



Legal Aid
Agency

Contracted Work & Administration (CWA)

Contract Acceptance User Guide

Version 1.4

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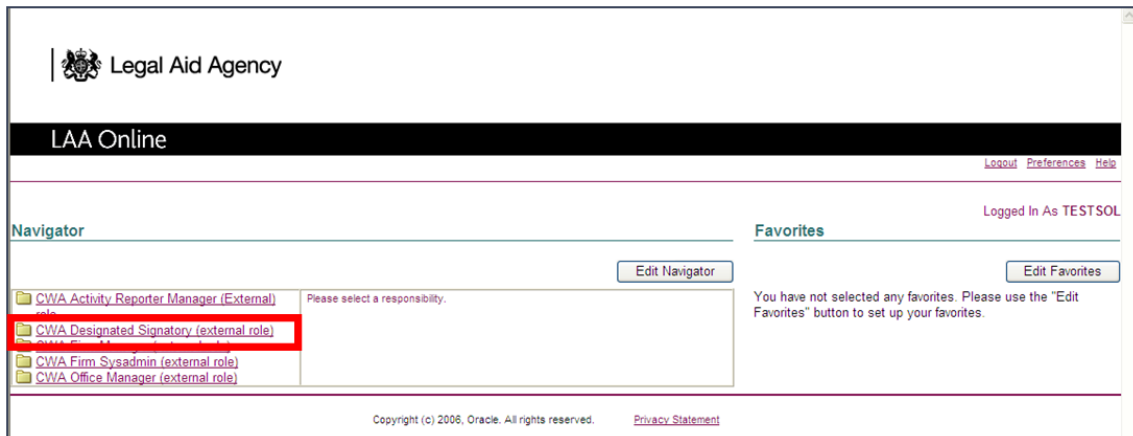
Introduction

This guide outlines how users can accept, reject or query contract offers using the online acceptance functionality within Contracted Work and Administration (CWA).

To accept, reject or query contract offers, you will require the **CWA Designated Signatory** role. The CWA user within your firm with the **CWA Firmsysadmin** role will be able to set you up with this role.

Logging in

Once you log in to LAA Online and select Contracted Work and Administration you will need to select the **CWA Designated Signatory (external role)**.



Select '**Contract Acceptance**'. You will then be taken to the **Contract Overview** screen. The Contract Overview screen will display any contracts which:

- Are available to accept
- Are pending
- Previously accepted
- Have been voided



The contracts are ordered by status and then date issued, newest first. The status order is:

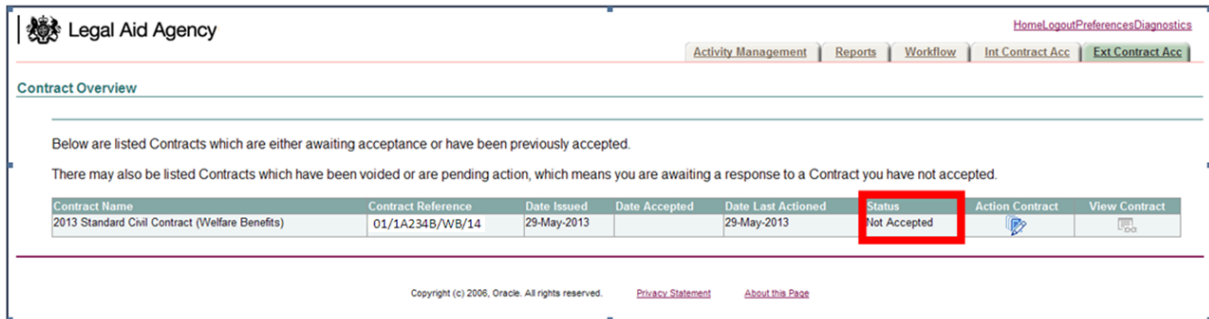
- Not Accepted
- Pending Action
- Accepted
- Voided.

The various statuses that can appear under the Status heading are:

- **Not Accepted:** *Contracts with this status are available to action. The Designated Signatory user can review the contract with the intention to accept.*
- **Accepted:** *Indicates the Contract has been accepted. Contracts with this status are available to view only, as they have already been accepted and there is no action to take.*
- **Pending Action:** *Contracts with this status are available to view only. Contracts in this status require some form of action to be taken. This usually would be where you have raised an issue with the LAA, who are in the process of responding.*
- **Voided:** *Contracts with this status are available to view only. This is because the contract offer has previously been withdrawn and no further action is possible.*

Viewing your Contract Documentation

The status column in the Contract overview screen will show the present state. In the example below the contract is '**Not accepted**'.



Legal Aid Agency

Home | Logout | Preferences | Diagnostics

Activity Management | Reports | Workflow | Int Contract Acc | Ext Contract Acc

Contract Overview

Below are listed Contracts which are either awaiting acceptance or have been previously accepted.

There may also be listed Contracts which have been voided or are pending action, which means you are awaiting a response to a Contract you have not accepted.

