

Submit a Bulk Claim (SaBC)

Bulkload Spreadsheet User Guide

### Ownership

|  |  |  |
| --- | --- | --- |
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|  |  |
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### Version history

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| 1.21 | October 2025 | New version of the document for use with Submit a Bulk Claim (SaBC) |

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# Introduction

1. The Bulkload spreadsheet provides an alternative way to upload your outcomes into Submit a Bulk Claim (SaBC) if you do not have a compatible case management service that produces a file for loading. You can input your outcomes onto a spreadsheet and then create a csv file and Bulkload when convenient.
2. You can enter civil, crime and mediation data for the same office account number on the same spreadsheet; there are different sections for each area of law. If you only cover civil, crime or mediation, you can leave the other sections blank. If you have more than one office (account/provider number) you will need to complete a separate spreadsheet for each office.
3. If you **only** have new matter starts to submit, and **no** controlled work or mediation outcomes to report, you can still upload a submission purely to report those new matter starts. You will need to complete the front page of the Bulkload Spreadsheet but can leave the Civil or Mediation Outcome tabs blank.

**Compatibility**

1. The spreadsheet works best on a Windows operating service. Please note that the output should be saved as a .csv file.
2. The Bulkload Spreadsheet itself is a \*.xls file – Excel 97-2003 Workbook.

# 2. Downloading the spreadsheet

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

[Submit a Bulk Claim (SaBC) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc)

To download the spreadsheet:

1. Right click on the Provider Bulkload spreadsheet link under Using the Bulkload Spreadsheet and Compatibility and choose 'save target as...'
2. Choose a location on your computer and click 'save'
3. Do NOT left click on the link – this will open the spreadsheet in your Internet browser, and it will not function correctly.
4. If you have any problems downloading the spreadsheet, please contact the Online Support Team.

Email: [online-support@justice.gov.uk](mailto:online-support@justice.gov.uk)

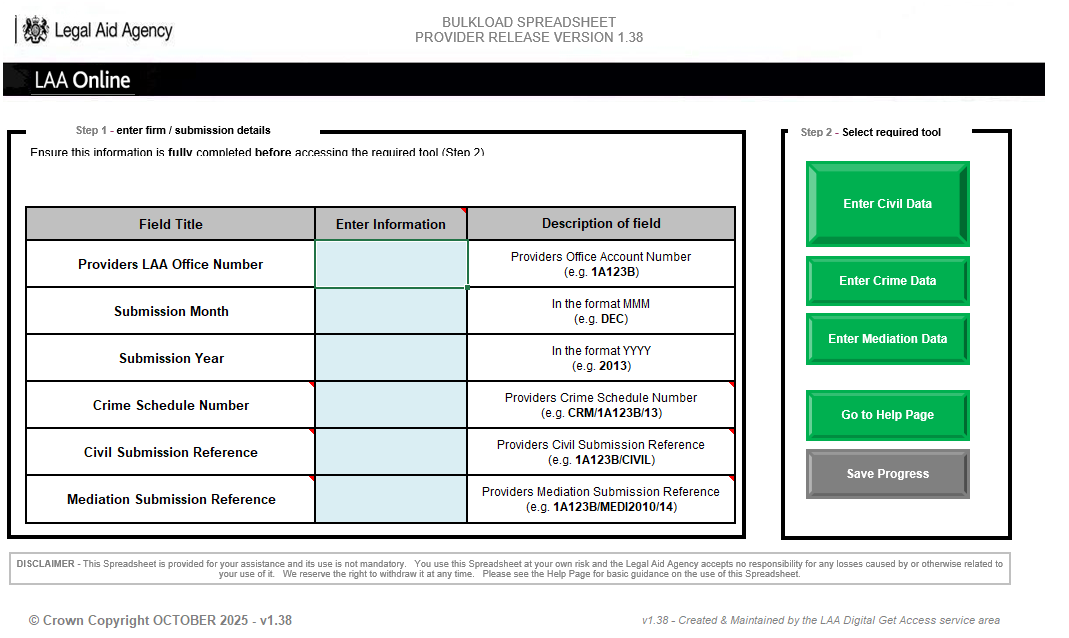
Telephone: 0300 200 2020

# 3. Opening the spreadsheet in Excel

1. To open the spreadsheet, you will need to go to the location where you saved it on your computer.
2. 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.
3. A screenshot of a computer

   AI-generated content may be incorrect.When you open the file, a message will be displayed about macros. You will need to click ‘Enable Macros**’** for this spreadsheet to work.

