

Submit a Bulk Claim - Provider FAQs

1. When will we have more info/the new fee codes?
 - The latest fee code information has now been sent out to all Providers and Software Vendors.
2. Will nil submissions follow the same process?
 - The new system will allow for a nil submission to be submitted. Details of how to do this will be shared in due course.
3. Will the same monthly deadlines apply? i.e. 20th of the month.
 - Yes, this will remain the deadline for payments to be processed by LAA for that month however, there will be no further scope to accept late submissions.
4. Will we be able to delete an upload to fix errors, and then re-upload?
 - Once submitted, an upload cannot be deleted and then re-uploaded. Any errors will need to be reported to us. The process for reporting and reconciling any errors is to be determined. If there are validation errors, users will be advised and will be able to re-upload as long as they have not yet submitted.
5. When will the new system be available?
 - We are working towards a provisional launch date of week commencing 10th November 2025. We will keep you updated should this change.
6. Will test platforms be provided before the system launches?
 - No, due to the pace of delivery we will not initially have any test or sandbox environments available. We have shared an updated bulk upload spreadsheet.
7. Will submissions from the contingency period be submitted via this system?
 - Yes, but not immediately. Further details to follow on this.
8. Will submissions be submitted one month at a time in the new system?
 - Our current plans are to allow providers to submit multiple months to allow them to catch up on claims generated during the period of system unavailability. We are still finalising the process for managing submission of claims paid under contingency arrangements.
9. What is the position of the new field FEE_CODE within the xml column order?
 - In the Bulk Upload Spreadsheet, the fee code will be in column 2 for civil and crime and in column 3 for mediation. The fee code should be in the outcome element as and outcome item in the xml, CSV export.
10. Is the new fee code the only change?
 - The new fee code is the only change to the bulk spreadsheet or bulk claim exports. There will be a replacement user interface for users to upload submissions through.
11. Where providers have already prepared submissions for the contingency period, how will they approach this change?
 - This is still being worked through. We would like to work with vendors to identify how changes can be made to already prepared submissions, or to design other mitigations. If your software will not enable straightforward re-exporting of submissions with the new codes included, please contact us to explore options.

12. The original comms stated that ‘the file must contain one submission only’ - what does this mean for firms with multiple offices?

- For each provider office, there can be up to three separate submissions per submission period: one for Crime, one for Civil, and one for Mediation. The service validates submissions using this key: Office × Area of Law × Submission Period (e.g., Office 1234, Crime, January 2025). Only the first valid submission for that combination is accepted. Any later submission for the same combination—whether it’s a file or a nil submission—is rejected as a duplicate. This means, a firm with multiple offices may submit up to three files per office per period (one per area of law).

13. If this is an interim solution, will there be a new one in the future?

- We have an ambition to deliver transformed legal aid services as mentioned by Minister Sackman in Parliament. We have started work on new billing services which will replace this system in time, but the timescales for this are not yet known.

14. It is possible that the order of a field on an xml upload is not important and can be moved if instructed?

Yes, it can be in any order as long as it’s within the outcome element.