Contract Name	Contract Reference	Date Issued	Date Accepted	Date Last Actioned	Status	Action Contract	View Contract
2013 Standard Civil Contract (Welfare Benefits)	01/1A234B/WB/14	29-May-2013		29-May-2013	Not Accepted		

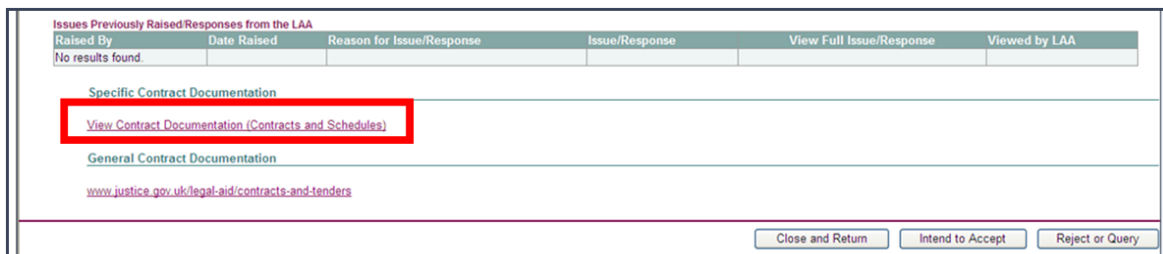
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By clicking on '**Action Contract**' you will be taken to the following screen.

The text describes the contract documentation that is available to view in the process of acceptance. This will include:

- The Contract for Signature and Schedule(s) specific to your firm
- The contract documentation that is generic for all Providers related to the contract you are accepting:
 - Standard Terms
 - Specification General Rules
 - Specification, Category Specific Rules

To view the contract documentation click on the link and the documentation will open. The contract documentation is also available on the Justice website.



Raised By	Date Raised	Reason for Issue/Response	Issue/Response	View Full Issue/Response	Viewed by LAA
No results found.					

Specific Contract Documentation

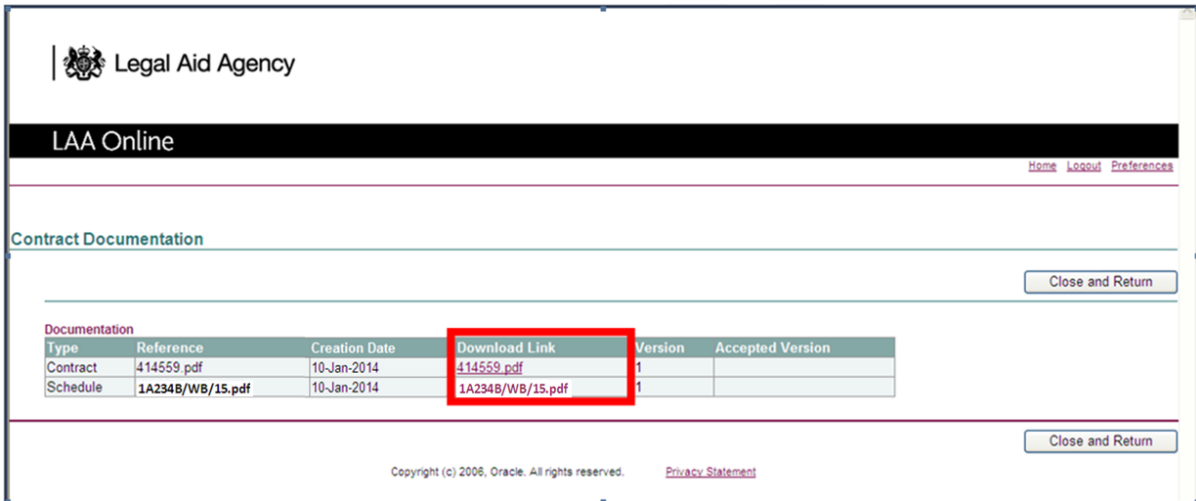
[View Contract Documentation \(Contracts and Schedules\)](#)

General Contract Documentation

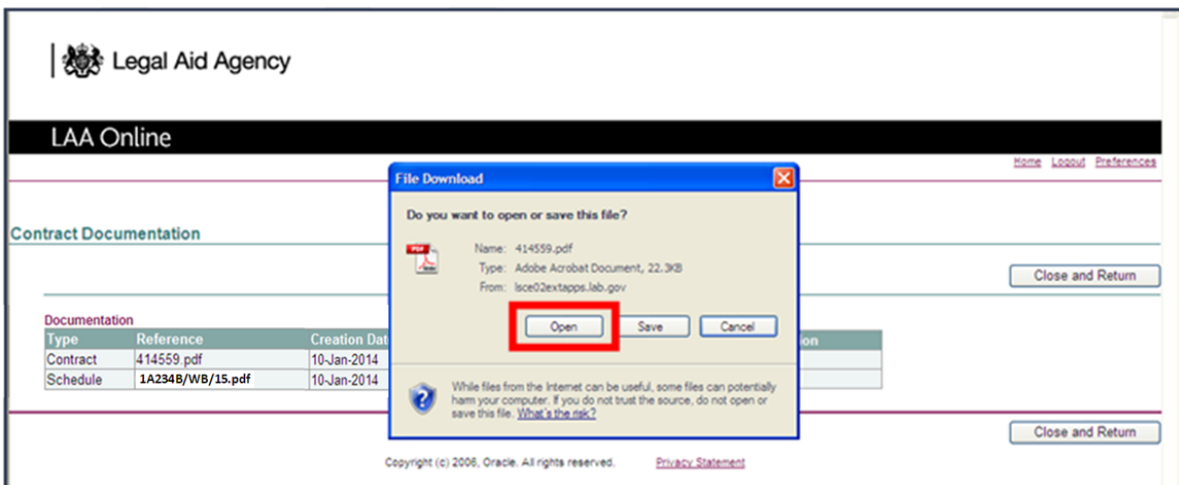
www.justice.gov.uk/legal-aid/contracts-and-tenders