# Entering submission details

1. 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.
2. A screenshot of a calendar

   AI-generated content may be incorrect.Please make sure the information is input in the correct format as indicated in the “Description of field” column. The month can be chosen from a drop-down menu.

**Criminal schedule number:**

**CRM/**AccountNumber**/**schedule number (e.g. CRM/1A123B/13)

**Civil Submission Reference:**

AccountNumber**/CIVIL** (e.g. 1A123B/CIVIL)

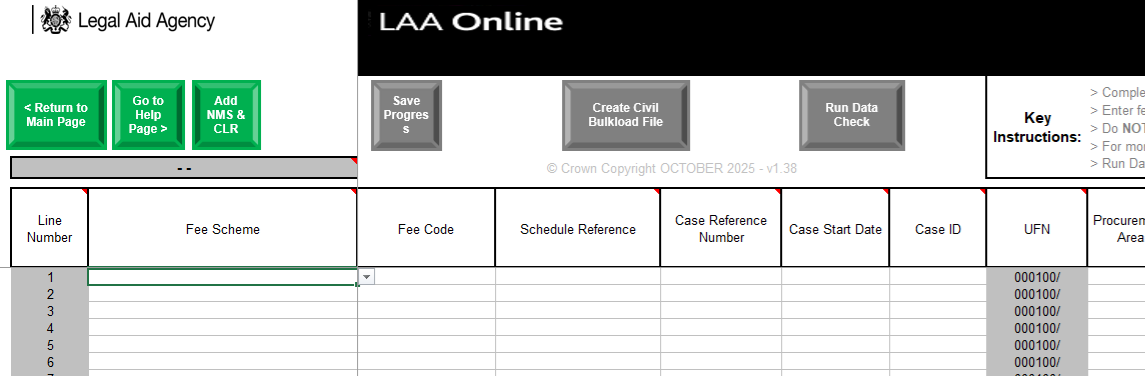
**Mediation Submission Reference:**

AccountNumber/MEDI/Contract year/schedule number (e.g. 1A123B/MEDI2024/02)

1. Please note these formats may change in the future.
2. If you do not have a crime schedule leave the ‘Crime Schedule Number’ blank.
3. If you do not have a civil schedule leave the ‘Civil Submission Reference’ blank.
4. If you do not have a mediation schedule leave the ‘Mediation Submission Reference’ blank.
5. 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

**Enter Civil Data**

1. 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.
2. A screen shot of a document

   AI-generated content may be incorrect.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 choose the VOID option in the fee scheme (see the image below); this will grey out the line ensuring it is safely removed.
3. 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.
4. 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.
5. 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.
6. Further guidance on the single Fee Code and all of the fields required to be completed in relation to a Civil submission, can be found in the ‘Guidance for SaBC Claims’ [Submit a Bulk Claim (SaBC) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc):

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

1. The information MUST be input in the correct format to be accepted by SaBC. 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 choose what is on the drop-down menu.

A screenshot of a computer

AI-generated content may be incorrect.

