#### Oracle Amendment System

Log in to LCC Care Provider Portal as normal.

Main Menu		
	Personalize	Symantec VIP Authentication
<ul> <li>LCC Care Provider Portal</li> <li>Care Portal Login</li> <li>LCC isupplier Portal</li> <li>LCC Sourcing Supplier</li> </ul>		PIN       Token Code   Login

There are 3 sections under **change requests**, these are Manual request, Bulk requests and Manage existing Requests. Bulk request has the sub headings of 'Download Existing CPLIs', 'Request New CPLIs – Download Template' and 'Upload Bulk Request'.

Menu List	Message
<ul> <li>Home</li> <li>View Care</li> </ul>	WELCOME TO THE LANCASHIRE COUNTY COUNCIL CARE PORTAL.
<ul> <li>Package Details</li> <li>Enter Actual</li> </ul>	IMPORTANT NOTE:
<u>Service</u> Capacity	IF YOU DO NOT SUBMIT VIA THE 'BULK UPLOAD' METHOD, AN AUTOMATED EMAIL IS NOT GENERATED TO ADVISE US THAT YOU HAVE
Bulk Load	INVOICECARE@LANCASHIRE.GOV.UK WHEN YOU HAVE FINISHED SO THAT ARE AWARE OF YOUR SUBMISSION.
• Change	FAILURE TO NOTIFY US OF YOUR SUBMISSION MAY DELAY PAYMENT.
<ul> <li><u>Requests</u></li> <li>Manual</li> </ul>	
Request	
<ul> <li><u>Bulk</u> <u>Requests</u></li> </ul>	HELP AND SUPPORT.
<ul> <li><u>Download</u></li> <li><u>Existing</u></li> </ul>	Should you have any queries about the LCC Care Portal system please contact:
<u>CPLIs</u> <u>Request</u>	* Care Portal Support Team: 01772 534966 (Option1) - To query using the Care Portal and submission of actuals process.
<u>New</u> CPLIs -	* Invoice Care Team: 01772 535866 - To query payments, invoices and actuals (once submitted).
Download Template	* Customer Service Centre: 0300 123 6720 - Query packages of care.
<ul> <li><u>Upload</u></li> <li><u>Bulk</u></li> </ul>	
<ul> <li><u>Request</u></li> <li>Manage</li> </ul>	CARE PORTAL SUBMISSION PERIODS.
Existing Requests	* The current submission period for NON-RESIDENTIAL Care Services is: 27/07/2015 to 23/08/2015
	* The current submission period for RESIDENTIAL Care Services is: 10/08/2015 to 06/09/2015

#### **Manual requests**

This is where you do individual requests for amendments. If the CPLI is already on the system but incorrect you can search for it here. If the CPLI is not on the system you can use the button on the right hand side 'new CPLI request' to send us information on a new CPLI.



#### Editing an existing CPLI

## Using the search functions to find the CPLI you wish to amend.

Home     View Care Package Details     Enter Actual     Service Capacity     Bulk Load Actuals     Change Requests     Manual Requests     Bulk Requests     Download Existing CPLIs     Request New CPLIs - Download Template	Show /	Service Provid Servi Clie Start Fro Active / Inacti	er Care Provider ce int	Search						
Upload Bulk Request     Manage Existing Requests			1					Creat	te Request for	a New CPLI
· Manage Existing Requests		CPLI Ref	Client	Service Provider	Service Level	Quantity	Unit Cost	Start Date	End Date	Submitted
	2	75682	Service user 1	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	29-APR-2014	-	-
	72	75683	Service user 1	Care Provider	Domiciliary Care Single carer	7.0	12.1700	28-APR-2014	-	-
	1	173387	Service user 2	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-MAY-2015	-	-
/		209351	Service user 3	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	10-SEP-2015	-	-
/	1	212094	Service user 4	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	24-SEP-2015	-	-
/	1	212096	Service user 4	Care Provider	Domiciliary Care Single carer	7.0	12.1700	24-SEP-2015	-	-
/	1	225687	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
	1	225698	Service user 5	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	12-NOV-2015	-	-
	1	225700	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
/	1	233776	Service user 6	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	12-DEC-2015	-	-
	1	233792	Service user 6	Care Provider	Domiciliary Care Single carer	7.0	12.1700	12-DEC-2015	-	-
		202304	Service user 7	Care Provider	Domiciliary Care Single carer - Rolling Respite	100.0	12.1700	12-AUG-2015	31-MAR-2016	-
		127922	Service user 8	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-NOV-2014	-	-
/	1	127923	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	05-NOV-2014	-	-
/	1	237977	Service user 9	Care Provider	Domiciliary Care Single carer	14.0	-	07-JAN-2016	-	-
/										

Click the 'Pencil icon' next to the CPLI you wish to amend.

On the right hand side, are the details of the CPLI currently on the system; these are in blue and cannot be amended. You are able to amend the left hand side which is coloured in white.