Close and Return | Intend to Accept | Reject or Query

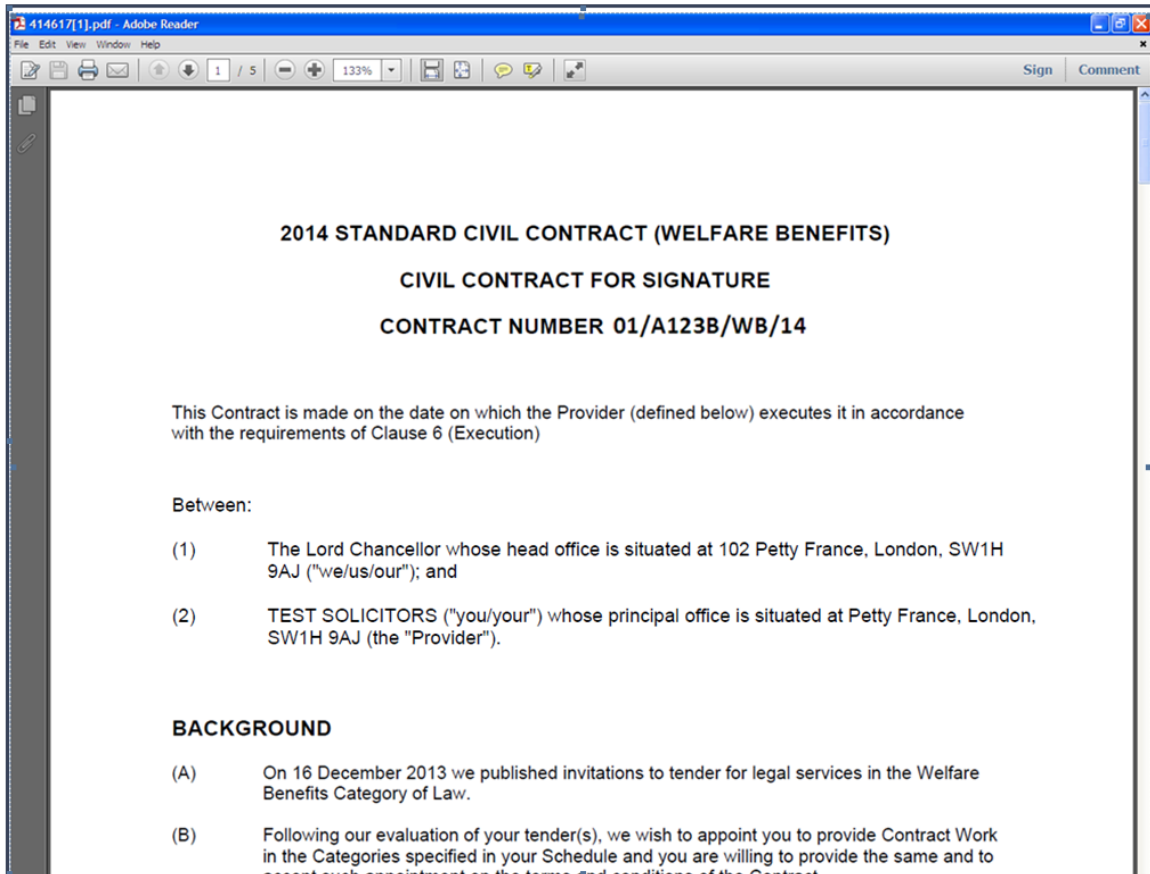
To view the Contract for Signature and Schedule(s) you must select the '**View Contract Documentation (Contract for Signature and Schedules)**' link. This will take you to the **Contract Documentation** screen where the Contract for Signature and Schedule(s) can be accessed.



To view the Contract for Signature and Schedule(s) click on the document you wish to view under '**Download Link**' and the pop up below to appear:



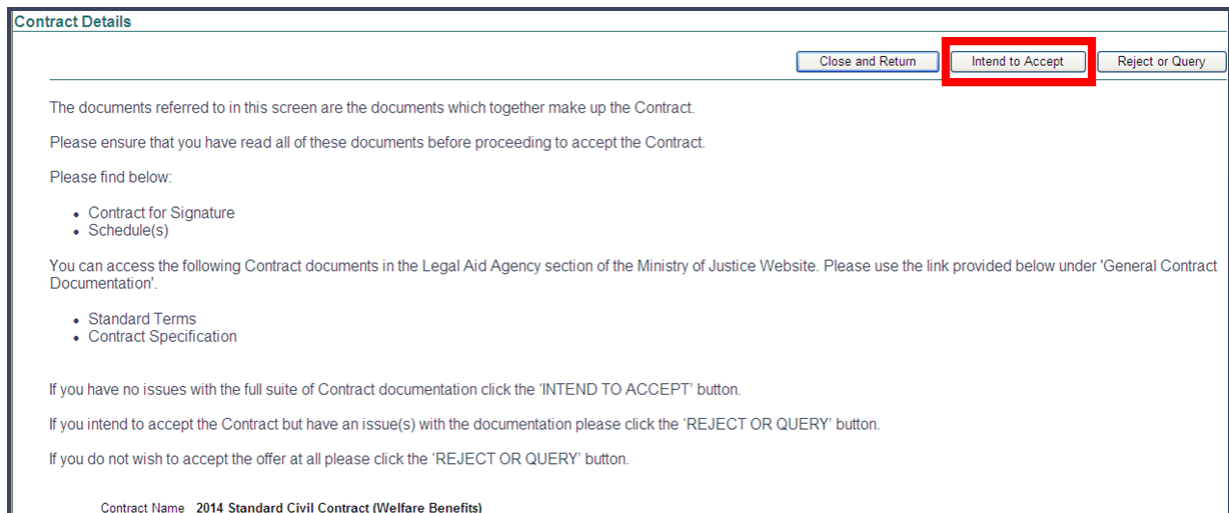
Click '**Open**' to view the document. This document will open separately in Adobe Reader.