**Single Fee Code**

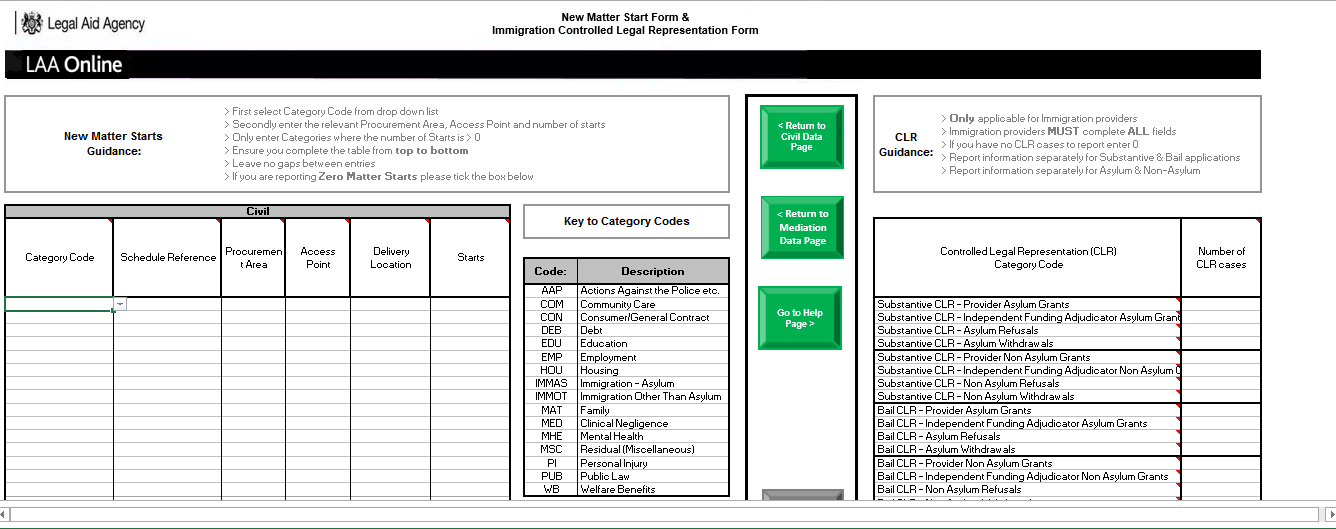
1. A new field has been created to allow providers to enter the single Fee Code (Fee Code) relevant to each individual claim. The Fee Code creates a uniform way of pricing a case in SaBC; CWA used a range of information from different fields to calculate the relevant fee, escape fee threshold, and cost limits (where relevant) in each category of law. In some cases, it referred to several different fields. The new single Fee Code incorporates information in one data field, creating a uniform way of pricing a case, which has significantly simplified the digital build time for the service.

# A green rectangular sign with white text AI-generated content may be incorrect.Entering New Matter Starts

CLR data entered here (immigration providers only)

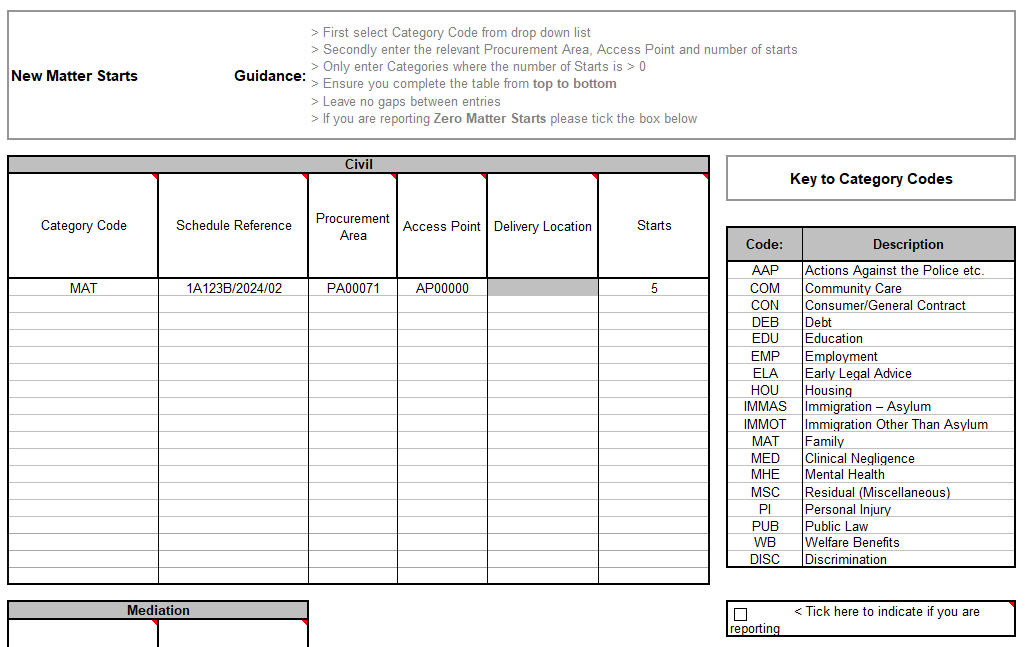
New Matter Start data entered here (all providers)

1. 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

1. Enter the Category Code, Schedule Reference, Procurement Area, Access Point and Delivery Location 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 matter starts, please tick the Zero Matter Starts Indicator.