Amend the necessary details and fill in the blank fields.  $\mathbf{\hat{x}}$ 

Menu List		Manual request Top				
Home     View Care Package Details     Enter Actual     Service Capacity     Bulk Load Actuals     Change Requests		* <u>Supplier ID</u> 12345 * <u>Request Type</u> Request A <u>Existing CPLI Ref</u> 75682 * <u>Status</u> New	mendment to Existing CPLI		Cancel	Submit Req
Manual Request     Bulk Requests     Download Existing CPLIs     Request New CPLIs - Download     Haland Bulk Desugat	oad Template	Manual Request Details	aile			
<u>Opload Burk Request</u> <u>Manage Existing Requests</u>		Client Name SS Ref	Service user 1 A2212261	7		
		Service User Post Code	! <b>  </b>			
		*Quantity	7.0		7.0	
		*Rate	6.8500		6.8500	
		*Date From	29-APR-2014	 ش	29-APR-2014	
		Date To				
		Social Worker		]		
		Funding District	6 Preston V			
		*Service	Domiciliary Care Pop-in single care	er 🗸	Domiciliary Care Pop-in single carer	
		Date Of Death				
		Line Comments	;			
		Comments				
	$\sim$					

Add Details into the comment section.

Once complete, click 'Submit request'

This will then be sent to us and we will be able to investigate your request.

#### **Creating a New CPLI**

Click 'create request for a new C	CPLI' —								
Home     View Care Package Details     Enter Actual     Service Capacity     Bulk Load Actuals     Change Requests     Manual Requests     Bulk Requests     Download Existing CPLIs     Performer CPLS     Download Existing CPLIs	Service Provid Servi Clie Start Fro Show Active / Inacti Select Service	er     Care Provider       ce	) Bill Search						
Upload Bulk Request								te Request for	a New CPLI
<u>Manage Existing Requests</u>	CPLI Ref	Client	Service Provider	Service Level	Quantity	Unit Cost	Start Date	End Date	Submitted
	/ 75682	Service user 1	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	29-APR-2014	-	-
	/ 75683	Service user 1	Care Provider	Domiciliary Care Single carer	7.0	12.1700	28-APR-2014	-	-
	/ 173387	Service user 2	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-MAY-2015	-	-
	209351	Service user 3	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	10-SEP-2015	-	-
	212094	Service user 4	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	24-SEP-2015	-	-
	212096	Service user 4	Care Provider	Domiciliary Care Single carer	7.0	12.1700	24-SEP-2015	-	-
	225687	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
	225698	Service user 5	Care Provider	Domiciliary Care Pop-in single carer	14.0	6.8500	12-NOV-2015	-	-
	225700	Service user 5	Care Provider	Domiciliary Care Two carers	14.0	12.1700	12-NOV-2015	-	-
	233776	Service user 6	Care Provider	Domiciliary Care Pop-in single carer	7.0	6.8500	12-DEC-2015	-	-
	233792	Service user 6	Care Provider	Domiciliary Care Single carer	7.0	12.1700	12-DEC-2015	-	-
	202304	Service user 7	Care Provider	Domiciliary Care Single carer - Rolling Respite	100.0	12.1700	12-AUG-2015	31-MAR-2016	-
	/ 127922	Service user 8	Care Provider	Domiciliary Care Single carer	7.0	12.1700	05-NOV-2014	-	-
	/ 127923	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	05-NOV-2014	-	-
	237977	Service user 9	Care Provider	Domiciliary Care Single carer	14.0	-	07-JAN-2016	-	-

This is for services you provide but are not on the care portal.

Fill in each field and add detai	ils in the commer	nts section.		One complete, Click 'Submit Request'
Menu List	Manual request Top			
Home     View Care Package Details     Enter Actual     Service Capacity     Builk Load Actuals     Change Requests	*Supplier ID : 12345 *Request Type Missing (New) *Status New	) CPLI		Cancel Submit Request
Manual Request     Bulk Requests	Manual Request Details			
Download Existing CPLIs     Request New CPLIs - Download Template	Manual Request Deta	ils		
Upload Bulk Request     Manage Existing Requests	Client Name			
· Manage Existing Requests	SS Ref		7	
	Service User Post Code			
	Service User DOB			
	*Quantity		]	
	*Rate			
	*Date From			
	Date To			
	Social Worker		7	
	Funding District	~		
	*Service		~	
	Date Of Death			
	Line Comments			
	Comments			

This will then be sent to us and we will be able to investigate your request.

#### Bulk download templates.

This is where you do bulk requests for amendments. If the CPLI is already on the system but incorrect you can use 'Download existing CPLIs' to download the CPLIS you wish to change. If the CPLI is not on the system you can use 'Request New CPLIs – Download Template' to download a blank template to fill in with the new CPLIs. You can then upload them using the 'Upload Bulk Request'.

