



Legal Aid  
Agency

# Submit a Bulk Claim (SaBC)

## Common issues and frequently asked questions (FAQ)

### Purpose of this document

This document sets out:

- Common issues that users may encounter when using SaBC
- You said, we did – details of recent upgrades/changes to the system to improve the user experience
- Frequently Asked Questions regarding using SaBC

Providers can find further information and guidance to assist them in using Submit a Bulk Claim (SaBC) on our dedicated GOV.UK page:

<https://www.gov.uk/guidance/submit-a-bulk-claim-sabc>

The page includes:

- Details of how to request claim amendments, including voiding individual claims
- Copies of the latest Bulkload Spreadsheets and accompanying guides
- Latest User Guide for SaBC
- Guidance for reporting Civil and Mediation matters and Guidance for reporting Crime Lower matters – including explanations of each relevant field in SaBC, the potential codes that can be reported, their meaning and format.

## Common issues:

Issue	Response
<p><b>SaBC not appearing in SILAS</b></p>	<p>SaBC will be visible to users who have been assigned access by their SILAS Firm Admin. Please refer to <a href="https://legalaidlearning.justice.gov.uk/sign-in-to-legal-aid-services/">https://legalaidlearning.justice.gov.uk/sign-in-to-legal-aid-services/</a> for details of how to grant access to a member of your staff:</p>
<p><b>Formatting of data in individual fields</b></p>	<p>Please ensure that formatting is followed as per the ‘<i>Guidance for Reporting Legal Help and Mediation Work on SaBC</i>’ and ‘<i>Guidance for reporting crime lower</i>’ documents available on <a href="http://www.gov.uk/guidance/submit-a-bulk-claim-sabc">www.gov.uk/guidance/submit-a-bulk-claim-sabc</a></p> <p>Deviation from the stated formatting can result in a failed submission.</p>
<p><b>Sorting claim data when reviewing submissions in SaBC</b></p>	<p>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>
<p><b>Previewing submissions and claim pricing before submitting</b></p>	<p>There isn’t currently an ability to preview what you have uploaded and what it will be priced as before it is accepted and priced. This is a difference compared to how CWA functioned, and we appreciate that it is a step that would be of value to users. Given the timescales in which the system needed to be developed in, it was not possible to replicate this functionality however we will listen to feedback from users on this and other suggestions for future enhancements.</p> <p>For the moment, once a claim is accepted and priced, it can’t be amended in SaBC and can only be voided via a Claim Amendment form. Following this you will be able to resubmit correct claim data in a future submission month.</p> <p>If it significantly impacts your likely payment for next month, please liaise with your Contract Manager.</p> <p>The amendment function within SaBC is not yet available, we will communicate when it is.</p>

Issue	Response
<p><b>Null entries in fields</b></p>	<p>Where a field does not need to be populated, do not enter “null” as the value, leave it as blank.</p> <p>For instance, in a PROD claim, do not enter “null” in the name fields.</p>
<p><b>Macros – untrustworthy source</b></p>	<p>The spreadsheet is published on the official GOV.UK website, which is the trusted source of documentation for the Legal Aid Agency. You should have confidence in downloading files from here. All materials undergo standard assurance and integrity checks before publication.</p> <p>The spreadsheet makes use of macros for data validation and generation of a file for upload into our systems. Unfortunately, it is not possible to provide a non-macro version without removing this functionality. The file can be opened with macros disabled, but users would need to complete data validation and file generation manually.</p> <p>We understand that you may have a policy in place to restrict the use of macros. Where possible, you may wish to review these settings to allow macros from trusted and verified sources, such as the GOV.UK website.</p> <p>If you ‘save as’ and re-open the bulkload file you will be able to choose to mark this as a ‘trusted’ file. This can’t be done by opening the file in browser or downloads.</p>
<p><b>Nil submissions</b></p>	<p>Providers should still submit a nil return even if they have no matters or outcomes to report – please refer to page 7 of the <a href="#">SaBC User Guide</a> which confirms what you need to report within your submission file.</p> <p>If you would normally use the Bulkload Spreadsheet then you would complete the front page as per the instructions in sections 1-8 of the accompanying guidance documents (found at <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility</a>).</p>