You can save this document for your records, but the document will always be available to view in CWA.

Accepting the Contract Offer

If you have reviewed the Contract documentation and decide that you wish to accept the Contract on behalf of your organisation you must click the '**Intend to Accept**' button.



Contract Details

Close and Return **Intend to Accept** Reject or Query

The documents referred to in this screen are the documents which together make up the Contract.
Please ensure that you have read all of these documents before proceeding to accept the Contract.

Please find below:

- Contract for Signature
- Schedule(s)

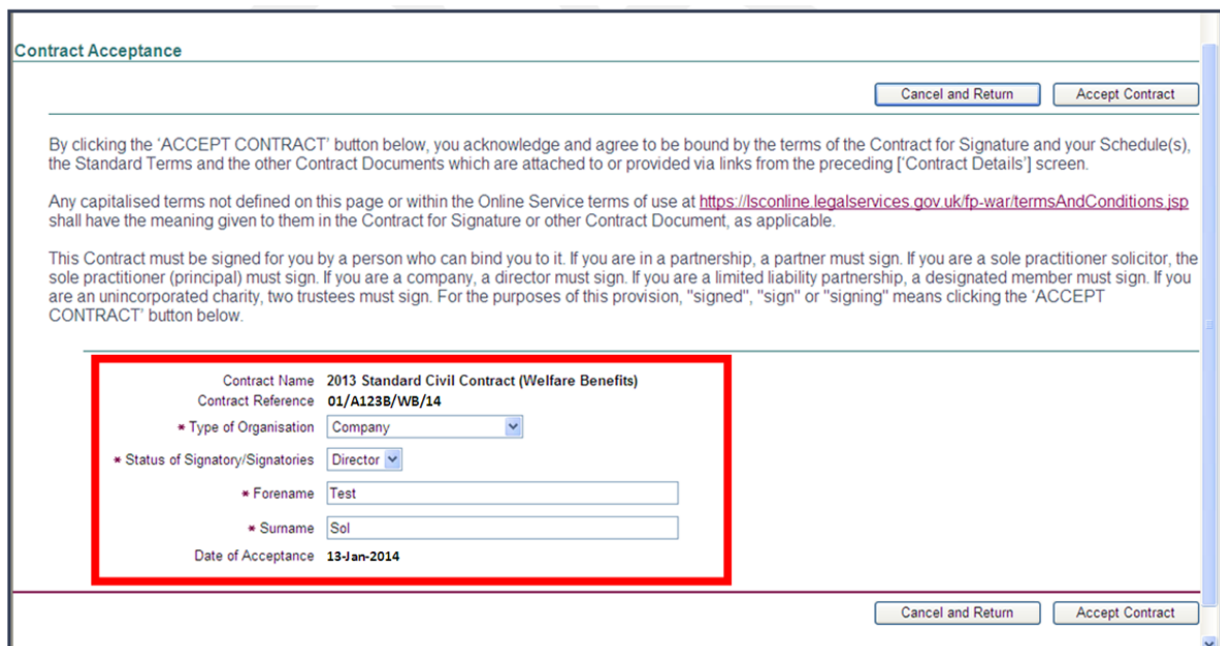
You can access the following Contract documents in the Legal Aid Agency section of the Ministry of Justice Website. Please use the link provided below under 'General Contract Documentation':

- Standard Terms
- Contract Specification

If you have no issues with the full suite of Contract documentation click the 'INTEND TO ACCEPT' button.
If you intend to accept the Contract but have an issue(s) with the documentation please click the 'REJECT OR QUERY' button.
If you do not wish to accept the offer at all please click the 'REJECT OR QUERY' button.

Contract Name 2014 Standard Civil Contract (Welfare Benefits)

Once you have clicked the '**Intend to Accept**' button, you will be taken to the following screen.



Contract Acceptance

Cancel and Return Accept Contract

By clicking the 'ACCEPT CONTRACT' button below, you acknowledge and agree to be bound by the terms of the Contract for Signature and your Schedule(s), the Standard Terms and the other Contract Documents which are attached to or provided via links from the preceding ['Contract Details'] screen.

Any capitalised terms not defined on this page or within the Online Service terms of use at <https://sconline.legalservices.gov.uk/fp-war/termsAndConditions.jsp> shall have the meaning given to them in the Contract for Signature or other Contract Document, as applicable.

This Contract must be signed for you by a person who can bind you to it. If you are in a partnership, a partner must sign. If you are a sole practitioner solicitor, the sole practitioner (principal) must sign. If you are a company, a director must sign. If you are a limited liability partnership, a designated member must sign. If you are an unincorporated charity, two trustees must sign. For the purposes of this provision, "signed", "sign" or "signing" means clicking the 'ACCEPT CONTRACT' button below.

