



Legal Aid
Agency

Contracted Work & Administration (CWA)

User Guide for Providers

Section 3: Bulk Load Submissions

April 2013

Version 9.00

© Crown copyright [2013]

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk

Contents

- Introduction4**
- Bulk Load Step 17**
- Locating the Bulk Load screen7**
- Bulk Load Results8**
- Bulk Load Errors 10**
- Viewing the Bulk Load Submission.....12**
- Resolving Problem Outcomes 14**
- Deleting Outcomes..... 15**
- Bulk Load Step 1 Review 16**
- Bulk Load Step 2 17**
- Submission Review..... 17**
- Bulk Load Step 3 19**
- Submission Summary..... 19**

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:

1. 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**.

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.

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.

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.

Home Logout Preferences

Bulk Load | Submission List | Previous Submissions

Home Activity Management Orders

Bulk Load File Selection

* Indicates required field

Selection

Firm Name TRAINING & CO

* Bulk Load File Browse...

Next

Copyright (c) 2006, Oracle. All rights reserved. Privacy Statement

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

Choose file

Look in: Bulkload

Backup
Civil

File name: Open

Files of type: All Files (*.*) Cancel

Next

Copyright (c) 2006, Oracle. All rights reserved. Privacy Statement

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.

The screenshot shows the 'Bulk Load File Selection' screen in the LAA Online system. At the top left is the Legal Aid Agency logo. Below it is a black header with 'LAA Online' in white. To the right of the header are links for 'Home', 'Logout', and 'Preferences'. Below the header is a purple navigation bar with 'Bulk Load | Submission List | Previous Submissions' and buttons for 'Home', 'Activity Management', and 'Orders'. The main content area has a title 'Bulk Load File Selection' and a note '* Indicates required field'. Under the 'Selection' section, there is a 'Firm Name' field with 'TESTING & CO' and a 'Bulk Load File' field with a file path 'C:\Bulkload\Civil\MAR2013\CivilBulkload0A101KMAR2013.csv' and a 'Browse...' button. There are two 'Next' buttons, one at the bottom right of the selection area and another at the bottom right of the entire form. At the very bottom, there is a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.' and a link to 'Privacy Statement'.

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

The screenshot shows the 'Processing: Bulk Load' screen in the LAA Online system. At the top left is the Legal Aid Agency logo. Below it is a black header with 'LAA Online' in white. To the right of the header are links for 'Home', 'Logout', and 'Preferences'. Below the header is a purple navigation bar with 'Bulk Load | Submission List | Previous Submissions' and buttons for 'Home', 'Activity Management', and 'Orders'. The main content area has a title 'Processing: Bulk Load' and a message 'Please wait Bulk Load data is being processed...'. In the center, there is a red box with the text 'Processing Validating Outcomes...'. At the very bottom, there is a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.' and a link to 'Privacy Statement'.

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.

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.

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

Bulk Load
Submission List
Previous Submissions

Bulk Load Results

Bulk Load Information

Firm Name **TRAINING & CO**

Bulkload Summary

Summary Id	Account Number	Schedule/Submission Reference	Total Outcomes	Successful Outcomes	Problem Outcomes	Duplicate Outcomes	Invalid Outcomes	NMS
542546	0A101K	0A101K/CIVIL	0	0	0	0	0	

Bulkload Errors

Summary Id	Matter Type / Stage Reached	UFN Client Surname	Error Type	Description
542546			MANDATORY VALIDATION	The submission period you have provided (MAR-2013) is incorrect. please submit an active submission period.

Copyright (c) 2006, Oracle. All rights reserved. [Privacy Statement](#)

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.

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

[Bulk Load](#) | [Submission List](#) | [Previous Submissions](#)

[Home](#) | [Activity Management](#) | [Orders](#)

Confirmation

Do you wish to load your successful and problem outcomes? Invalid and duplicate outcomes will not be loaded.

Bulk Load Results

Bulk Load Information

Firm Name TRAINING & CO

Bulkload Summary						
Summary Id	Account Number	Schedule/Submission Reference	Total Outcomes	Successful Outcomes	Problem Outcomes	Duplicate Outcomes/Invalid Outcomes/NMS
542559	0A101K	0A101K/CIVIL	9	6	1	1

Bulkload Errors

Summary Id	Matter Type / Stage Reached	UFN	Client Surname	Error Type	Description
542559	FAMD.FAPP	011012/006	MANN	OUTCOME VALIDATION	PROFIT_COST is missing
542559	NDBM.NIHN	280611/104	SIMMS	MANDATORY VALIDATION	A invalid civil matter type has been used. Please refer to the relevant guidance and re-enter.
542559	IMLB:IRVL	190412/001	ADAMS	Civil UFN Dup BL Validation3	The outcome you have entered has the same UFN as another outcome in your submission but breaks one of the following rules: All outcomes with the same UFN must be in the same category of law. UFNs can only be repeated for Immigration or Mental Health stage bills. Cases with matching UFNs must also have matching UCNs (Unique Client Numbers). Please correct your outcome so it adheres to all these rules.