Issue	Response
	<p>Then go to the civil tab and click “create civil bulkload file” as per the instructions in section 14 of the guidance.</p>
<p><b>Inability to submit a “nil bill”</b></p>	<p>You <u>cannot</u> submit nil bills in SaBC (i.e. a claim for £0) – any claim that has a Fee Code, which all claims must have, will generate a fee even if that claim has no profit costs or disbursements recorded against it.</p> <p>If for any reason you do not need to submit a claim, you retain a note for audit and do not include a line in your submission.</p> <p>If you have submitted a claim in error, which has generated a fee, please complete the claim amendment form and sending it to <a href="mailto:PA-ClaimAmend@justice.gov.uk">PA-ClaimAmend@justice.gov.uk</a>, you will need to request that each is voided.</p>
<p><b>Accidentally submitted a nil or incomplete submission</b></p>	<p>If you accidentally made a nil submission, please add those claims into your next submission.</p>
<p><b>No new matter starts to report</b></p>	<p>If you have no NMS (no matter starts) to report, there is a tick box within the LAA bulkload spreadsheet e.g. “Tick here to indicate you are reporting ZERO Civil Mattr Starts”.</p> <p>See section 6 of the bulkload spreadsheet guidance documents: <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility</a></p> <p>If using a file generated by your case management system, please speak to your software provider.</p>
<p><b>Error message - “User does not have authorisation to submit for office [NANNNA]. Please verify your office code and access permissions.”</b></p>	<p>Where NANNNA is an account number, you should check that the number entered on the file that you are seeking to upload is correct. Please ensure that any digits have not been typed in the wrong order and that you have not used Os instead of zeroes.</p> <p>Please also check the user’s assigned offices in SILAS -see step 5 of <a href="https://legalaidlearning.justice.gov.uk/sign-in-to-legal-aid-services/">https://legalaidlearning.justice.gov.uk/sign-in-to-legal-aid-services/</a></p>

Issue	Response
<p><b>Error message – “Invalid UTF-8” or “Failure to parse”</b></p>	<p>If the values the provider has reported contain accents over the E for instance, then it will generate this error message:</p> <p>e.g. &lt;outcomeltem name="CLIENT_FORENAME"&gt;ADÉLA&lt;/outcomeltem&gt;</p> <p>The client's forename contains É (E with acute accent), which is encoded as a single byte 0xC9 (the Latin-1/ISO-8859-1 representation). In UTF-8, É should be encoded as two bytes 0xC3 0x89.</p> <p>As per general gov.uk guidance we only accept UTF-8 encoding.</p> <p>In this example, this could be changed to an “E”.</p> <p>The same may occur if you enter an apostrophe which is not in the UTF format – if seeing the error search within your file for any apostrophes, delete them and re-type an apostrophe.</p>
<p><b>“Outcome item” error – errors in spelling of “tags” (fields) or unrecognised entries</b></p>	<p>There may be different reasons for receiving this error message, but it can relate to an asset tag (field) being included in a claim which is not one accepted by SaBC or a misspelling of one.</p> <p>For instance:</p> <p>Misspelling ELIGIBLE_CIENT_INDICATOR whereas it should be ELIGIBLE_CLIENT_INDICATOR (missing the L in Client).</p> <p>COURT_LOCATION_HPcds should be COURT_LOCATION_HPCDS.</p> <p>Inclusion of a tag that is not recognised:</p> <p>&lt;outcomeltem name="RESIDENCE_TEST"/&gt;</p> <p>In crime claims, &lt;outcomeltem name="SCHEDULE_REF"/&gt;</p>
<p><b>Error message - Invalid File. Please upload a file in the correct format.</b></p>	<p>Please check that you are uploading one file per office. Only one office can be included in an individual file, you cannot combine offices.</p>