Enter each category on a separate row and complete every column

1. If you have no new matter starts to report, 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.

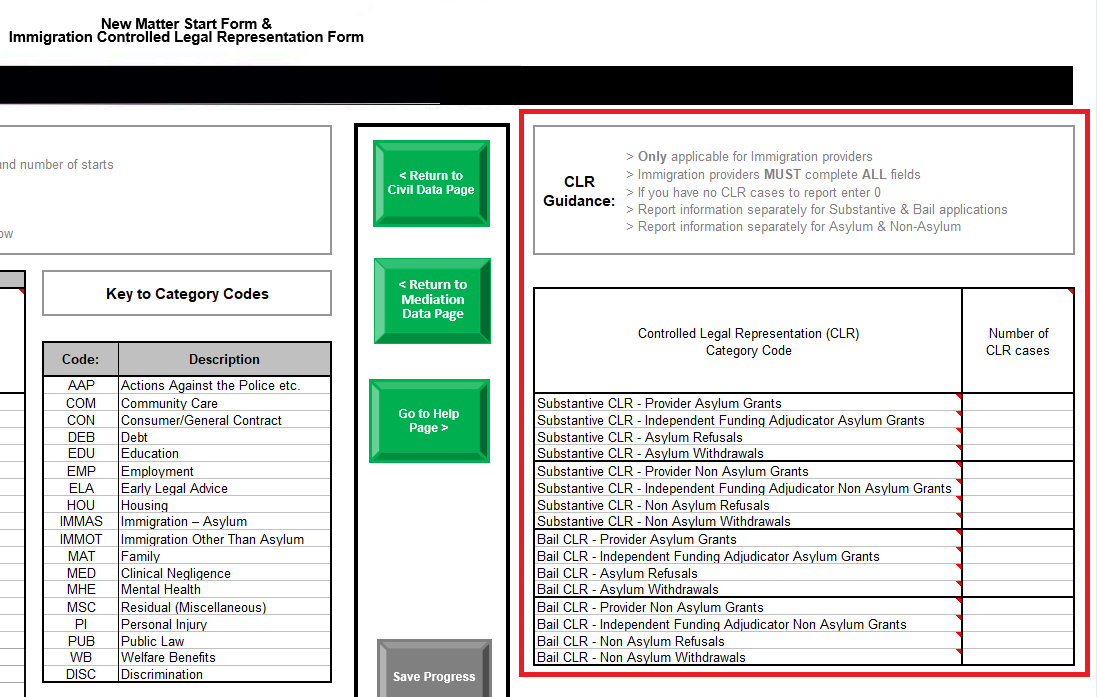
#### 3. If you only have new matter starts to submit, and no controlled work or mediation outcomes to report, you can still upload a submission purely to report those new matter starts. You will need to complete the front page of the Bulkload Spreadsheet but can leave the Civil or Mediation Outcome tabs blank.

1. **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 SaBC and it has been checked and priced, it cannot be amended. Any amendments required after submission will be subject to a ‘Claim amendment’ request.

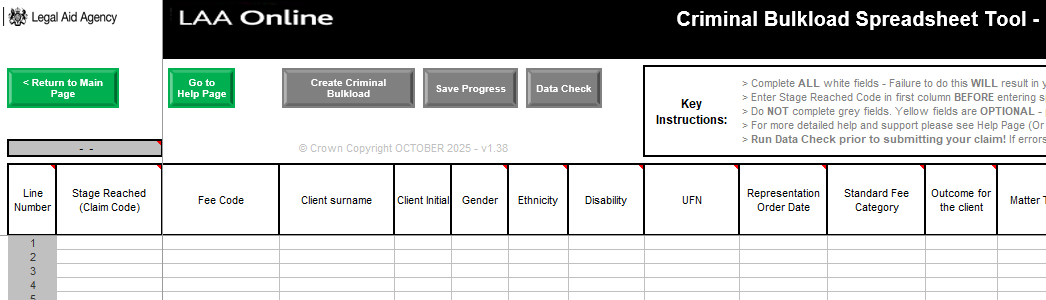
# CLR - controlled legal representation data (Immigration only)

**1. This section of the Bulkload Spreadsheet no longer requires completion. It will be removed in a subsequent version of the file.**

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# Entering Criminal data

**Enter Crime Data**

1. 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.
2. 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 choose the VOID option in the ‘Stage Reached’ column and this will grey out the line ensuring it is safely removed.