Menu List	Message
Home     View Care     Package Details     Enter Actual     Service     Capacity     Bulk Load     Actuals     Change	WELCOME TO THE LANCASHIRE COUNTY COUNCIL CARE PORTAL. IMPORTANT NOTE: IF YOU DO NOT SUBMIT VIA THE 'BULK UPLOAD' METHOD, AN AUTOMATED EMAIL IS NOT GENERATED TO ADVISE US THAT YOU HAVE UPLOADED SERVICE CONFIRMATION. IF YOU USE THE 'ENTER ACTUAL' SCREEN, YOU MUST SEND AN EMAIL TO INVOICECARE@LANCASHIRE.GOV.UK WHEN YOU HAVE FINISHED SO THAT ARE AWARE OF YOUR SUBMISSION. FAILURE TO NOTIFY US OF YOUR SUBMISSION MAY DELAY PAYMENT.
Requests Manual Request Bulk Requests Download Existing CPLIs Request New CPLIs Download Template Unload	HELP AND SUPPORT. Should you have any queries about the LCC Care Portal system please contact: * Care Portal Support Team: 01772 534966 (Option1) - To query using the Care Portal and submission of actuals process. * Invoice Care Team: 01772 535866 - To query payments, invoices and actuals (once submitted). * Customer Service Centre: 0300 123 6720 - Query packages of care.
Bulk Request Manage Existing Requests	CARE PORTAL SUBMISSION PERIODS.  * The current submission period for NON-RESIDENTIAL Care Services is: 27/07/2015 to 23/08/2015  * The current submission period for RESIDENTIAL Care Services is: 10/08/2015 to 06/09/2015

Services should only be confirmed in arrears.

#### **Download Existing CPLIs**



Menu List	CPLI data to Download		
Home	Clear		
View Care Package Details	no data found		
Enter Actual			
<ul> <li>Service Capacity</li> <li>Bulk Load Actuals</li> </ul>	Select Existing CPLI Data		-
Change Requests	Supplier Car	e Provider	
<u>Manual Request</u>	Service		
Bulk Requests     Download Existing CPLIs	Client		
<ul> <li>Request New CPLIs - Download Template</li> </ul>	Client		
Upload Bulk Request	Period From	🛅 То	
<ul> <li>Manage Existing Requests</li> </ul>	Show Active / Inactive		
	Show Active / Inactive O'At	STIVE CINACTIVE BOTH	
	Select Service		

 							Add selected r	ows to download
CPLI Ref	Client Name	Service Provider	SERVICE LEVEL	Quantity	Unit Cost	Start Date	End Date	Funding
100049	Service user 1	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	1.0	12.1700	26-JUL-2014	26-JUL-2014	8 West Lancashire
100055	Service user 1	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	8.0	12.1700	04-JUL-2014	04-JUL-2014	8 West Lancashire
100163	Service user 2	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	2.0	12.1700	26-JUL-2014	26-JUL-2014	8 West Lancashire
100165	Service user 3	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	10.0	12.1700	04-JUL-2014	04-JUL-2014	8 West Lancashire
100169	Service user 4	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	13.0	12.1700	06-JUL-2014	06-JUL-2014	8 West Lancashire
100170	Service user 4	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	1.0	13.7000	01-JUL-2014	01-JUL-2014	8 West Lancashire
100172	Service user 5	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	1.0	12.1700	01-JUL-2014	01-JUL-2014	8 West Lancashire
100174	Service user 5	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	14.0	12.9400	01-JUL-2014	01-JUL-2014	8 West Lancashire
100176	Service user 5	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	4.0	12.1700	23-JUL-2014	23-JUL-2014	8 West Lancashire
100180	Service user 6	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	16.0	12.1700	01-JUL-2014	01-JUL-2014	8 West Lancashire
100182	Service user 6	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	12.0	12.1700	03-JUL-2014	03-JUL-2014	8 West Lancashire
100184	Service user 7	Care Provider	Domiciliary Care - Redeemed Vouchers Respite	4.0	12.1700	02-JUL-2014	02-JUL-2014	8 West Lancashire
100379	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	21.0	6.8500	15-OCT-2014	01-DEC-2014	8 West Lancashire
101250	Service user 8	Care Provider	Domiciliary Care Pop-in single carer	8.0	6.8500	08-SEP-2014	27-OCT-2014	8 West Lancashire
101286	Service user 9	Care Provider	Domiciliary Care Single carer	2.0	12.1700	06-AUG-2014	27-OCT-2014	8 West Lancashire



#### Once all the rows are selected, click 'Add selected rows to download'

Menu List	CPLI da	ata to Down	oad							
Home     View Care Package Details     Enter Actual	no data	found	ar							
Service Capacity	Select	Existing CPL	I Data							
Bulk Load Actuals     Chance Requests     Manual Request     Bulk Requests     Download Existing CPLIS     Request New CPLIS - Download Template     Upload Bulk Request     Manage Existing Requests	Show A	<u>Supplie</u> <u>Servic</u> <u>Clier</u> Period Fror <u>ctive / Inactiv</u> t <b>Service</b>	Care Provider	) TH Sear	rch					
									Add selected r	ows to download
		CPLI Ref	Client Name	Service Provider	SERVICE LEVEL	Quantity	Unit Cost	Start Date	End Date	Funding
		158224	Service user 1	Care Provider	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1900	13-MAR-2015	17-MAR-2015	8 West Lancashire
		164698	Service user 1	Care Provider	Pre-Reablement Domiciliary Care Single Carer	28.0	12.1700	0 07-APR-2015	13-JUN-2015	8 West Lancashire
	<ul><li>✓</li></ul>	173108	Service user 2	Care Provider	Pre-Reablement Domiciliary Care Single Carer	14.0	12.1700	05-MAY-2015	08-MAY-2015	8 West Lancashire
		176624	Service user 2	Care Provider	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1700	15-MAY-2015	21-MAY-2015	8 West Lancashire
			Service user 4	Care Provider	Pre-Reablement Domiciliary Care Single Carer	14.0	12.1700	08-JUL-2015	07-AUG-2015	8 West Lancashire
		193642	Service user 4	Care Provider	Pre-Reablement Domiciliary Care Single Carer	28.0	13.4600	02-AUG-2015	02-AUG-2015	8 West Lancashire