Issue	Response
<p><b>Claims without Fee Codes leading to rejections and claims being flagged as duplicates</b></p>	<p>All claims reported in SaBC <b>must</b> include a Fee Code. The Fee Code determines the pricing of the claim – without one, the claim will be rejected.</p> <p>The Fee Code is also one of the pieces of information which allows SaBC to distinguish between claims for the same client, in which the same UFN may have been used.</p> <p>e.g. investigations claim and proceedings claim for the same client and matter, will share the same client forename, surname and UFN but the Fee Codes would differ. In the absence of a Fee Code to distinguish them, SaBC will treat the two claims as duplicates of each other.</p>
<p><b>Claims reported following the novation of a contract, which were opened by the provider whose contract was novated.</b></p>	<p>SaBC references our record of schedule authorisations to ensure that the account that a provider is reporting a claim against, had a contract authorisation in place when the matter was opened. This is done by cross referencing the UFN reported in the claim.</p> <p>If a provider novated their contract to a new entity/provider, and that new entity/provider tries to report a case which was opened by the previous provider but prior to their own contract commencing, SaBC will reject it.</p> <p>e.g. provider A opens a case on 15/08/25 and their contract novates to provider B on 1/9/25. Provider B seeks to make a claim for the case which transferred as part of the novation, however SaBC rejects it as the case start date of 15/8/25 pre-dates their contract.</p> <p>If you encounter such an issue, please contact your Contract Manager and they can advise how to proceed based on the individual circumstances of your novation.</p>

## You said, we did:

Below are the details of some of the changes and enhancements that we have made to the service since its launch in February 2026:

Change	Description
<b>'Submission period' added to submission search results</b>	The submission period "MONTH YEAR" will now appear as a column when searching for a submission.
<b>Matter starts count added to matter starts tab</b>	Within the submission summary screen, you will now see a matter starts tab and count "Matter Starts (XXX)".
<b>Ability to navigate to claim details warning message tab</b>	Within the submission summary screen, you will be able to click "View" to navigate directly to the claim details of claims which are displaying warning messages.
<b>SaBC validation amended to allow cases concluded up to the end of the submission window, to be claimed</b>	We have worked to amend the validation in system and can confirm that SaBC will now allow providers to report matters that concluded up to the date of the submission e.g. If uploading your January submission, you will be able to include matters that conclude up to and including 17 February.
<b>Updated error messages</b>	LAA Digital have revised the wording of the error messages within SaBC and where possible have amended these to aid providers in understanding the nature and cause of the error, and where to look within their file to attempt to resolve it.
<b>Ability to export data</b>	<p>SaBC includes the ability for you to both view the pricing details of a claim on screen, but also to export out of the system, the data that formed part of your submission(s) and the resulting pricing of those individual claims.</p> <p>See page 8 of the SaBC User Guide for further details of how to download this data: <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>

Change	Description
<p><b>Amend a bulk claim function</b></p>	<p>Within the LAA, the new system “Amend a bulk claim” which allows us to amend data held in SaBC, has been launched. Initially this allows us to update a claim following an Escape Fee Case assessment, to allow the claim to be repriced.</p> <p>The ability for the LAA to amend claims more widely, is in development.</p> <p>Providers will not have access to ‘Amend a Bulk Claim’.</p>
<p><b>Voiding claims</b></p>	<p>The LAA can now void individual claim lines within SaBC. We cannot void an entire submission but upon request, we can void individual claim lines – these can then be rebilled as part of a future submission month.</p> <p>If seeking to request that a claim is voided, providers should refer to the published forms and guidance - <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#amendments-to-claims-submitted-on-sabc">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#amendments-to-claims-submitted-on-sabc</a></p>

## FAQs:

Questions	Response
<b>General FAQs</b>	
<b>What is submit a bulk claim?</b>	Submit a Bulk Claim (SaBC) is a new digital service that will enable providers to bill for civil controlled work and crime lower work.
<b>Will the system be temporary or permanent? How long will it last for?</b>	<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>
<b>How can I access SaBC?</b>	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.
<b>Where can I find guidance on how to assign the role on SILAS, once its available?</b>	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:

Questions	Response
	<p><a href="#">SiLAS: Manage your users – frequently asked questions – Legal Aid Learning</a></p>
<p><b>Where can I find guidance on how to upload a submission into SaBC?</b></p>	<p>Please refer to the SaBC User Guide which can be found on the dedicated <a href="#">Submit a Bulk Claim page on gov.uk</a> – see the Guidance document section.</p>
<p><b>Are there any webinars that I can watch to see a demonstration of SaBC?</b></p>	<p>You can watch the recorded system walkthrough on the LAA Training website, here:</p> <p>Civil - <a href="#">legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/</a></p> <p>Crime - <a href="#">legalaidlearning.justice.gov.uk/submit-a-bulk-claim-crime</a></p>
<p><b>What functionality does the service have?</b></p>	<p>The service checks the file that is uploaded and calculates 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>
<p><b>Why are you implementing a new ‘Fee’ code when you are still asking for all the same information as CWA?</b></p>	<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</p>

Questions	Response
	<p>inform policy developments and allows for claim validation and additional Assurance checking.</p>
<p><b>Where can we find more information on the new ‘fee codes’?</b></p>	<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><a href="#">Submit a Bulk Claim (SaBC) - GOV.UK</a></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>- A document listing all of the fee codes and how they map to a pre-existing matter type or other code</li> <li>- Updated guidance for reporting civil, mediation and crime matters</li> </ul> <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>
<p><b>What has changed for providers vs CWA?</b></p>	<p>Claims <b>cannot</b> be submitted on a line-by-line basis, as they were in CWA.</p> <p>Providers will only be able to submit claims via exports from case 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</p>

Questions	Response
	<p>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><b>Will I be paid for the costs of making software changes</b></p>	<p>LAA does not pay provider costs of making changes.</p>
<p><b>Are you able to share a list of approved software vendors?</b></p>	<p>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.</p>
<p><b>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?</b></p>	<p>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.</p>
<p><b>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”?</b></p>	<p>No, Family and Mental Health (and any civil categories) are different categories of law but fall under the same Area of Law – Civil.</p> <p>There are 3 Areas of Law – Civil, Crime and Mediation</p>
<p><b>I submitted a claim amendment which was processed before the incident but was never paid/recovered. Do I need to submit these again when you have a system to correct CWA submissions?</b></p>	<p>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 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 <a href="mailto:reconciliation@justice.gov.uk">reconciliation@justice.gov.uk</a></p>

Questions	Response
<p><b>Am I still be required to report the number of New Matter Starts (NMS) opened each month, in SaBC?</b></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><b>The export file that my case management system has been updated to produce, does not include any NMS data – what should I do?</b></p>	<p>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><b>Can you please confirm where I can find my current schedule reference number or what it may be?</b></p>	<p>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). If the account were 1A123B, then for the schedule period Sep-24 to Aug-25 it would have been 1A123B/2024/01.</p> <p>For Sep-25 to Aug-26 it will be 1A123B/2024/02</p> <p>For Crime, the previous schedule reference for the period Oct-24 to Sep-25 would have been: CRM/1A123B/23</p>

Questions	Response
<p><b>Can I see an export of what I have uploaded?</b></p>	<p>SaBC includes the ability for you to both view the pricing details of a claim on screen, but also to export out of the system, the data that formed part of your submission(s) and the resulting pricing of those individual claims.</p> <p>See page 8 of the SaBC User Guide for further details of how to download this data: <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>How has technical information been communicated?</b></p>	<p>We are sharing technical information via email from the address <a href="mailto:NewBulkUpload-Queries@justice.gov.uk">NewBulkUpload-Queries@justice.gov.uk</a>.</p> <p>Other technical queries should come through <a href="mailto:online-support@justice.gov.uk">online-support@justice.gov.uk</a>.</p>
<p><b>Will the same monthly deadlines apply? i.e. 20th of the month.</b></p>	<p>Yes. Providers will need to use SaBC to upload their February submission, <b>by 20 March</b>.</p> <p>No changes to the deadline of the 20<sup>th</sup> are expected in 2026.</p>
<p><b>Will we be able to delete an upload to fix errors, and then re-upload?</b></p>	<p>Once successfully submitted, an upload <b>cannot</b> 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 <a href="mailto:PA-ClaimAmend@justice.gov.uk">PA-ClaimAmend@justice.gov.uk</a> where you identify an amendment is needed to a claim submitted on SaBC.</p>
<p><b>The original comms stated that ‘The file must contain one submission only’- what does this mean for firms with multiple offices?</b></p>	<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>