A screenshot of a computer

AI-generated content may be incorrect.

1. 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.
2. **All other fields MUST be completed.** You cannot leave any blanks. If there are no costs to claim or time to report for a field you must enter 0.
3. **NB:** Some claim codes require very little information, so most of the fields will be greyed out as they are not needed.
4. 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.
5. A diagram of a person's status

   AI-generated content may be incorrect.Some fields have drop-down menus, here you may only choose what is on the drop-down menu.

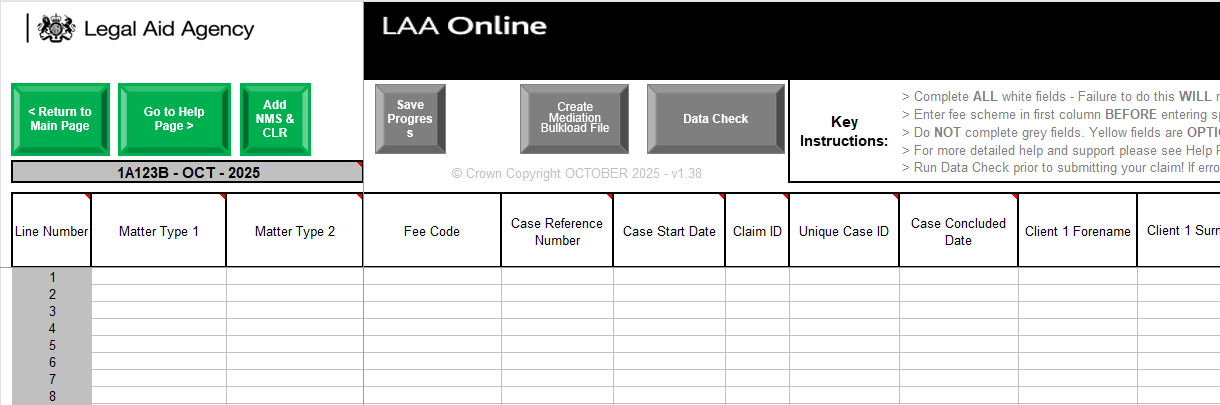
**Single Fee Code**

1. A new field has been created to allow providers to enter the single Fee Code (Fee Code) relevant to each individual claim. The Fee Code creates a uniform way of pricing a case in SaBC; 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 cases, it referred to several different fields. The new single Fee Code incorporates information in one data field, creating a uniform way of pricing a case, which has significantly simplified the digital build time for the service.

# 10. Entering Mediation data

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AI-generated content may be incorrect.**

1. Once you have entered your submission details the next step is to choose which type of data you wish to enter. To enter mediation data, click on the ‘Enter Mediation Data’ button. Here you can type in your mediation outcomes.
2. 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 choose the VOID option in the fee scheme (see the image below); this will grey out the line ensuring it is safely removed.

A screenshot of a computer

AI-generated content may be incorrect. A screenshot of a computer

AI-generated content may be incorrect.

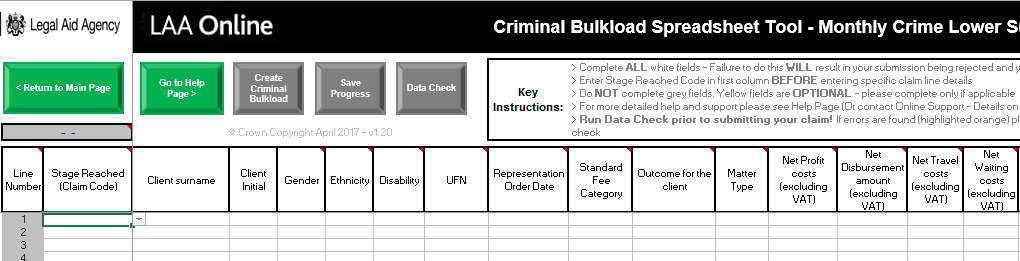
1. You will first need to select which Matter Types the outcome belongs to from the drop-down menu. Once you have chosen this, some fields will be greyed out. These are not needed for this outcome, and you will not be able to enter any information in these fields. The ‘VOID’ option is there to remove an outcome entered in error.
2. 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.
3. **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.

