# Submit a Bulk Claim
## Frequently asked questions (FAQ)

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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<br><br>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.<br><br>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 |

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| | service users to help shape our thinking on the key challenges and options for transforming the service in the longer term. |
| **How will I access SaBC?** | Providers will be able to access the service via Sign in to Legal Aid Services (SILAS) and can upload their bulkload or case management system exported data file directly into SaBC. |
| **What functionality will the service have?** | The service will check the file that is uploaded and calculate the price of each claim within it. If any information is missing or if fundamental errors have been made within the submission, it will be rejected prior to calculating costs. |
| **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.<br><br>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.<br><br>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?** | Submit a Bulk Claim (SaBC) will be launched on 4 February 2026. Providers must use it to upload their January |

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| | submission by 17 February. Ahead of the system's launch there will be training and updated guidance available so you can prepare claim information. |
| **Where can we find more information on the new fee codes?** | The latest fee code information has been sent out to software vendors and is available on the dedicated SaBC page on GOV.UK:<br><br>Submit a Bulk Claim (SaBC) - GOV.UK<br><br>This includes:<br><br>- A document listing all of the fee codes and how they map to a pre-existing matter type or other code<br>- Updated guidance for reporting civil, mediation and crime matters<br><br>We have also published material on our Legal Aid Learning website which further explains how the codes can be mapped for Family, Mediation, Immigration and Crime. |
| **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.<br><br>You can continue to use the bulk upload spreadsheet without a need for a case management system that enables claim exports.<br><br>The bulk upload spreadsheet has been updated, 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. |

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| **Why can't you continue contingency measures until we have a permanent system? What is the need for this temporary system?** | The 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.<br><br>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.<br><br>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.<br><br>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 |

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| | for a February launch date. We would encourage providers to liaise with their own SV to confirm they are prepared for go-live. 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. |
| **When submitting my contingency claims, should I upload all of the claims which should have been reported since April 2025, in one submission or one for each month?** | We would ask providers to create and upload a submission for each month; this will aid the reconciliation of your accounts as we will be able to identify which (if any) months differ between amounts requested via contingency, and the value of the subsequent claims reported.<br><br>Further information on the approach to submitting these claims will be communicated w/c 19 January. |
| **Where I identify that a submission from the contingency period contained an error, how should I address that?** | We would ask that you amend the submission you drafted, **prior** to submitting it on SaBC, to take account of any changes you need to make as a result of that error. |
| **Will I still be required to report the number of New Matter Starts (NMS) opened each month, in SaBC?** | Yes. Providers will use SaBC to report both their NMS usage data and the details of their outcome claims, each month. |

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| **Should my contingency submissions contain details of the NMS usage since April 2025?** | Yes. For each month during that contingency period, you should upload a submission which confirms your NMS usage for that month, and the details of any outcome claims for that month. |
| **Why has the Fee Mapping tool not been released to all providers?** | The tool has been specifically designed to assist providers who have prepared submissions during the contingency and who are unable to add fee codes to them (via their case management system) OR would need to manually update their bulkload submission.<br><br>Most providers will either be able to re-run any submissions to include the fee code or may not have prepared them as yet. The tool is not designed to help a provider prepare their submission as business as usual.<br><br>To avoid and confusion and enable those providers that would benefit from the use of the tool and potential additional support, we have chosen to not publish it but to issue it to those who are identified via the triage survey, to need it.<br><br>Please refer to the Submit a Bulk Claim (SaBC) - GOV.UK page for a link to the survey. |
| **I am an immigration provider and prepared my submissions during the contingency before details of SaBC were released – do I need to update my claims?** | Yes. If the draft submissions do not include the fee code, then you will need to add it. This may be possible via your case management system, or you may benefit from the Fee Mapping tool.<br><br>You should also be aware that SaBC will contain validation which limits the costs credited, if the costs reported exceed any applicable cost limit, without a prior authority number being reported.,<br><br>You should ensure that where this maybe the case, you update your submission prior |

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| | to it being uploaded, to include the PAN or reduce your costs accordingly. |
| **Technical FAQ** | |
| **How will information be communicated?** | We are sharing technical information via email from the address NewBulkUpload-Queries@justice.gov.uk.<br><br>Other queries should come through SubmitABulkClaimQueries@justice.gov.uk. |
| **Will nil submissions follow the same process as in CWA?** | The new system will allow for a nil submission to be submitted. Details of how to do this will be contained in the Submit a Bulk Claim User Guide which is available on the Submit a Bulk Claim (SaBC) - GOV.UK page. |
| **Will the same monthly deadlines apply? i.e. 20th of the month.** | Providers will need to use SaBC to upload their January submission, **by 17 February**. This early deadline is to allow the processing time required to ensure payments are made on time at the start of March. No further changes to the deadline of the 20th are expected in 2026. |
| **Will we be able to delete an upload to fix errors, and then re-upload?** | Once successfully 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 |

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| | share the updated bulk upload spreadsheet tool. |
| **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 to what we report?** | The new fee code is the only addition 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?** | Most software vendors have confirmed they can rerun exports with the new fee codes. Please contact your vendor if they have not confirmed to you the steps you need to take. To assist those where this isn't possible, we have created a tool which will generate the applicable fee code for you to enable you to create a submission for SaBC.<br>Please refer to the Submit a Bulk Claim Gov.uk page for information on this tool and to help identify if this will be of assistance to you. |
| **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.<br><br>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.<br><br>The service validates submissions using this key: Office × Area of Law × Submission Period (e.g., Office 1234, Crime, January 2025). |

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| | 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.<br>This means:<br>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. |
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**Version history**

| Version | Date | Reason |
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| **1** | October 2025 | |
| **2** | 17 October 2025 | Contingency updates added |
| **3** | 16 January 2026 | Updates for Fee Mapping Tool |