Copyright (c) 2006, Oracle. All rights reserved. [Privacy Statement](#)

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.

Legal Aid Agency

LAA Online

Home Load Preferences

Bulk Load | Submission List | Previous Submissions

Home Activity Management Orders

Processing: Bulk Load

Please wait
Bulk Load data is being transferred ...

Processing
Calculating price...

Copyright (c) 2006, Oracle. All rights reserved. [Privacy Statement](#)

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.

The screenshot shows the LAA Online interface. At the top, there is a logo for the Legal Aid Agency and the text 'LAA Online'. Below this, there are navigation links: 'Home', 'Activity Management', and 'Orders'. A breadcrumb trail shows 'Bulk Load > Submission List > Previous Submissions'. There are buttons for 'Printable Page' and 'Export'. The main heading is 'Bulk Load Submissions', with a link for 'Terms & Conditions'. A table lists the submission details:

Firm Name	Account Number	Office Name	Submission Type	Submission Period	Schedule/Submission Reference	Status	Update
TRAINING & CO	0A101K	TRAINING & CO	LEGAL HELP	APR-2013	0A101K/CIVIL	INCOMPLETE	

Below the table are 'Printable Page' and 'Export' buttons. At the bottom, there is a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved. Privacy Statement'.

Clicking on the 'Update' icon leads to the 'Submission Details' page. This page has navigation links: 'Submission Details', 'Submission Review', and 'Submission Summary'. It features buttons for 'Outcome Pricing Details', 'Printable Page', 'Export', 'Step 1 of 3', 'Next', and 'Save'. The submission details are:

Firm Name: TRAINING & CO
 Account Number: 0A101K
 Office: TRAINING & CO

Submission Period: APR-2013
 Schedule/Submission Reference: 0A101K/CIVIL
 Submission Type: LEGAL HELP

The 'Outcome List' section includes a 'Select Object:' dropdown with 'Delete', 'Get Price', and 'Add Outcome' options. There are 'Select All' and 'Select None' links. The table below lists the outcomes:

Select	Case Reference	UFN	UCN	Client Forename	Client Surname	Matter Type	Stage Reached	Outcome for Client	Value	Esc...	Status	Edit
<input type="checkbox"/>	53198	011012/006	11071983/K/MANN	KIM	MANN	FAMD:FAPP	FB	FW	£ 103.20			
<input type="checkbox"/>	53606	071111/001	27051947/D/DIXO	DIANE	DIXON	NPER:NIHN	NA	NU	£ 284.00			
<input type="checkbox"/>	53459	080812/001	25091984/S/GIBS	SARAH	GIBSON	FAMC:FADV	FB	FC	£ 103.20			
<input type="checkbox"/>	53413	190412/001	14041983/D/ADAM	DAVID	ADAMS	IMLB:IRVL	IE	IF	£ 726.30			
<input type="checkbox"/>	53231	010812/002	11071976/R/ASHI	RAHANA	ASHIF	FAMD:FAPP	FB	FW	£ 103.20			
<input type="checkbox"/>	53576	160611/003	10041984/J/DAVI	JAYNE	DAVIS	NMIN:NNHN	NB	NG	£ 325.40			
<input type="checkbox"/>	53435	091012/001	18081983/M/TAYL	MICHAEL	TAYLOR	FAMK:FADV	FB	FC	£ 352.80			

At the bottom of the page, there are 'Return to Submission List', 'Outcome Pricing Details', 'Printable Page', 'Export', 'Step 1 of 3', 'Next', and 'Save' buttons. A copyright notice is also present: 'Copyright (c) 2006, Oracle. All rights reserved. Privacy Statement'.

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

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.



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.

Outcome List

Select Object:

[Select All](#) | [Select None](#)

Select	Case Reference	UFN	UCN	Client Forename	Client Surname	Matter Type	Stage Reached	Outcome for Client	Value	Esc...	Status	Edit
<input type="checkbox"/>	53198	011012/006	11071983/K/MANN	KIM	MANN	FAMD:FAPP	FB	FW	£ 103.20			

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.

Error

- The Schedule Reference is not a current or previously valid schedule reference for your office.
- The UFN you have entered has been used for a previous Legal Help outcome reported under this office account number 0A101K. Please enter a unique UFN number. You may need to change the Case ID to ensure that UFN is valid.

Outcome Details

* Indicates required field

Header Information

Firm Name	TRAINING & CO	Office Name	TRAINING & CO
Account Number	0A101K	Submission Period	OCT-2013
Schedule/Submission Reference	0A101K/CIVIL		

* Matter Type

UFN

Case Information

Outcome Details	
Schedule Reference	<input type="text" value="0A101K2013"/>
* Case Reference Number	<input type="text" value="12345"/>
* Case Start Date	<input type="text" value="01-Oct-2012"/>
* Case ID	<input type="text" value="006"/>
Procurement Area	<input type="text" value="PA00012"/>
Access Point	<input type="text" value="AP00000"/>
* Client Forename	<input type="text" value="Kim"/>
* Client Surname	<input type="text" value="Mann"/>
* Client Date of Birth	<input type="text" value="11-Jul-1983"/>
* Profit Costs excluding VAT	<input type="text" value="0.00"/>
* Disbursements excluding VAT	<input type="text" value="0.00"/>
* Counsel Costs excluding VAT	<input type="text" value="0.00"/>
* Disbursements VAT amount	<input type="text" value="0.00"/>
* Profit and Counsel VAT Indicator	<input type="text" value="Yes"/>
* London Rate	<input type="text" value="No"/>
* Travel and Waiting costs excluding VAT	<input type="text" value="0.00"/>
Value of Costs/Damages awarded	<input type="text"/>
Local Authority number	<input type="text"/>
Client Type	<input type="text"/>

Done Trusted sites 100%

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.