**Single Fee Code**

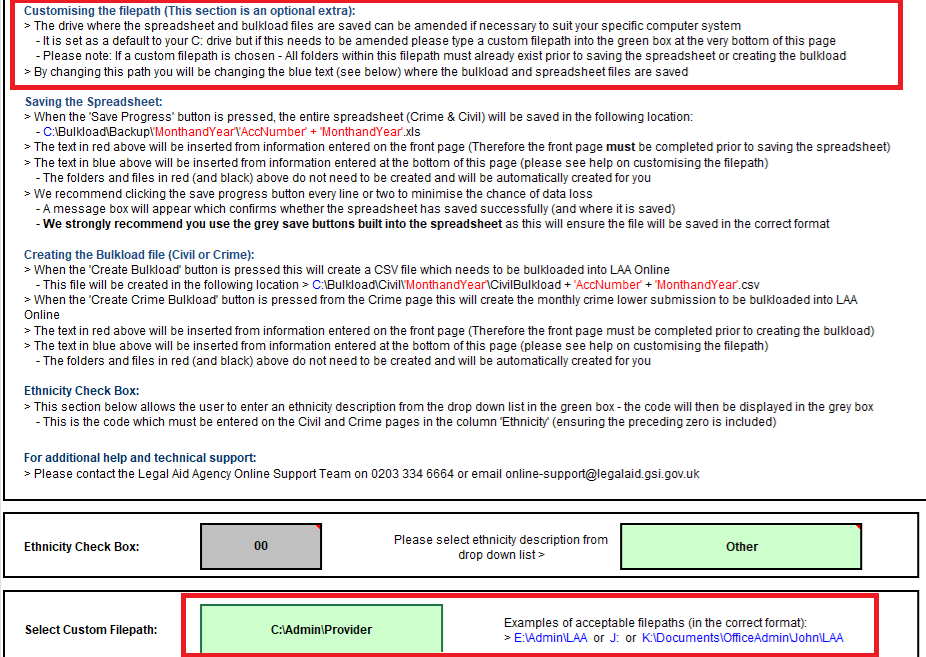
1. A new field has been created to allow providers to enter the single Fee Code relevant to each individual claim. The single Fee Code creates a uniform way of pricing a case in SaBC; CWA used a range of information from different fields to calculate the relevant fee, escape fee threshold, and cost limits (where relevant) in each category of law. In some cases, it used a number of different fields. The new single Fee Code incorporates information in one data field, creating a uniform way of the service pricing a case, which has significantly simplified the digital build time for the service.
2. Further guidance on the single Fee Code and all of the fields required to be completed in relation to a Mediation submission, can be found in the ‘Guidance for SaBC Claims’ on [Submit a Bulk Claim (SaBC) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc).
3. **NB:** The UCN will be automatically generated for you from other fields that you have completed.
4. A screenshot of a computer

   AI-generated content may be incorrect.The information **MUST** be input in the correct format to be accepted by SaBC. 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 choose what is on the drop-down menu.

# A grey rectangular sign with white text AI-generated content may be incorrect.11. Saving your work



1. 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 there will be a folder called **backup**. A copy of your entire spreadsheet (crime and civil) will be saved in the following location:
2. C:\Bulkload\Backup\’MonthandYear’\’AccNumber’+’MonthandYear’ Eg: C:\Bulkload\Backup\OCT2025\1A123BOCT2025
3. 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.



1. 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.
2. A message will appear and confirm whether the spreadsheet has saved successfully.