As you can see the CPLIs selected are now listed at the top of the page. If you need to select more CPLIs you can do this again.

If you need to remove them please click 'clear'.

1enu List	CPLI data to Download												
Home													Clear
<u>View Care Package Details</u> Enter Actual	Request Type Cpli Re	ef Client Name Ssre	Su Pcode	Su Dob	Service Level	Quantity	Unit Cost	Period Start Date	Period End Date	Funding District	Social Worker	Date of Death	Comments
<u>Enter Actual</u> <u>Service Capacity</u> Bulk Load Actuals	Request to Amend Existing CPLI 158224	Service user 1 A10022	40 -	-	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1900	13/03/2015	17/03/2015	8 West Lancashire	-	-	-
<u>Change Requests</u> <u>Manual Request</u>	Request to Amend Existing CPLI 164698	Service user 2 A18848	-	-	Pre-Reablement Domiciliary Care Single Carer	28.0	12.1700	07/04/2015	13/06/2015	8 West Lancashire	-	-	-
Bulk Requests     Download Existing CPLIs     Deveload	Request to Amend Existing CPLI 173108	Service user 3 A10000	00 -	-	Pre-Reablement Domiciliary Care Single Carer	14.0	12.1700	05/05/2015	08/05/2015	8 West Lancashire	-	-	-
<u>Request New CPLIS - Download</u> <u>Template</u> Unload Bulk Request	Request to Amend Existing 176624	Service user 4 A10028	39 -	-	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1700	15/05/2015	21/05/2015	8 West Lancashire	-	-	-
Manage Existing Requests	Request to Amend Existing 193027 CPLI	Service user 4 A10034	16 -	-	Pre-Reablement Domiciliary Care Single Carer	14.0	12.1700	08/07/2015	07/08/2015	8 West Lancashire	-	-	-
	Request to Amend Existing 193642	Service user 5 A10011	82 -	-	Pre-Reablement Domiciliary Care Single Carer	28.0	13.4600	02/08/2015	02/08/2015	8 West Lancashire	-	-	-
	Request to Amend Existing CPLI 196388	Service user 6 A10030	14 -	-	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1700	28/05/2015	07/07/2015	7 South Ribble	-	-	-
	Request to Amend Existing CPLI 197010	Service user 7 A91506	-	-	Pre-Reablement Domiciliary Care Single Carer	28.0	12.1700	23/07/2015	31/07/2015	8 West Lancashire	-	-	-
	Request to Amend Existing 201088	Service user 8 A10036	06 -	-	Pre-Reablement Domiciliary Care Single Carer	7.0	12.1700	10/08/2015	23/08/2015	6 Preston	-	-	-
	Download												
	<b>A</b>												1 - 9
	Select Existing CPLI Data												
/	Supplier Care Provid	ler											
/	Service												
/	Client												
/	Period From	то 🛄											
	Show Active / Inactive O ACTIVE O IN	ACTIVE BOTH Sea	ch										
/	Select Service												
								Add selected rows to	odownload				
/	CPLI Ref Client Na	ame Service Provider	D D	SERVICE	LEVEL Quantity Ur	nit Cost S	Start Date	End Date	Funding				
	Show Active / Inactive O ACTIVE O IN Select Service	Ier	ch .	SERVICE	LEVEL Quantity	nit Cost 5	start Date	Add selected rows to	o download Funding				

Once all the CPLIs you need to amend are listed at the top of the page, Click 'Download'.

You will download a file called: cpli\_data\_to\_download.csv

	Α	В	С	D	E	F	G	н	I	J	К	L	м	N	0	
1	Request Type	Cpli Ref	Client Name	Ssref	Su Pcode	Su Dob	Service Level	Quantity	Unit Cost	Period Start Date	Period End Date	Funding D	Social Wo	Date of Death	Comments	
2	Request to Amend Existing CPLI	158224	Service user 1	A10022140	1		Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	8 West Lan	cashire			
3	Request to Amend Existing CPLI	164698	Service user 2	A188483			Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	8 West Lan	cashire			
4	Request to Amend Existing CPLI	173108	Service user 3	A10000200			Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	8 West Lan	cashire			
5	Request to Amend Existing CPLI	176624	Service user 4	A10028139			Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	8 West Lan	cashire			
6	Request to Amend Existing CPLI	193027	Service user 5	A10034216			Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	8 West Lan	cashire			
7	Request to Amend Existing CPLI	193642	Service user 6	A10011982			Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	8 West Lan	cashire			
8	Request to Amend Existing CPLI	196388	Service user 7	A10030614			Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	7 South Rib	ble			
9	Request to Amend Existing CPLI	197010	Service user 8	A915063			Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	8 West Lan	cashire			
10	Request to Amend Existing CPLI	201088	Service user 9	A10036606			Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	6 Preston				
11																
12																
10																

Amend the necessary details and save the file. You will then need to upload this using the 'upload Bulk request' page (guidance below).

