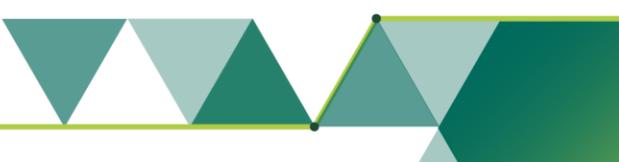




Submit a Bulk Claim

Frequently asked questions (FAQ)

| Questions | Response |
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| Common Problems | |
| SaBC not appearing in SILAS | <p>ADDED 04 FEB: SaBC will be visible to users who have been assigned access, from the morning of 4 February.</p> <p>Your SILAS Firm Admin will need to assign users access.</p> |
| Formatting fields | <p>ADDED 04 FEB: Please ensure that formatting is followed as per the 'Guidance for SaBC claims' document available on www.gov.uk/guidance/submit-a-bulk-claim-sabc Deviation from the stated formatting can result in a failed submission.</p> |
| Sorting claim data | <p>ADDED 04 FEB: Following a successful submission, your claims data will be displayed on the service, you will see 10 claims per page. Should you choose to sort or filter the claims, this will only apply to the page being viewed.</p> |
| Blank rows in bulkload spreadsheet export | <p>ADDED 04 FEB: If you identify that not all claims are feeding through into your export from the</p> |



| Questions | Response |
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| | <p>bulkload spreadsheet, please contact us at submitabulkclaimqueries@justice.gov.uk.</p> <p>This will likely be due to data being copied into the bulkload spreadsheet from an older version of it.</p> |
| Null | <p>ADDED 04 FEB: Where a field does not need to be populated, do not enter “null” as the value, leave it as blank.</p> |
| Mediation submissions: outreach field | <p>ADDED 04 FEB: The outreach field requires 3 figures to be valid e.g. “002”</p> |
| General FAQ | |
| What is submit a bulk claim? | <p>Submit a Bulk Claim (SaBC) is a new digital service that will enable providers to bill for civil controlled work and crime lower work.</p> |
| <p>Will the system be temporary or permanent? How long will it last for?</p> | <p>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</p> <p>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.</p> <p>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.</p> |

| Questions | Response |
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| When will the new system be implemented? | ADDED 29 Jan: Submit a Bulk Claim (SaBC) will be launched on 4 February 2026. Providers must use it to upload their January submission by 17 February. |
| 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. |
| When will I be able to access SaBC from? | ADDED 29 Jan: The SaBC app will not be visible in SILAS until 4 February. From that date, SILAS Firm Admins will be able to assign the app to their users. |
| Where can I find guidance on how to assign the role on SILAS, once its available? | <p>ADDED 29 Jan: You can follow the steps outlined in the "How to amend or remove services, roles or offices from a user" section of 'Manage your users' FAQs on the SILAS page of the Legal Aid Learning website:</p> <p>SILAS: Manage your users – frequently asked questions – Legal Aid Learning</p> |
| Where can I find guidance on how to upload a submission into SaBC? | <p>ADDED 29 Jan: Please refer to the SaBC User Guide which can be found on the dedicated Submit a Bulk Claim page on gov.uk – see the Guidance document section.</p> |
| Are there any webinars that I can watch or attend to see a demonstration of SaBC? | <p>ADDED 29 Jan: You can watch the recorded system walkthrough on the LAA Training website, here:</p> <p>Civil - legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/</p> <p>Crime - legalaidlearning.justice.gov.uk/submit-a-bulk-claim-crime</p> <p>Five Webinars on how to submit a claim using SaBC are available here for you to sign up to Submit a Bulk Claim walkthrough events Eventbrite.</p> <p>These run from Wednesday 28 January to Thursday 12 February.</p> |

| Questions | Response |
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| What functionality will the service have? | <p>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.</p> |
| Why are you implementing a new code when you are still asking for all the same information as CWA? | <p>Adding in a new fee code means the interim system can be built at pace.</p> <p>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.</p> <p>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.</p> |
| Where can we find more information on the new fee codes? | <p>The latest fee code information has been sent out to software vendors and is available on the dedicated SaBC page on GOV.UK:</p> <p>Submit a Bulk Claim (SaBC) - GOV.UK</p> <p>This includes:</p> <ul style="list-style-type: none"> - A document listing all of the fee codes and how they map to a pre-existing matter type or other code - Updated guidance for reporting civil, mediation and crime matters <p>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.</p> |
| What will be changing for providers? | <p>UPDATED 29 JAN: Claims will not be able to be submitted on a case-by-case basis. Providers will only be able to submit claims via exports from case</p> |