Questions	Response
	<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 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 monthly period (one per area of law).</p>
<p><b>Does the order of the fields in an XML or CSV file for each outcome (claim), matter?</b></p>	<p>The order that the fields are listed in the file does not necessarily matter, however the overall structure of the file and the inclusion of required fields is vital to ensuring that the submission can be accepted by SaBC.</p>
<p><b>I uploaded submissions previously into CWA – how am I able to view these in future?</b></p>	<p>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><b>Can I distinguish between my submissions when searching for them on SaBC?</b></p>	<p>Providers can 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>Providers can 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>

Questions	Response
<p><b>When using the Bulkload Spreadsheet, I receive an error message such when pressing the ‘Data check’ button:</b></p> <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><b>Please advise what I need to do?</b></p>	<p>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> <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 spreadsheet’s functions.</p>
<p><b>I am trying to upload a file but receive error messages stating that “Fee Code is required” and that some claims may be “duplicates” – why is this and what do I need to do?</b></p>	<p>All claims reported in SaBC <b>must</b> contain a Fee Code as that is what determines the pricing of a claim.</p> <p>The Fee Code is also used as one of the references to help distinguish between claims for the same client – e.g. a different code would be used for an investigations claim and a proceedings claim. The absence of a Fee Code may mean that two claims for the same client, using the same UFN may be flagged as duplicates</p>
<p><b>SaBC is suggesting that a duplicate claim was found in another submission – how can I identify when this may have been claimed?</b></p>	<p>Users can download previous submission data and can search within those records for the suggested duplicate claim.</p> <p>See page 8 onwards of the SaBC User Guide: <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>I am receiving an error message stating “User does not have authorisation to submit for office”</b></p>	<p>The file that you are attempting to upload has either no account number entered or you may have mistyped it. Please check that the individual characters are correct and in the correct order e.g. should be 1A123B rather than 1A231B or 0A123B rather than OA123B.</p>

Questions	Response
<p><b>I am receiving an error message stating “Invalid File. Please upload a file in the correct format”</b></p>	<p>The format of the file is not xml, csv or txt, or the structure of the data is not in line with the required specification. It may also contain more than one office within the file.</p> <p>Review the file type and look for any obvious errors/abnormalities in how the data is set out compared to other xml, csv or txt files. In xml files look down the file for any additional branches relating to different office accounts which should not be included.</p>
<p><b>I am receiving an error message stating “Provider is not contracted for the category of law associated with the Fee Code”</b></p>	<p>SaBC cannot find an active schedule authorisation for that category, as of the case start date for the individual case.</p> <p>Please liaise with your Contract Manager to ensure that your contract schedule effectives from/to dates are correct.</p> <p>If your contract has been subject to a novation, which may have occurred during the schedule period in which the matter was opened, this may also be the cause. In which case, please liaise with your Contract Manager for guidance on how to report the matter given the circumstances of your contract novation.</p>
<p><b>I am trying to upload my file, having used the LAA bulkload spreadsheet but am receiving an error message stating that the “File must be smaller than 10 MB”.</b></p>	<p>The LAA Bulkload spreadsheet is not the file that you should upload to SaBC – it is an XLSM formatted file which will be many MB in size and the contents will not be in the format required.</p> <p>The Bulkload spreadsheet is used to create the csv export file and providers need to follow the steps in the Bulkload spreadsheet guidance to create a file from it.</p> <p>Section 14 of the bulkload spreadsheet guidance it takes you through how you create the bulkload file – you’ll see that from the claims page, you click on “create bulkload file” and it will then check that its saved, check you’ve inputted everything that</p>