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.

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:

1. 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.

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.

Submission Review

[Outcome Pricing Details](#)
[Printable Page](#)
[Export](#)
[Back](#)
[Step 2 of 3](#)
[Next](#)
[Save](#)

Firm Name TRAINING & CO Account Number 0A101K Office TRAINING & CO	Submission Period APR-2013 Schedule/Submission Reference 0A101K/CIVIL Submission Type LEGAL HELP
--	--

Summary

Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs
7	£ 2,816.54	£ 324.70	£ 0.00	£ 3,141.24

Total Submission Value: £ 1,998.10

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

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.

Submission Review

[Outcome Pricing Details](#)
[Printable Page](#)
[Export](#)
[Back](#)
[Step 2 of 3](#)
[Next](#)
[Save](#)

Firm Name: TRAINING & CO
 Account Number: 0A101K
 Office: TRAINING & CO

Submission Period: APR-2013
 Schedule/Submission Reference: 0A101K/CIVIL
 Submission Type: LEGAL HELP

Summary

Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs
7	£ 2,816.54	£ 324.70	£ 0.00	£ 3,141.24

Total Submission Value: £ 1,998.10

Outcomes

Case Reference	UFN	UCN	Client Forename	Client Surname	Matter Type	Stage Reached	Outcome for Client	Value	Esc...	Status	View Outcome
53198	011012/006	11071983/K/MANN	Kim	Mann	FAMD:FAPP	FB	FW	£ 103.20			
53606	071111/001	27051947/D/DIXO	DIANE	DIXON	NPER:NNHN	NA	NU	£ 284.00	X		
53459	080812/001	25091984/S/GIBS	SARAH	GIBSON	FAMC:FADV	FB	FC	£ 103.20			
53413	190412/001	14041983/D/ADAM	DAVID	ADAMS	IMLB:IRVL	IE	IF	£ 726.30			
53231	010812/002	11071976/R/ASHI	RAHANA	ASHIF	FAMD:FAPP	FB	FW	£ 103.20			
53576	160611/003	10041984/J/DAVI	JAYNE	DAVIS	NMIN:NNHN	NB	NG	£ 325.40			
53435	091012/001	18081983/M/TAYL	MICHAEL	TAYLOR	FAMK:FADV	FB	FC	£ 352.80			

[Outcome Pricing Details](#)
[Printable Page](#)
[Export](#)
[Back](#)
[Step 2 of 3](#)
[Next](#)
[Save](#)

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

Bulk Load Step 3

Submission Summary

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

Submission Summary

CLR Information Outcome Pricing Details Printable Page Export Back Step 3 of 3 Save Submit

Firm Name TRAINING & CO Submission Period APR-2013
 Account Number 0A101K Schedule/Submission Reference 0A101K/CIVIL
 Office TRAINING & CO Submission Type LEGAL HELP

Summary

Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs
7	£ 2,816.54	£ 324.70	£ 0.00	£ 3,141.24

Total Submission Value: £ 1,998.10

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.

Submission Summary

CLR Information Outcome Pricing Details Printable Page Export Back Step 3 of 3 Save

Firm Name TRAINING & CO Submission Period MAY-2013
 Account Number 0A101K Schedule/Submission Reference 0A101K/CIVIL
 Office TRAINING & CO Submission Type LEGAL HELP

Summary

Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs
3	£ 10,800.00	£ 0.00	£ 0.00	£ 10,800.00

Total Submission Value: £ 1,472.40

New Matter Starts

Category	Schedule Reference	Procurement Area	Access Point	Delivery Location	Matter Starts
Debt	0A101K/2013/15	Staffordshire	No Access Point		0
Family	0A101K/2013/15	Shropshire	Telford & Wrekin		0
Immigration		Transferred Case	Transferred Case		0
Immigration - Asylum		Transferred Case	Transferred Case		0
Mental Health		Transferred Case	Transferred Case		0
Personal Injury		Transferred Case	Transferred Case		0
Public Law		Transferred Case	Transferred Case		0
Residual(Miscellaneous)		Transferred Case	Transferred Case		0
Welfare Benefits		Transferred Case	Transferred Case		0
Recalculate Total					0

CLR Information Outcome Pricing Details Printable Page Export Back Step 3 of 3 Save

Copyright (c) 2006, Oracle. All rights reserved. [Privacy Statement](#)