| Questions | Response |
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| | <p>management software or the bulk upload spreadsheet export.</p> <p>You can continue to use the bulk upload spreadsheet without a need for a case management system that enables claim exports.</p> <p>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.</p> <p>We have also created a version of the bulk upload spreadsheet designed specifically for those using MacBook operating systems. While this version does not have all the updated functionality of the Windows version (such as the Fee Code dropdown), it should assist providers who encountered compatibility issues when trying to use the Windows version. The MacBook version will have further iterations in due course, to ensure it fully reflects the Windows version.</p> |
| <p>Why can't you continue contingency measures until we have a permanent system? What is the need for this temporary system?</p> | <p>UPDATED 29 JAN: The contingency process 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.</p> <p>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.</p> <p>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.</p> |

| Questions | Response |
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| | <p>The contingency process has now ended and all future monthly submissions for controlled work, crime lower and mediation must be made using Submit a Bulk Claim (SaBC).</p> <p>The first submission you must make via SaBC, will be your January submission which must be uploaded by 17 February.</p> <p>Providers can find further guidance on the submission of claims for matters for which you made use of the monthly contingency process on the dedicated Submit a Bulk Claim page on GOV.UK.</p> |
| How will I reconcile cases started pre-incident? | <p>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.</p> |
| Once I've submitted my contingency claims by 20 March, if there are any differences between the value of these and the value of payments made under contingency, what will the LAA do? | <p>ADDED 29 Jan: Once submissions are uploaded, a review will take place in April 2026 before any reconciliation takes place, and providers will be supplied with confirmation of any difference in value between contingency submissions and actual submissions by their Contract Manager.</p> <p>Your Contract Manager will reach out for a discussion where there are significant differences in the figures and there will be an opportunity to rectify any issues or omissions.</p> <p>Final reconciliation will take place on the payment due 4 May 2026.</p> |
| Will I be paid for the costs of making software changes | <p>LAA do not pay provider costs of making changes.</p> |
| What if software vendors won't be ready in time? | <p>We have been working closely with vendors since August 2025, and feedback indicates that most of them will be ready for a February launch date. We would encourage providers to liaise with their own software vendors to confirm they are prepared for go-live. If you have concerns about a particular vendor, please reach out and let us know.</p> |

| Questions | Response |
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| 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. |
| If my case management system can produce an export file containing all the claim information needed for SaBC and in an accepted format, do I still need to complete the bulkload spreadsheet as well? | ADDED 04 FEB: No. You only need to complete a bulkload spreadsheet, if your own case management system cannot export your claims data into a suitable export file. |
| 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 can I start uploading my contingency claims? | ADDED 29 Jan: While providers can start doing so from 4 February, we would ask that you focus on uploading your January submission by 17 February as that will be needed to trigger your monthly payment in March. You can then then focus on uploading your contingency submissions between 18 February and 20 March. |
| Do I need to upload my monthly submissions in date order? | ADDED 29 Jan: No. Unlike CWA, SaBC will allow you to submit your claims in any order – that allows you to submit your January submission prior to the ones from April to December |
| If I upload a file for one submission month before 17 February, can I still upload a further submission for contingency claims before 17th or do I need to wait until 18th? | <p>ADDED 29 Jan: Yes, you can if you haven't already uploaded a file for that submission month, area of law and office. SaBC will reject a submission if you have already done so.</p> <p>For instance, if you have submitted a file for your September 2025 crime lower claims for a particular office, SaBC will not allow you to submit another for the same submission month, area of law and office.</p> |

| Questions | Response |
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| | <p>You could, however, still upload a submission for any other month, office or area of law.</p> <p>Refer to the SaBC User Guide for more information on what you can and cannot upload into the service.</p> |
| <p>The guidance on SaBC and the Bulkload spreadsheet refer to an “Area of Law” – would different categories such as Family and Mental Health, be considered different “Areas of Law”?</p> | <p>ADDED 04 FEB: No, Family and Mental Health (and any civil categories) are different <u>categories of law</u>, but fall under the same Area of Law – Civil.</p> <p><u>There are 3 Areas of Law – Civil, Crime and Mediation</u></p> |
| <p>I managed to upload my April 2025 submission into CWA before the cyber-attack – will I need to upload it again into SaBC?</p> | <p>ADDED 29 JAN: Yes, all submissions for April 2025 claims will need to be uploaded into SaBC, regardless of whether they were uploaded into CWA before the cyber-attack.</p> |
| <p>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?</p> | <p>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.</p> |
| <p>Where I identify that a submission from the contingency period contained an error or omission, how should I address that?</p> | <p>UPDATED 04 FEB: 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.</p> <p>At present, these contingency claims do not exist on an LAA system, therefore rather than uploading them and then asking us to amend them, please amend them within your submission before uploading it.</p> |
| <p>I submitted a claim amendment which was processed before the incident but was never</p> | <p>ADDED 29 JAN: No; any claim amendments processed up to 15 May 2025 have been considered by the reconciliation team when making payments. Any amendments received, but not processed, will be</p> |