A screenshot of a computer error

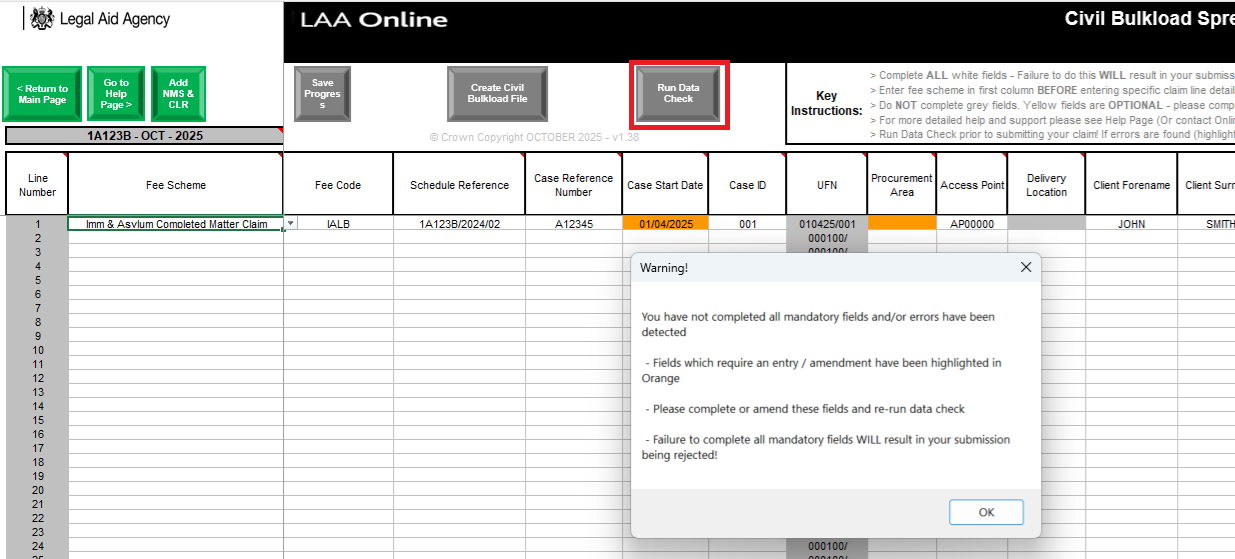
AI-generated content may be incorrect.

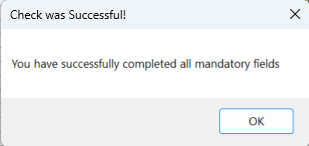
# 12. Checking your submission

1. 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’.

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AI-generated content may be incorrect.



1. Any fields that are missing essential data will be highlighted in orange. You can then go back and fill these fields in.
2. When all the fields are filled in and the ‘Run Data Check’ button is pressed the check will display a successful message
3. 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 SaBC.
4. **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 gov.uk website:

#### The Criminal, Civil & Mediation code guidance can be found on gov.uk:

[Submit a Bulk Claim (SaBC) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc)

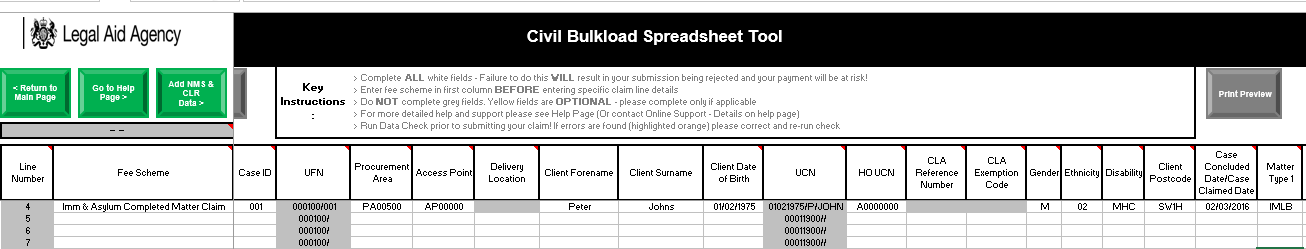
1. A link to this guidance can also be found on the ‘Help Page’ of the Bulkload spreadsheet.

