

Submit a Bulk Claim

Frequently asked questions (FAQ)

| Questions | Response |
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| General FAQ |
| What is submit a bulk claim? | Submit a Bulk Claim is a new digital service that will enable providers to bill for civil controlled work and crime lower work. |
| Will the system be temporary or permanent? How long will it last for?  | The primary aim of the new service is to provide a replacement for the previous system, removing the need for contingency processes. It will be an interim solution and is not intended to be our long term, transformed solution. We anticipate that the system will be in place for a period of approximately 18-24 months  This system will have an improved user interface and will be easier to update and change. We are working to ensure any new processes are as intuitive and user friendly as possible.  The Government has allocated over £20 million in extra funding this year to start the programme to replace systems with modern, resilient and flexible technology. We want to work with providers and service users to help shape our thinking on the key challenges and options for transforming the service in the longer term. |
| Why are you implementing a new code when you are still asking for all the same information as CWA? | Adding in a new fee code means the interim system can be built at pace. This is because CWA used a range of information from different fields to calculate the relevant fee, escape fee threshold, and cost limits (where relevant) in each category of law. In some categories it used a number of different fields. The new single fee code incorporates information into one data field, creating a uniform way of the system pricing a case, which has significantly simplified the digital build time. It is important that we have the same level of data capture that we had pre-incident. This information helps drive market insights and inform policy developments and allows for claim validation and additional Assurance checking.   |
| When will the new system be implemented?  | We are aiming to release the new system ahead of the 20th November submission deadline and will keep you updated if anything changes. Ahead of the system's launch there will be training and updated guidance available so you can prepare claim information.  |
| When will we have more info/the new fee codes?  | The latest fee code information has been sent out to software vendors and is available on GOV.UK.  Further guidance documents are also now available on GOV.UK. |
| What will be changing for providers?  | Claims will not be able to be submitted on a case by case basis. Providers will only be able to submit claims via the bulk upload spreadsheet or exports from case management software.   You can continue to use the bulk upload spreadsheet without a need for a case management system that enables claim exports. There will be changes to the bulk upload spreadsheet. The main change is the addition of a new fee code column. This has been introduced to create a uniform way of the system pricing a case as CWA relied on different fields to trigger fees in different categories. Existing data fields will still need to be completed.  |
| Why can’t you continue contingency measures until we have a permanent system? What is the need for this temporary system?  | The current contingency system requires significant amounts of operational work to run and relies on providers manually calculating fees due and providing information to the LAA to enable payments to be made.   We want to reduce the manual effort needed from providers and are also mindful that the longer it runs, the higher the burden will be on providers to reconcile payments made during the contingency period. Therefore, we need to move away from contingency payments as soon as possible and towards a more sustainable billing system. We have limited any additional administrative burden as much as possible.   We recognise the additional burden these changes will put on providers, particularly given contingency processes. However, adding in a new fee code means the interim system can be built at pace. We are working to make this as straightforward and user friendly as possible for providers. Contingency process, guidance and FAQs will be determined and shared in the coming week(s). |
|  How will I reconcile cases started pre-incident?  | There is no difference to how claims are reconciled regardless of when they started. All reconciliation will be completed using submission data for April 2025 claims onwards.   |
| Will I be paid for the costs of making software changes  | LAA do not pay provider costs of making changes.  |
| What if software vendors won’t be ready in time?  | We have been working closely with vendors since August and feedback indicates that most of them will be ready for a November launch date. If you have concerns about a particular vendor please reach out and let us know.  |
| Are you able to share a list of approved software vendors? | We do not have an approved list of vendors - there are many on the market and they offer a number of services and providers should see what suits their business needs best. |
| Will SaBC indicate if a claim has exceeded the escape fee threshold? | Yes. The service will flag any cases in which the reported costs exceed the escape fee threshold. This will be visible in SaBC once your submission has been calculated. |
| Technical FAQ |
| How will information be communicated? | We are sharing technical information via email from the address NewBulkUpload-Queries@justice.gov.uk.Other queries should come through SubmitABulkClaimQueries@justice.gov.uk.  |
| 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. |
| 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. |
| Will we be able to delete an upload to fix errors, and then re-upload? | Once sucessfully 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. |
| 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 will be able to share the updated bulk upload spreadsheet tool. |
| 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. |
| 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 export. |
| 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. |
| 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. |
| The original comms stated that ‘the file must contain one submission only’- what does this mean for firms with multiple offices? | One file per office, per area of law, must be uploaded into the system separately, rather than a submission covering 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). |
| It is possible that the order of a field on an xml upload is not important and can be moved if instructed? | Yes, as long as required fields are submitted. |
| Why do I have to type in the Single Fee Code rather than select it from a dropdown list? | Given the timescales that the development of the system has been working to, it has not been possible to include this functionality in the current version of the Bulkload spreadsheet. This is something that we can consider delivering post launch.It should be noted that historically, there have not been dropdowns for Civil and Mediation Matter Type codes; we have retained the dropdown option for Crime Stage Reached codes. |

### Version history

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| Version | Date | Reason |
| 1 | October 2025 |  |