| Questions | Response |
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| <p>paid/recovered. Do I need to submit these again when you have a system to correct CWA submissions?</p> | <p>completed once a solution to amending CWA claims is available.</p> <p>Any questions in relation to payments and which amendments have been considered please contact reconciliation@justice.gov.uk</p> |
| <p>Will I still be required to report the number of New Matter Starts (NMS) opened each month, in SaBC?</p> | <p>Yes. Providers will use SaBC to report both their NMS usage data and the details of their outcome claims, each month.</p> |
| <p>Should my contingency submissions contain details of the NMS usage since April 2025?</p> | <p>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.</p> |
| <p>The export file that my case management system has been updated to produce, does not include any NMS data – what should I do?</p> | <p>ADDED 29 JAN: If you are unable to upload any NMS data in your submission for this reason, then you can continue to upload the submission, so we have your outcome claims data.</p> <p>You will need to liaise with your software vendor to ensure that the export function can include this data as soon as possible for future submission months.</p> <p>You should submit a claim amendment request, detailing the NMS that you should have reported, and we will add that to the record in SaBC once we are able to.</p> |
| <p>Why has the Fee Mapping tool not been released to all providers?</p> | <p>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.</p> <p>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.</p> |

| Questions | Response |
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| | <p>To avoid any 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.</p> <p>Please refer to the Submit a Bulk Claim (SaBC) - GOV.UK page for a link to the survey.</p> |
| <p>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?</p> | <p>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.</p> <p>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.,</p> <p>You should ensure that where this maybe the case, you update your submission prior to it being uploaded, to include the PAN or reduce your costs accordingly.</p> |
| <p>What is the issue that you have identified with immigration claims prepared using earlier versions of the bulkload spreadsheet?</p> | <p>UPDATED 4 FEB: We have identified two issues with the export files created by earlier versions of the bulkload spreadsheet preceding v1.39. Any exports created using these versions for immigration claims, did not carry across the values entered in the 'travel time' field. As this field is one which is mandatory in SaBC, this may lead to the submission being rejected.</p> <p>We have also identified that it is not possible to simply copy the data into the latest version of the spreadsheet, as there is an incompatibility which leads to some claims not feeding through to the export. We are communicating directly with all immigration providers regarding what they need to do, in order to submit their affected claims – they will be able to use the Fee Code Mapping tool to update their export with the necessary data to create a new export file that SaBC will accept and will contain all of the necessary data. Providers will be given a copy of the tool and instructions, and we hope to identify those affected and target follow up support if needed.</p> |

| Questions | Response |
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| <p>Can you please confirm where I can find my current schedule reference number or what it may be?</p> | <p>ADDED 04 FEB: Current schedule numbers for all Contracts would be in the following formats:</p> <p>Crime: CRM/NANNNA/25</p> <p>Civil: NANNNA/2024/02</p> <p>Mediation: NANNNA/MEDI2024/02</p> <p>For all three contracts NANNNA would be your account number.</p> <p>For Civil and Mediation, the reference ends in 02 as it's the second schedule of this contract, running from Sep-25 to Aug-26)</p> |
| <p>If I have no claims to report in a given month, do I still need to submit a 'nil submission' for that month?</p> | <p>ADDED 04 FEB: Yes. Providers should continue to submit 'nil submissions' as they would have done via CWA, where there are no claims to report.</p> <p>It may be that while you have no claims to report you may have NMS.</p> <p>As set out in the SaBC User Guide, which can be found on Submit a Bulk Claim (SaBC) - GOV.UK, providers will need to create and upload a submission file, containing provider office and submission level information but no claim lines, for such a month.</p> |
| <p>When reporting cases for April to December, which have been assessed as Escape Fee Cases, do I put the original amount claimed or amount allowed after assessment/appeal?</p> | <p>ADDED 04 FEB: You should enter the original amount claimed for.</p> <p>The Escape Fee Cases team will subsequently update the claim to include the assessment details.</p> <p>If further costs have been allowed on assessment, these will have already been included in any payment that the Reconciliation Team has organised.</p> |