# 13. Printing the Bulkload spreadsheet

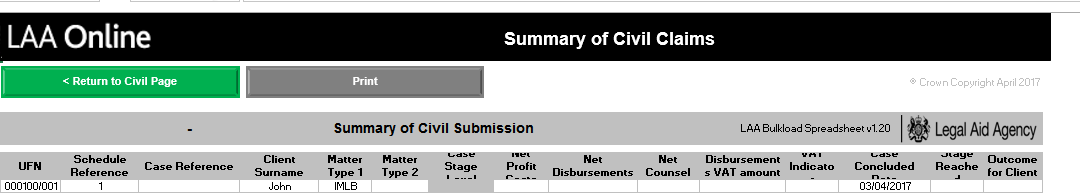
1. You can print a summary of the Bulkload spreadsheet for your records by clicking on the ‘Print Preview’ button.

A grey rectangular sign with white text

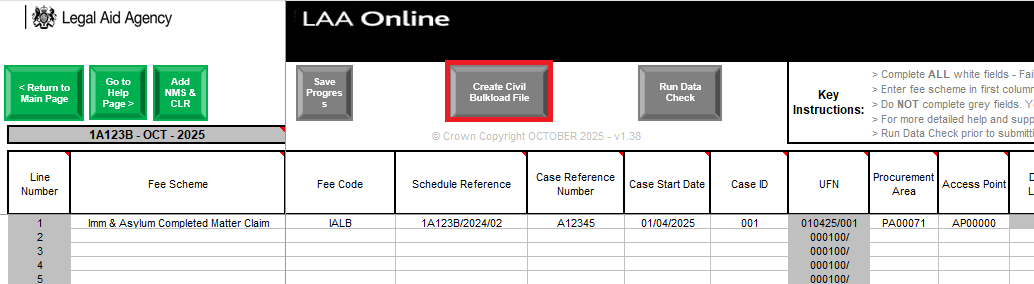
AI-generated content may be incorrect.



1. 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.



# 14. Creating the Bulkload csv file

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

#### All providers must submit using SaBC via the Sign in to Legal Aid Services (SILAS) unless they have received special dispensation from their contract manager allowing them to submit by any other method.

1. The ‘Create Criminal Bulkload’ button will create a csv file for Bulkloading into SABC and save it in the following location:

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

#### Eg: C:\Bulkload\Crime\OCT2025\CrimeBulkload1A123OCT2025

1. The ‘Create Civil Bulkload’ will create a csv file for Bulkloading into SABC and save it in the following location:

C:\Bulkload\Civil\’MonthandYear’\CivilBulkload+’AccNumber’+’MonthandYear’ Eg: **C:\Bulkload\Civil\OCT2025\CivilBulkload1A123OCT2025**

1. The ‘Create Mediation Bulkload file’ will create a csv file for Bulkloading into SABC and save it in the following location:

C:\Bulkload\Mediation\’MonthandYear’\CivilBulkload+’AccNumber’+’MonthandYear’ Eg: **C:\Bulkload\Mediation\OCT2025\MediationBulkload1A123OCT2025**

1. **NB:** You do not need to create any folders or files manually; they will be created by pressing the ‘create civil/criminal Bulkload’ button.
2. These are the files you will need to upload when you sign in to SaBC. For guidance on how to do this, please see the SaBC ‘User Guide’, which will be available on this page: [Submit a Bulk Claim (SaBC) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc) .
3. Once you have uploaded your file into SaBC and it has been checked and priced, it cannot be amended. Any amendments required after submission will be subject to a ‘Claim amendment’ request.

# 15. Alternative methods of submission

1. All providers must submit using SaBC accessed via Sign in to Legal Aid Services (SILAS) 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.
2. Providers are unable to enter their submissions line by line, directly into SILAS.
3. Providers are also able to upload a file exported from their Case Management System in CSV, XML, and TXT formats.

# 16. Points to note

* 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.
* Ensure that the correct single Fee Code for that claim has been entered – this will determine how the claim is priced.
* 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.
* The CLR information section **does not** require completion, including by Immigration providers.
* ‘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@justice.gov.uk](mailto:online-support@justice.gov.uk)

# 17. Troubleshooting

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

A. 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.

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

A. 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.

#### **Q. When I try to save, I get the message: “Visual Basic error 400”**

A. 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.

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

A. 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@justice.gov.uk](mailto:online-support@justice.gov.uk)

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

A**.** 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.OCT2025.

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

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

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

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