Contract Name 2013 Standard Civil Contract (Welfare Benefits)
Contract Reference 01/A123B/WB/14
* Type of Organisation Company
* Status of Signatory/Signatories Director
* Forename Test
* Surname Sol
Date of Acceptance 13-Jan-2014

Cancel and Return Accept Contract

You must enter the required details before clicking the '**Accept Contract**' button. They are:

- Type of Organisation:
 - Unincorporated Charity (two signatures required)
 - Incorporated Charity
 - Company
 - Limited Liability Partnership
 - Partnership
 - Sole Practitioner
- Status of Signatory/Signatories
 - Trustee
 - Director
 - Designated Member
 - Partner
 - Sole Practitioner
- Forename
- Surname

Unincorporated Charities have to provide the signatures of two different trustees when they accept a contract. These must both be recorded in CWA upon acceptance. Please note that both signatures will be entered by a single user who is logged into the system. Authorisation must be provided to the user for a signatory's details to be entered.

Incorporated Charities will only have to provide one signature when the contract is accepted. This must also be recorded in CWA by the user logged into the system. Authorisation must be provided to the user for a signatory's details to be entered.

Note: If you no longer wish to accept the contract and do not wish to progress with the contract acceptance you can click the 'Close and Return' button which will return you to the Contract Overview screen.

Once you have entered your details, click the '**Accept Contract**' button. You will be taken to the **Contract Acceptance Notification Screen**.

Contract Acceptance Notification

Return to Overview Printable Page

Thank you for accepting your Contract.

Below are the confirmation details of your acceptance:

Firm Name	Test Solicitors
Contract Name	2013 Standard Civil Contract (Welfare Benefits)
Contract Reference	01/A123B/WB/14
Type of Organisation	Company
Status of Signatory	Director
Forename	Test
Surname	Sol
Date of Acceptance	13-Jan-2014

Your Contract documentation is available to view in CWA at all times, but you may wish to save a copy locally.

If you have any queries please contact your Contract Manager.

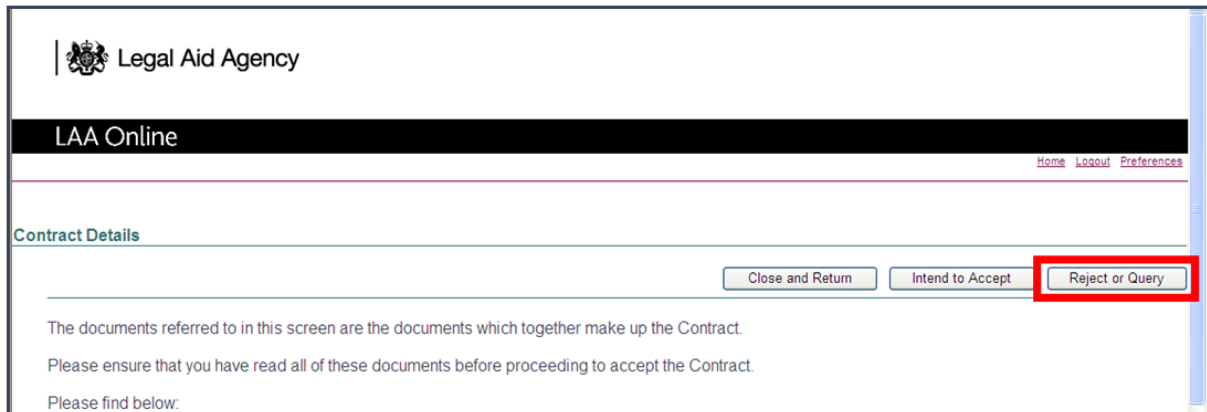
Return to Overview Printable Page

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This screen provides confirmation of the acceptance and can be printed using the '**Printable Page**' button.