Technical FAQ

| Questions | Response |
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| How will information be communicated? | <p>We are sharing technical information via email from the address NewBulkUpload-Queries@justice.gov.uk">NewBulkUpload-Queries@justice.gov.uk.</p> <p>Other queries should come through SubmitABulkClaimQueries@justice.gov.uk.</p> |
| Will nil submissions follow the same process as in CWA? | <p>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.</p> |
| Will the same monthly deadlines apply? i.e. 20th of the month. | <p>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.</p> |
| Will we be able to delete an upload to fix errors, and then re-upload? | <p>UPDATED 29 JAN: Once successfully submitted, an upload cannot be deleted and then re-uploaded. If there are validation errors that result in a rejected submission, users will be advised and will be able to re-upload once errors have been corrected.</p> <p>An approach to amendments for claims submitted on SaBC, will be communicated in due course. Please do continue to complete and send an amendment form to PA-ClaimAmend@justice.gov.uk where you identify an amendment is needed to a claim submitted on SaBC.</p> |
| Will test platforms be provided before the system launches? | <p>UPDATED 29 JAN: No; due to the pace of delivery we will not initially have any test or sandbox environments available.</p> <p>We are also conducting some private beta testing on the submission of contingency claims with a</p> |

| Questions | Response |
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| | small number of Providers between now and go-live to ensure the process is as smooth as possible. |
| What is the position of the new field FEE_CODE within the xml column order? | <p>UPDATED 29 JAN: In the Bulk Upload Spreadsheet, the fee code will be in column 2 for civil and crime and in column 3 for mediation.</p> <p>The fee code should be the first outcome Item in the XML export.</p> |
| Is the new fee code the only change to what we report? | <p>The new fee code is the only addition to the bulk spreadsheet or previous bulk claim exports. There will be a replacement user interface for users to upload submissions through.</p> |
| Where providers have already prepared submissions for the contingency period, how will they approach this change? | <p>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.</p> <p>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.</p> <p>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.</p> |
| The original comms stated that 'the file must contain one submission only'- what does this mean for firms with multiple offices? | <p>One file per office, per area of law (civil, crime or mediation), must be uploaded into the system separately, rather than a submission covering multiple offices.</p> <p>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.</p> <p>The service validates submissions using this key: Office × Area of Law × Submission Period (e.g., Office 1234, Crime, January 2025).</p> <p>Only the first valid submission for that combination is accepted. Any later submission for the same</p> |

| Questions | Response |
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| | <p>combination—whether it's a file or a nil submission—is rejected as a duplicate.</p> <p>This means:</p> <p>A firm with multiple offices may submit up to three files per office per period (one per area of law).</p> |
| <p>It is possible that the order of a field on an xml upload is not important and can be moved if instructed?</p> | <p>Yes, if required fields are submitted.</p> |
| <p>I uploaded submissions previously into CWA – how will I be able to view these in future?</p> | <p>ADDED 29 JAN: These submissions will not sit in SaBC and we are working on resolving a way for providers to be able to view any historic data from CWA submissions.</p> |
| <p>Will I be able to export a summary of copy of my submissions out of SaBC?</p> | <p>ADDED 29 JAN: While this functionality will not be in place before the 17 February, we are working to make it available by the end of February if possible.</p> |
| <p>Will I be able to distinguish between my submissions when searching for them on SaBC?</p> | <p>ADDED 29 JAN: Providers will be able to search for submissions and will be able to see the date that each were submitted, the office account, the area of law and the status of the submission.</p> <p>You won't, upon launch of the system, be able to identify the submission month as part of the search. You will be able to cross check against your own records, of how many months you uploaded submissions for, against each area of law and office, and when.</p> <p>We will be seeking to add the 'submission month' to the search function in due course.</p> |
| <p>When using the Bulkload Spreadsheet, I receive an error message such when pressing the 'Data check' button:</p> | <p>ADDED 04 FEB: The Bulkload Spreadsheet has been coded in a 64bit version of Excel (the most recent version). Unfortunately, some of the coding used in this version is not backwards compatible with the older 32bit versions of the software.</p> |

| Questions | Response |
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| <p><i>Compile error in hidden module. DataChecksCrime. This error commonly occurs when code is incompatible with the version, platform, or architecture of this application. Click 'Help' for information on how to correct this error.”</i></p> <p>Please advise what I need to do?</p> | <p>It is likely that you are running an older, 32bit version and will need to update to a 64bit version to make full use of the spreadsheets functions.</p> |

Version history

| Version | Date | Reason |
|---------|------------------|--|
| 1 | October 2025 | FAQs created |
| 2 | 17 October 2025 | Contingency updates added |
| 3 | 16 January 2026 | Updates for Fee Mapping Tool |
| 4 | 29 January 2026 | Contingency updates added and clarification and how to access SaBC via SILAS from launch date |
| 5 | 04 February 2026 | Schedule reference, Area of Law, nil submissions information and common problems section added |