#### **Request New CPLIs – Download Template**





#### Request New CPLIs – Download template page

Menu List	Download Templates	
• Home	Template Name	Open Template
<ul> <li><u>View Care Package Details</u></li> <li>Enter Actual</li> </ul>	Missing CPLI - Residential Daycare Template	Download
Service Capacity	Missing CPLI - Internal Provider Template	Download
Bulk Load Actuals	Missing CPLI - Domiciliary Care Template	Download
<u>Change Requests</u> <u>Manual Request</u>		1 - 3
<ul> <li><u>Bulk Requests</u></li> </ul>		
<ul> <li>Download Existing CPLIs</li> <li>Request New CPLIs - Download Template</li> </ul>		

- Upload Bulk Request
- Manage Existing Requests

Click the most appropriate Template for your service.

Menu List	Download Templates	
• Home	Template Name	Open Template
<u>View Care Package Details</u> Enter Actual	Missing CPLI - Residential Daycare Template	Download
Service Capacity	Missing CPLI - Internal Provider Template	Download
Bulk Load Actuals	Missing CPLI - Domiciliary Care Template	Download
<u>Change Requests</u> <u>Manual Request</u>		1 - 3
Bulk Requests		
<ul> <li>Download Existing CPLIs</li> <li>Request New CPLIs - Download Template</li> </ul>		
Upload Bulk Request		
<ul> <li>Manage Existing Requests</li> </ul>		

#### You will download a file.

2	A	В	С	D	E	F	G	н	I	J	К	L	М	N	0	
	<b>REQUEST TYPE (Select from</b>	EXISTING CPLI	CLIENT NAME	SERVICE USER	SERVICE USER	SERVICE USER	SERVICE PROVIDED (Select from dropdown list)	NUMBER OF UNITS	RATE PER UNIT	WITH EFFECT	WITH EFFECT TO	FUNDING	SOCIAL WORKER	DATE OF DEATH	COMMENTS	
	dropdown list)	NUMBER		NUMBER	POSTCODE	DATE OF BIRTH		PROVIDED PER WEEK		FROM (DATE)	(DATE), IF	DISTRICT (select	OR SOCIAL	(IF APPLICABLE)		
		(AMENDMENT									APPLICABLE	from dropdown	WORK TEAM (IF			
		REQUESTS										list)	KNOWN)			
1		ONLY)														
2															1	
3																
4															1	
5																
~																

Fill in the necessary details and save the file. You will then need to upload this using the 'upload Bulk request' page (guidance below).



#### Upload bulk request page

Menu List	Upload Bulk Requests
Home     View Care	Select File Browse Load File
Enter Actual     Service Capacity	
<ul> <li><u>Bulk Load Actuals</u></li> <li><u>Change Requests</u></li> <li><u>Manual</u></li> </ul>	
<ul> <li><u>Request</u></li> <li><u>Bulk Requests</u></li> <li><u>Download</u></li> </ul>	
Existing CPLIs • Request	
<u>New CPLIs -</u> <u>Download</u> <u>Template</u>	
<ul> <li>Upload Bulk Request</li> <li>Manage</li> </ul>	
Existing Requests	

Click browse and select the file you need to upload —

Menu List	Upload Bulk Requests	
<ul> <li>Home</li> </ul>	Colort Eilo	Prowes Load File
View Care	<u>Select File</u>	Drowse Load File
Package Details		
Enter Actual		
<u>Enter Actual</u>		
<ul> <li>Service Capacity</li> </ul>		
<ul> <li>Bulk Load Actuals</li> </ul>		
<ul> <li><u>Change Requests</u></li> </ul>		
<ul> <li>Manual</li> </ul>		
Request		
<ul> <li>Bulk Requests</li> </ul>		
<ul> <li>Download</li> </ul>		
Existing		
CPLIs		
<ul> <li><u>Request</u></li> </ul>		
New CPLIs -		
Download		
Template		
<ul> <li>Upload Bulk</li> </ul>		
Request		
<ul> <li>Manage</li> </ul>		
Existing		
Requests		
100000		

# Click 'Load file'

Menu List	Upload Bulk Requests
Home     View Care     Determine	Select File \\CorpData01\LCCUsers4\$\carmstrong006\My Documents\CPLI Amendments test.csv Browse Load File
Enter Actual     Service Capacity	
<ul> <li><u>Bulk Load Actuals</u></li> <li><u>Change Requests</u></li> <li><u>Manual</u></li> </ul>	
<ul> <li><u>Request</u></li> <li><u>Bulk Requests</u></li> <li>Download</li> </ul>	
Existing CPLIs Request	
New CPLIs - Download	
<ul> <li>Upload Bulk Request</li> </ul>	
<ul> <li>Manage Existing Requests</li> </ul>	