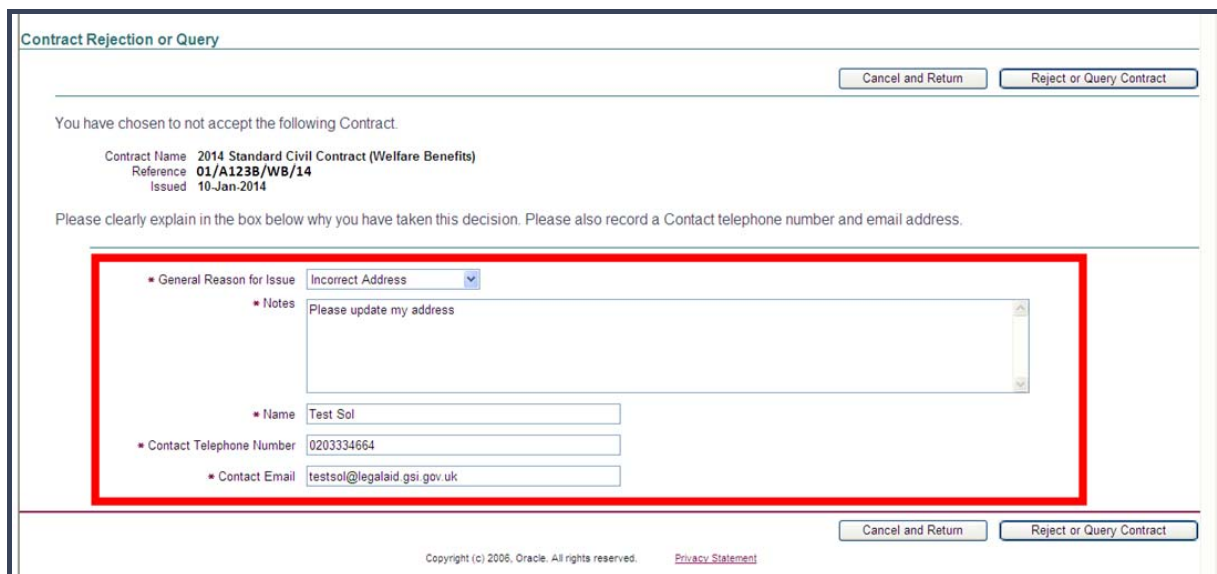
Querying your Contract Offer

If you review your documentation and find an issue which you wish to raise with the LAA, you can reject or query a Contract that has a status of **'Not Accepted'** by clicking the **'Reject or Query'** button.



The screenshot shows the LAA Online interface. At the top left is the Legal Aid Agency logo. Below it is a black bar with 'LAA Online' in white. To the right of this bar are links for 'Home', 'Logout', and 'Preferences'. The main heading is 'Contract Details'. Below this heading are three buttons: 'Close and Return', 'Intend to Accept', and 'Reject or Query'. The 'Reject or Query' button is highlighted with a red rectangular box. Below the buttons, there is a paragraph of text: 'The documents referred to in this screen are the documents which together make up the Contract. Please ensure that you have read all of these documents before proceeding to accept the Contract. Please find below.'

You will be taken to the following screen



The screenshot shows the 'Contract Rejection or Query' screen. At the top right are two buttons: 'Cancel and Return' and 'Reject or Query Contract'. Below this is a message: 'You have chosen to not accept the following Contract.' This is followed by contract details: 'Contract Name 2014 Standard Civil Contract (Welfare Benefits)', 'Reference 01/A123B/WB/14', and 'Issued 10-Jan-2014'. A prompt asks the user to 'Please clearly explain in the box below why you have taken this decision. Please also record a Contact telephone number and email address.' Below this is a form with several fields: 'General Reason for Issue' (a dropdown menu with 'Incorrect Address' selected), 'Notes' (a large text area with 'Please update my address' entered), 'Name' (a text box with 'Test Sol'), 'Contact Telephone Number' (a text box with '0203334664'), and 'Contact Email' (a text box with 'testsol@legalsid.gsi.gov.uk'). The entire form area is highlighted with a red rectangular box. At the bottom right are two buttons: 'Cancel and Return' and 'Reject or Query Contract'. At the bottom center, there is a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.' and a link for 'Privacy Statement'.

Here you can describe the nature of the issue (for not accepting the contract) and record your contact details in case the LAA wish to contact you to discuss the issue in more detail.

You will be able to record a message in the notes box (up to 4000 characters).

Once you have entered the required information you must click the **'Reject or Query Contract'** button (at the bottom right of your screen). You will then be returned to the Contract Overview screen where all Contracts are visible.

Legal Aid Agency

LAA Online [Home](#) [Logout](#) [Preferences](#)

Contract Overview

Below are listed Contracts which are either awaiting acceptance or have been previously accepted.

There may also be listed Contracts which have a status of VOIDED or PENDING ACTION (PENDING ACTION indicates that the LAA are currently responding to an issue and the Contract is not available to accept).

Contract Name	Contract Reference	Date Issued	Date Accepted	Date Last Actioned	Status	Action Contract	View Contract
2014 Standard Civil Contract (Welfare Benefits)	01/A123B/WB/14	10-Jan-2014		20-Jan-2014	Pending Action		

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You will see that the status of the contract will have changed to **'Pending Action'**, which means it is in a view only mode and no further action can be taken. The LAA will respond with the necessary action to your query/rejection and update the status of the Contract offer accordingly. For more information see section below.

Note: No notifications will be sent to you. You will need to log in to CWA to see if the LAA have responded to your query.

Viewing Contracts with a status of Pending Action

If you select a contract from the overview screen which has a status of 'Pending Action' you will be taken to the following screen.

Contract Information Close and Return

Contract Name 2014 Standard Civil Contract (Welfare Benefits)
 Reference 01/A123B/WB/14
 Date Issued 10-Jan-2014
 Date Last Actioned 20-Jan-2014
 Status Pending Action

Issues Previously Raised/Responses from the LAA

Raised By	Date Raised	Reason for Issue/Response	Issue/Response	View Full Issue	Viewed by LAA
Provider	20-Jan-2014	Incorrect Address	Please update my address		No

Specific Contract Documentation

[View Contract Documentation \(Contracts and Schedules\)](#)

General Contract Documentation

www.justice.gov.uk/legal-aid/contracts-and-tenders

Close and Return

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In this screen you can:

- View details of the Contract,
- View the contract documentation
- View previous issues that you have raised. You can also see if the issues have been viewed by the LAA.