Questions	Response
	<p>is mandatory and will come up confirming that it has created the csv file and where its stored it. It's that csv file that you need to upload.</p> <p>The Windows and Mac versions of the guidance can be found below the links to the spreadsheets themselves:  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#using-the-bulkload-spreadsheet-and-compatibility</a></p>
<p><b>Which Fee Code should be used when reporting a matter with a MT1 code XCHI, XPRO, XINQ or XTRD?</b></p>	<p>The Guidance for Reporting Legal Help and Mediation Work on SaBC will be updated to include codes XCHI, XPRO, XINQ, XTRD listed under MISCGEN.</p>
<p><b>Escape fee cases</b></p>	
<p><b>Will SaBC indicate if a claim has exceeded the escape fee threshold?</b></p>	<p>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.</p>
<p><b>During the contingency period, I submitted escape fee claims for assessment and have had these successfully authorised – what happens to the additional payments due?</b></p>	<p>During contingency, any additional credits due because of an assessment, were added to a provider's monthly payment value. Records were kept offline of these assessments.</p> <p>Given that provider should have now reported their contingency claims in SaBC, we will seek to amend the claims in SaBC to reflect the assessments undertaken. This will then allow us to replace these credits, with the values authorised in SaBC. There should be no difference, so providers should not see any changes in their account balance.</p>
<p><b>Will escape fee case assessments be added to SaBC from now on?</b></p>	<p>Yes. From February 2026, escape fee assessment outcomes will be added to SaBC via our new 'Amend a Bulk Claim' service.</p>

Questions	Response
<p><b>Where should I send my documents to enable an Escape Fee assessment?</b></p>	<p>This process or contacts have not changed – you can find the details in the ‘Guidance for escape case claims’:</p> <p><a href="#">Escape cases electronic handbook - GOV.UK</a></p>
<p><b>Family specific questions</b></p>	
<p><b>Which Family Fee Code to use with Divorce, petitioner, advice only</b></p>	<p>Where advice only, is given to the Petitioner, then FVP010 should be claimed with FPL01 as the case/stage reached code. FVP100 would be used with FPL10 where the petition is issued.</p>
<p><b>Why do claims using Fee Code FVP012 (Divorce – respondent), not flag as escape fee cases?</b></p>	<p>Matters claimed under FVP012 which relate to Divorce, with the client as the respondent, cannot escape. Those matters which fall under the definition of “Divorce only” in para 7.56 of the Family Specification (in which the client is the Petitioner, using Fee Code FVP100) can escape (as confirmed in para 7.57).</p> <p>This is reflected in the table on page 8 of the <a href="#">Fee Code guidance for Family matters</a> and the table on page 61 of the ‘Guidance for Reporting Legal Help and Mediation Work on SaBC’:</p> <p><a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>Where can I find further guidance on the Family Fee Codes?</b></p>	<p>Please refer to section G of the Guidance for Reporting Legal Help and Mediation Work on SaBC’:</p> <p><a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p> <p>There is also a short webinar and supporting slides on the Family Fee Codes, on the Legal Aid Learning website:</p> <p><a href="https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/">https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/</a></p>

Questions	Response
<b>Mediation specific questions</b>	
<b>Mediation submissions: outreach field</b>	The outreach field requires 3 figures to be valid e.g. "002"
<b>Where can I find further guidance on the Mediation Fee Codes?</b>	<p>Please refer to section O of the Guidance for Reporting Legal Help and Mediation Work on SaBC':  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p> <p>There is also a short webinar and supporting slides on the Mediation Fee Codes, on the Legal Aid Learning website:  <a href="https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/">https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/</a></p>
<b>Immigration specific questions</b>	
<b>SaBC has capped some of my costs – why and what can I do to ensure I am paid the amounts in full?</b>	<p>SaBC contains validation which limits the costs claimed to the applicable cost limit, where a Prior Authority Number has not been reported.</p> <p>If a cost extension was obtained to cover the additional costs, or if one of the exceptions in the Contract which allow reasonable costs to be claimed in addition to a limit, applies, then you should submit a claim amendment request to add in the PA number which will allow SaBC to reprice the claim.</p> <p><a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#amendments-to-claims-submitted-on-sabc">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#amendments-to-claims-submitted-on-sabc</a></p>
<b>Where can I find the details of the default Prior Authority Numbers (PAN) for those exceptions in the Contract which allow for costs to be claimed in excess of the cost limit?</b>	<p>The default PANs can be found in section I6 of the 'Guidance for Reporting Legal Help and Mediation Work on SaBC':  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>