#### Click 'Validate'

Menu List	Uplo	ad Bulk Requests																
Home     View Care Package Details	Sele	tt File					Browse	Load File										
Enter Actual     Service Canacity	Conf	firm Upload																
Bulk Load Actuals																	Val	idate Clear
Change Requests     Manual Request     Rulk Requests	Show	v Valid Invalid OVALID O	INVALID   BOTH															
Download Existing CPLIs		Request Type	Existing CPLI Ref	Client Name	SS Ref	SU Post Code	SU DOB	Service	Quantity	Rate	Start Date	End Date	Social Worker	Status	Date Of Death	Comments	Error Message	Funding
<ul> <li><u>Request New CPLIs</u> - Download Template</li> </ul>	0	Request to Amend Existing CPLI	158224	Service user 1	A10022140	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	-	VALID	-	-	-	8 West Lancashire
<ul> <li>Upload Bulk Request</li> <li>Manage Existing Requests</li> </ul>	1	Request to Amend Existing CPLI	164698	Service user 2	A188483	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	173108	Service user 3	A10000200	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	-	VALID	-	-	-	8 West Lancashire
	J	Request to Amend Existing CPLI	176624	Service user 4	A10028139	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	193027	Service user 4	A10034216	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	-	VALID	-	-	-	8 West Lancashire
	J	Request to Amend Existing CPLI	193642	Service user 5	A10011982	-	-	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	196388	Service user 6	A10030614	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	-	VALID	-	-	-	7 South Ribble
	P	Request to Amend Existing CPLI	197010	Service user 7	A915063	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	201088	Service user 8	A10036606	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	-	VALID	-	-	-	6 Preston

# Click the 'Valid radio button'

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Menu List	Uplo	ad Bulk Requests																
Home     View Care Package Details     Fatar Actual	<u>Selec</u>	t Ne					Browse	. Load File										
Service Canacity	Conf	irm Upload																
Bulk Load Actuals     Change Requests     Manual Request	Show	Valid Invalid OVALID	INVALID   BOTH														Va	lidate Clear
<ul> <li><u>Buik Requests</u></li> <li>Download Existing CPLIs</li> </ul>		Request Type	Existing CPLI Ref	Client Name	SS Ref	SU Post Code	SU DOB	Service	Quantity	Rate	Start Date	End Date	Social Worker	Status	Date Of Death	Comments	Error Message	Funding
<ul> <li><u>Request New CPLIs</u> - Download Template</li> </ul>	I	Request to Amend Existing CPLI	158224	Service user 1	A10022140	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	-	VALID	-	-	-	8 West Lancashire
Opload Bulk Request     Manage Existing Requests	1	Request to Amend Existing CPLI	164698	Service user 2	A188483	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	173108	Service user 3	A10000200	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	176624	Service user 4	A10028139	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	193027	Service user 4	A10034216	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	-	VALID	-	-	-	8 West Lancashire
	0	Request to Amend Existing CPLI	193642	Service user 5	A10011982	-	-	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	196388	Service user 6	A10030614	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	-	VALID	-	-	-	7 South Ribble
	P	Request to Amend Existing CPLI	197010	Service user 7	A915063	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	-	VALID	-	-	-	8 West Lancashire
	0	Request to Amend Existing CPLI	201088	Service user 8	A10036606	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	-	VALID	-	-	-	6 Preston
																		1 - 9

## Click 'Submit' ------

Menu List	Uplo	ad Bulk Requests																
<ul> <li><u>Home</u></li> <li><u>View Care Package Details</u></li> </ul>	Selec	t File					Browse	Load File										
Enter Actual     Sonrico Conocity	Conf	irm Upload																
Bulk Load Actuals     Change Requests     Manual Request	Shov	v Valid Invalid	INVALID O BOTH														Validate St	ıbmit Clear
<ul> <li>BUIK Requests</li> <li>Download Existing CPLIs</li> </ul>		Request Type	Existing CPLI Ref	Client Name	SS Ref	SU Post Code	SU DOB	Service	Quantity	Rate	Start Date	End Date	Social Worker	Status	Date Of Death	Comments	Error Message	Funding
<ul> <li><u>Request New CPLIs</u> - Download Template</li> </ul>	1	Request to Amend Existing CPLI	158224	Service user 1	A10022140	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13/03/2015	17/03/2015	-	VALID	-	-	-	8 West Lancashire
Upload Bulk Request     Manage Existing Requests	0	Request to Amend Existing CPLI	164698	Service user 2	A188483	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07/04/2015	13/06/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	173108	Service user 3	A10000200	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05/05/2015	08/05/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	176624	Service user 4	A10028139	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15/05/2015	21/05/2015	-	VALID	-	-	-	8 West Lancashire
	0	Request to Amend Existing CPLI	193027	Service user 4	A10034216	-	-	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08/07/2015	07/08/2015	-	VALID	-	-	-	8 West Lancashire
	0	Request to Amend Existing CPLI	193642	Service user 5	A10011982	-	-	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02/08/2015	02/08/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	196388	Service_user 6	A10030614	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28/05/2015	07/07/2015	-	VALID	-	-	-	7 South Ribble
	J	Request to Amend Existing CPLI	197010	Service user 7	A915063	-	-	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23/07/2015	31/07/2015	-	VALID	-	-	-	8 West Lancashire
	1	Request to Amend Existing CPLI	201088	Service user 8	A10036606	-	-	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10/08/2015	23/08/2015	-	VALID	-	-	-	6 Preston

