

The most likely reason is that you are attempting to save it to a drive that does not exist on your computer or that drive is blocked to you. You can change this at the bottom of the Help Page by following the instructions, or contact the Online support on 0300 200 200 or email

[online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk).

### **I have opened up the Bulkload spreadsheet and work I entered is missing.**

After you have saved progress for the month's submission a new file is created. You will find this on your computer at C:\Bulkload\Backup\month, where the month is the current period you are preparing, e.g. APR2013. To enter

additional data open the backup file and enter it here. Saving progress overwrites the file, updating the data.

**I entered my crime data yesterday and I entered the civil data today - now I cannot find my crime data**

You must enter both crime and civil entries for one office on the same spreadsheet. If you have more than one office a separate file will be created for each office identified by its supplier number.

**Another person is trying to enter data on the same file but cannot do so.**

The normal rules for Excel apply. Only one person can actively work on a file at the same time.

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