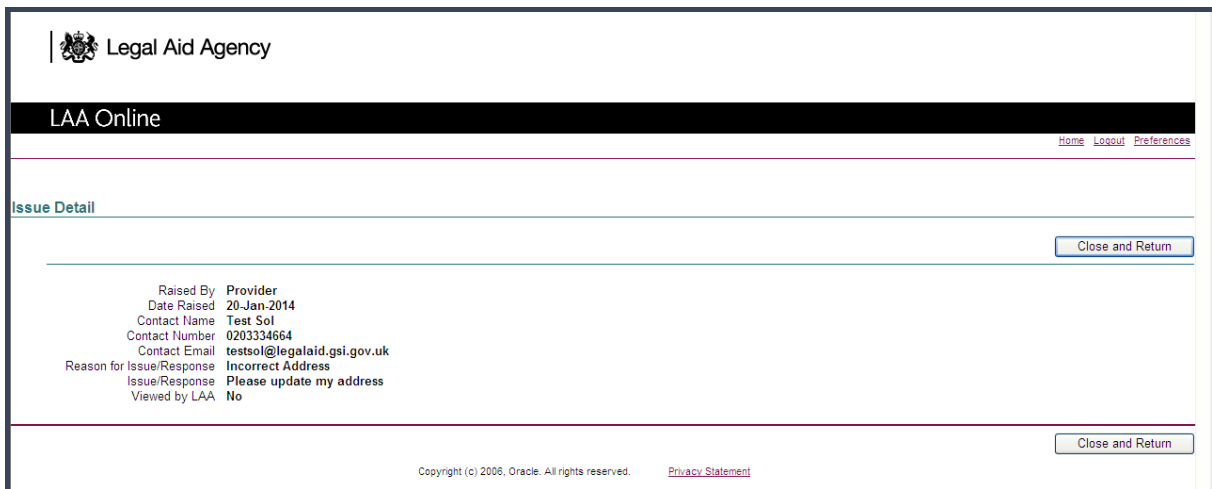
Contract Information Close and Return

Contract Name 2014 Standard Civil Contract (Welfare Benefits)
 Reference 01/A123B/WB/14
 Date Issued 13-Jan-2014
 Date Last Actioned 20-Jan-2014
 Status Pending Action

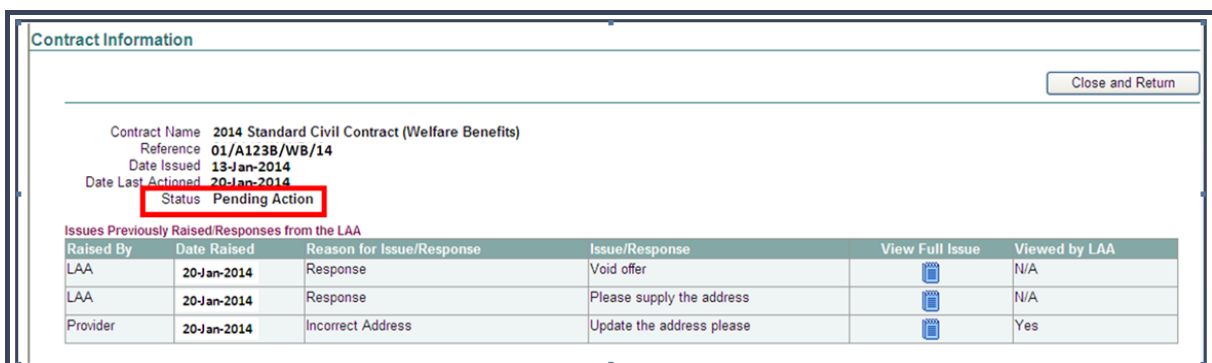
Issues Previously Raised/Responses from the LAA

Raised By	Date Raised	Reason for Issue/Response	Issue/Response	View Full Issue	Viewed by LAA
LAA	20-Jan-2014	Response	Void offer		N/A
LAA	20-Jan-2014	Response	Please supply the address		N/A
Provider	20-Jan-2014	Incorrect Address	Update the address please		Yes

You are able to view the full issues raised and LAA responses by clicking on the **View Full Issue** icon.



The **Issue Detail** screen will open and you will be able to view the issues/response in detail. Click **Close and Return** to return to the **Contract Information Screen**.

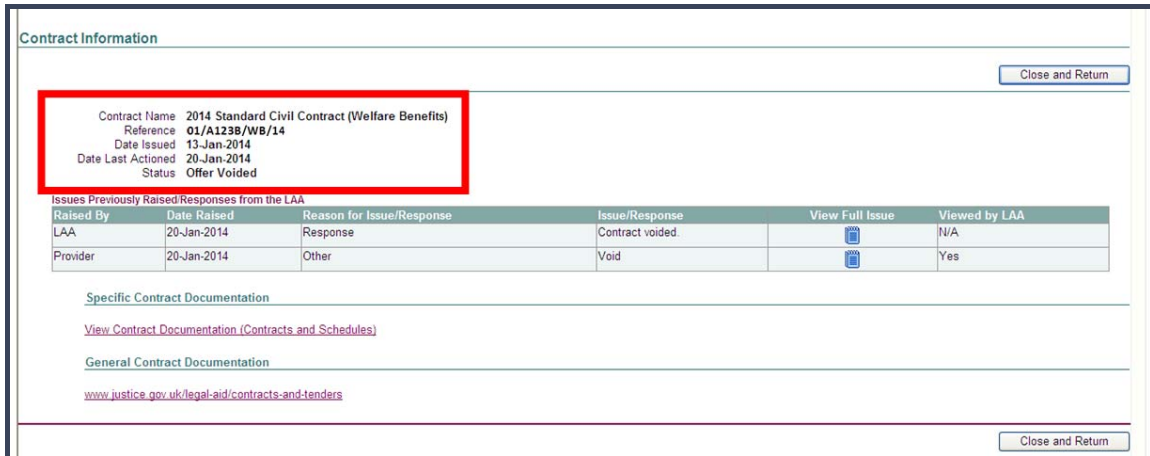


In a state of Pending Action, you cannot take any further action and must wait for the LAA to respond to the issues that have been raised. If necessary the LAA will change the status in order for the contract to be available to action again.