Questions	Response
<p><b>Where should I report the PAN in my claim?</b></p>	<p>The PAN should be reported in the 'NIAT Disbursement Prior Authority Number' field – we are working to rename the field as it should be used for all Immigration Prior Authority Numbers, not just those relating to disbursements.</p> <p>See Section I6 of the 'Guidance for Reporting Legal Help and Mediation Work on SaBC':</p> <p><a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>I am trying to bill a stage disbursement claim, but SaBC is asking for details such as profit costs, advice time and counsel fees. Why is it doing so?</b></p>	<p>You have used a Fee Code which does not relate to a Stage Disbursement Claim and therefore SaBC is expecting additional information to be present.</p> <p>Only the following codes should be used when reporting an Immigration Stage Disbursement Claim:</p> <p>ILHSD ICSSD</p>
<p><b>Warning message when submitting a claim for £0.00 Detention Travel/JR Costs in Imm matters</b></p>	<p>A warning message will appear where immigration providers submit a claim payable under hourly rates, that include any value entered in the Detention Travel and Waiting or JR/Form Filling fields. This may include entries for £0.00.</p> <p>These costs are only payable via that field, in Standard Fee matters.</p> <p>We are seeking to enhance validation to ensure that an entry of £0.00 will not bring up this message in future.</p>
<p><b>Where can I find further guidance on the Immigration Fee Codes?</b></p>	<p>Please refer to section I of the Guidance for Reporting Legal Help and Mediation Work on SaBC':</p> <p><a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>

Questions	Response
	<p>There is also a short webinar and supporting slides on the Immigration Fee Codes, on the Legal Aid Learning website:</p> <p><a href="https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/">https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-civil/</a></p>
<b>Crime specific questions</b>	
<p><b>Should I report the value of the fee due, or the actual costs incurred, in the profit costs section of my claim?</b></p>	<p>Unlike CWA, the Fee Code will determine the fee that is payable in a criminal matter, and therefore there is not a need to report the value of the fee in the profit cost field. Instead, we would encourage providers to report the actual value of the costs.</p> <p>See para 1.10 of the ‘Guidance for reporting crime lower’:  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>My claim has been rejected due to an issue with the Crime Matter Type code – which codes are these and where can I find the permitted codes?</b></p>	<p>The Crime Matter Type codes relate to the offense that is the subject of the investigation, proceedings or prison law advice e.g. Offences against the person.</p> <p>The permitted Crime Matter Type codes can be found in section 8 of the ‘Guidance for reporting crime lower’:  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p>
<p><b>Where can I find further guidance on the Crime Fee Codes?</b></p>	<p>Please refer to section 2 of the ‘Guidance for reporting crime lower’:  <a href="https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents">https://www.gov.uk/guidance/submit-a-bulk-claim-sabc#guidance-documents</a></p> <p>There is also a short webinar and supporting slides on the Crime Fee Codes, on the Legal Aid Learning website:  <a href="https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-crime/">https://legalaidlearning.justice.gov.uk/submit-a-bulk-claim-crime/</a></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
6	10 February 2026	You Said We Did section added. More Common Problems added. Immigration follow on work, Family claim bulkload blank lines, export.
7	16 February 2026	Further Common Problems added
8	25 February 2026	Additional Common Problems added
9	2 March 2026	Additional Common Problems added and You Said We Did section updated
10	30 April 2026	Format and structure of the document revised, time specific FAQs removed and additional Common Issues, FAQs and examples of You Said We Did, added
11	22 May 2026	Remove reference to <a href="mailto:submitabulkclaimqueries@justice.gov.uk">submitabulkclaimqueries@justice.gov.uk</a> email