# You will see how many valid requests have been uploaded.

· · · · · · · · · · · · · · · · · · ·		
9 valid Request rows were loaded		
Menu List	Upload Bulk Requests	
Home     View Care Package Details     Enter Actual	Select File	Browse Load File
Service Capacity	Confirm Upload	
Bulk Load Actuals     Change Requests		Validate Submit Clear
<ul> <li>Manual Request</li> </ul>	Show Valid Invalid 💿 VALID 🔿 INVALID 🔿 BOTH	
<ul> <li><u>Bulk Requests</u></li> <li><u>Download Existing CPLIs</u></li> </ul>	no data found	
<ul> <li>Request New CPLIs - Download Template</li> <li>Upload Bulk Request</li> </ul>		
<u>Manage Existing Requests</u>		

This will then be sent to us and we will be able to investigate your request.

#### Manage requests

This section will have all of the requests for amendments you have sent to LCC through the care portal. You can check the status of these amendments here and if we need to contact you it will be through here.



#### Manage existing request page

LISU	Select Key	uest		_									
<u>e</u> I Care Package Details	Request IE	2											
Actual	CPLI Re	f											
ad Actuals	Status	All	~										
Requests ual Request	Client Name	2											
k Requests	SS Re	f		Search									
Request New CPLIs -	Edit Re	quest ID	Status 🔽	Request Type	CPLI Ref	Client Name	SS Ref	Service	<u>Units</u>	Rate	Date From	Date To	Supplier Comments
ownload Template pload Bulk Request	1	298	Withdrawn	Missing (New) CPLI		Service user 1	A2129326	Domiciliary Care Pop-in single carer	1	6.85	04-NOV- 2015	04-NOV- 2015	
age existing Requests	/	911	Submitted - New	Request Amendment to Existing CPLI	196388	Service user 2	A10030614	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28-MAY- 2015	07-JUL- 2015	
	1	910	Submitted - New	Request Amendment to Existing CPLI	193642	Service user 3	A10011982	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02-AUG- 2015	02-AUG- 2015	
	1	909	Submitted - New	Request Amendment to Existing CPLI	193027	Service user 4	A10034216	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08-JUL-2015	07-AUG- 2015	
	1	908	Submitted - New	Request Amendment to Existing CPLI	176624	Service user 5	A10028139	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15-MAY- 2015	21-MAY- 2015	
	1	907	Submitted - New	Request Amendment to Existing CPLI	173108	Service user 6	A10000200	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05-MAY- 2015	08-MAY- 2015	
	/	906	Submitted - New	Existing CPLI	164698	Service user 7	A188483	Care Single Carer	28	12.17	2015	2015	
	/	905	Submitted - New	Existing CPLI	158224	Service user 8	A10022140	Care Single Carer	7	12.19	2015	2015	
	/	913	Submitted - New	Existing CPLI	201088	Service user 9	A10036606	Care Single Carer	7	12.17	2015	23-A0G- 2015	
	1	912	Submitted - New	Existing CPLI	197010	Service user 10	A915063	Care Single Carer	28	12.17	23-JUL-2015	2015	
	1	838	Submitted - New	Existing CPLI	5407	Service user 11	A384460	Weekly	1	211.89	2014	2015	
	1	839	Submitted - New	Existing CPLI	216966	Service user 12	A1120932	Domiciliary Care Single carer	14	12.17	2015		
	1	840	Submitted - New	Existing CPLI	218578	Service user 13	A1120932	carer	42	6.85	2015		Name and a from 12/11/16 by a linear an advalle data and 14 of the sead 42 of
	/	820	Submitted - New	Missing (New) CPLI		Service user 14	10000200	Domiciliary Care Two carers	7	12.17	2015		hour. Can you please correct portal.
	1	821	Submitted - New	Missing (New) CPLI		Service user 15	10000200	Carers	21	6.85	2015		From 12/11/15 package provided is - 7 x 2carers 1 hour. 21 x 2 carers .5 hour
	/	854	Submitted - New	Existing CPLI	231912	Service user 16	A2219556	Carer	14	6.85	2015		
	1	284	Pending LCC	Existing CPLI	221599	Service user 17	A934311	Carer	28	6.85	2015	OF OCT	Increase in Care As pre SW Request from 17.11.2015 Please update portal
	/	254	Pending LCC	Existing CPLI	215426	Service user 18	A10023707	carer	14	6.85	29-SEP-2015	2015	
	/	259	Rejected	Existing CPLI	220100	Service user 19	A2055430	Domiciliary Care Single carer	3.5	12.17	21-SEP-2015	1E NOV	service start date 21.09.2015
	1	178	Rejected	Request Amendment to Existing CPLI	66175	Service user 20	A1906847	Domiciliary Care Single carer	21	6.85	2014	2015	Increase in Care from 04.11.2015 Extra 3 calls per day Lunch Tea And Pm 0.50 Hour E service Now 1HR Am 3 0.50Hrs Per Day Mon to Sunday