If the contract offer has been renewed by the LAA you will have the option to Accept, Query or Reject the offer again.

Viewing Contracts with a status of Voided

If you select to view a contract with a status of Voided you will be taken to the following screen.



The screenshot shows a web interface for viewing contract details. At the top, it says "Contract Information" and has a "Close and Return" button. A red box highlights the contract details:

- Contract Name: 2014 Standard Civil Contract (Welfare Benefits)
- Reference: 01/A123B/WB/14
- Date Issued: 13-Jan-2014
- Date Last Actioned: 20-Jan-2014
- Status: Offer Voided

Below this is a table titled "Issues Previously Raised/Responses from the LAA":

Raised By	Date Raised	Reason for Issue/Response	Issue/Response	View Full Issue	Viewed by LAA
LAA	20-Jan-2014	Response	Contract voided.		N/A
Provider	20-Jan-2014	Other	Void		Yes

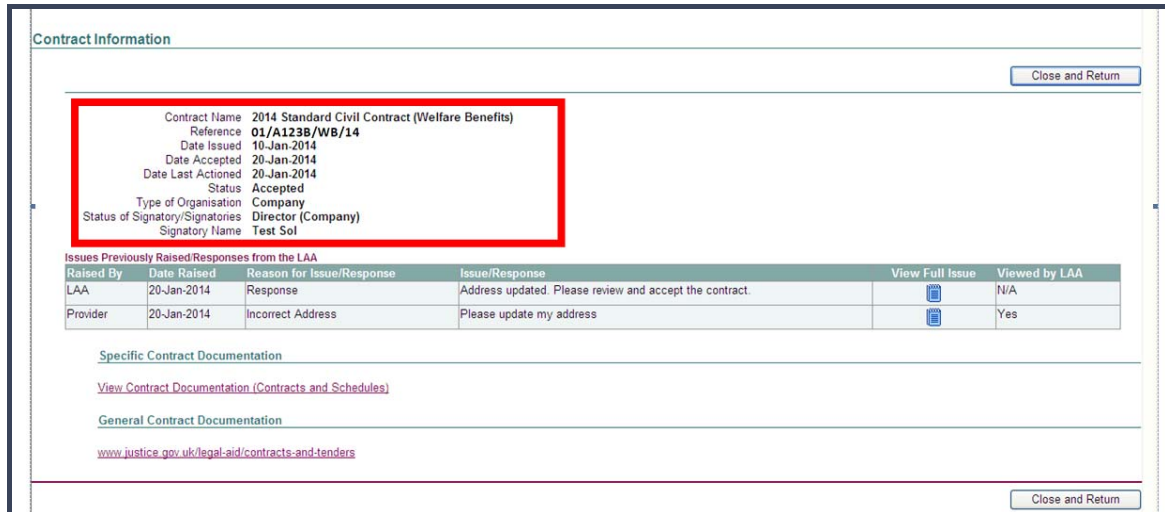
Below the table are sections for "Specific Contract Documentation" and "General Contract Documentation". The general documentation section includes a link to www.justice.gov.uk/legal-aid/contracts-and-tenders. There is another "Close and Return" button at the bottom right.

This screen will show details regarding, when the contract was actioned/voided, and provide a viewable history of the issues/raised between the Provider and the LAA.

The status of a **Voided** contract cannot be changed.

Viewing Contracts with a status of Accepted

If you select to view a contract that has been previously accepted you will be taken to the following screen.



The screenshot displays a web interface for viewing contract information. At the top, it says "Contract Information" and has a "Close and Return" button. The main content area is divided into two sections. The first section, highlighted with a red box, lists contract details: Contract Name (2014 Standard Civil Contract (Welfare Benefits)), Reference (01/A1238/WB/14), Date Issued (10-Jan-2014), Date Accepted (20-Jan-2014), Date Last Actioned (20-Jan-2014), Status (Accepted), Type of Organisation (Company), Status of Signatory/Signatories (Director (Company)), and Signatory Name (Test Sol). The second section is titled "Issues Previously Raised/Responses from the LAA" and contains a table with columns: Raised By, Date Raised, Reason for Issue/Response, Issue/Response, View Full Issue, and Viewed by LAA. Below the table are links for "Specific Contract Documentation" and "General Contract Documentation", with a URL provided for the latter.

Raised By	Date Raised	Reason for Issue/Response	Issue/Response	View Full Issue	Viewed by LAA
LAA	20-Jan-2014	Response	Address updated. Please review and accept the contract.		N/A
Provider	20-Jan-2014	Incorrect Address	Please update my address		Yes

In this screen it will be possible to:

- View when the Contract was accepted and by whom.
- It will also be possible to view the Contract documentation, including all versions of the Contract and Schedule documentation. It will clearly indicate which versions of this documentation were accepted.