### Here you can receive updates on were your request is at. For more details, click the pencil icon.

lenu List	Select	Request											
Home View Care Package Details Enter Actual Service Capacity Bulk Load Actuals Change Requests • Manual Requests • Dulk Requests	Requer CPL SI Client N	st ID LRef All ame S Ref	<u></u>	Search									
<ul> <li>Download Existing CPLIs</li> <li>Request New CPLIs -</li> </ul>	Edit	Request ID	Status	Request Type	CPLI Ref	Client Name	SS Ref	Service	Units	Rate	Date From	Date To	Supplier Comments
<ul> <li><u>Download Template</u></li> <li><u>Upload Bulk Request</u></li> </ul>	1	298	Withdrawn	Missing (New) CPLI		Service user 1	A2129326	Domiciliary Care Pop-in single carer	1	6.85	04-NOV- 2015	04-NOV- 2015	
<ul> <li>Manage Existing Requests</li> </ul>	1	911	Submitted - New	Request Amendment to Existing CPLI	196388	Service user 2	A10030614	Pre-Reablement Domiciliary Care Single Carer	7	12.17	28-MAY- 2015	07-JUL- 2015	
	1	910	Submitted - New	Request Amendment to Existing CPLI	193642	Service user 3	A10011982	Pre-Reablement Domiciliary Care Single Carer	28	13.46	02-AUG- 2015	02-AUG- 2015	
	1	909	Submitted - New	Request Amendment to Existing CPLI	193027	Service user 4	A10034216	Pre-Reablement Domiciliary Care Single Carer	14	12.17	08-JUL-2015	07-AUG- 2015	
	1	908	Submitted - New	Request Amendment to Existing CPLI	176624	Service user 5	A10028139	Pre-Reablement Domiciliary Care Single Carer	7	12.17	15-MAY- 2015	21-MAY- 2015	
	1	907	Submitted - New	Request Amendment to Existing CPLI	173108	Service user 6	A10000200	Pre-Reablement Domiciliary Care Single Carer	14	12.17	05-MAY- 2015	08-MAY- 2015	
	1	906	Submitted - New	Request Amendment to Existing CPLI	164698	Service user 7	A188483	Pre-Reablement Domiciliary Care Single Carer	28	12.17	07-APR- 2015	13-JUN- 2015	
	1	905	Submitted - New	Request Amendment to Existing CPLI	158224	Service user 8	A10022140	Pre-Reablement Domiciliary Care Single Carer	7	12.19	13-MAR- 2015	17-MAR- 2015	
	1	913	Submitted - New	Request Amendment to Existing CPLI	201088	Service user 9	A10036606	Pre-Reablement Domiciliary Care Single Carer	7	12.17	10-AUG- 2015	23-AUG- 2015	
	1	912	Submitted - New	Request Amendment to Existing CPLI	197010	Service user 10	A915063	Pre-Reablement Domiciliary Care Single Carer	28	12.17	23-JUL-2015	31-JUL- 2015	
	1	838	Submitted - New	Request Amendment to Existing CPLI	5407	Service user 11	A384460	Domiciliary Care (ISF) - Weekly	1	211.89	07-APR- 2014	26-NOV- 2015	
	1	839	Submitted - New	Request Amendment to Existing CPLI	216966	Service user 12	A1120932	Domiciliary Care Single carer	14	12.17	03-DEC- 2015		
	1	840	Submitted - New	Request Amendment to Existing CPLI	218578	Service user 13	A1120932	Domiciliary Care Pop-in single carer	42	6.85	03-NOV- 2015		
	1	820	Submitted - New	Missing (New) CPLI		Service user 14	10000200	Domiciliary Care Two carers	7	12.17	12-NOV- 2015		Please note as from 12/11/15 the calls we are actually doing are : 14 x 1hour and 42 x .5 hour. Can you please correct portal.
	1	821	Submitted - New	Missing (New) CPLI		Service user 15	10000200	Domiciliary Care Pop-in two carers	21	6.85	12-NOV- 2015		From 12/11/15 package provided is - 7 x 2carers 1 hour. 21 x 2 carers .5 hour
	1	854	Submitted - New	Request Amendment to Existing CPLI	231912	Service user 16	A2219556	Domiciliary Care Pop-in single carer	14	6.85	03-DEC- 2015		
	1	284	Requested - Pending LCC	Request Amendment to Existing CPLI	221599	Service user 17	A934311	Domiciliary Care Pop-in single carer	28	6.85	17-NOV- 2015		Increase in Care As pre SW Request from 17.11.2015 Please update portal
	1	254	Requested - Pending LCC	Request Amendment to Existing CPLI	215426	Service user 18	A10023707	Domiciliary Care Pop-in single carer	14	6.85	29-SEP-2015	05-OCT- 2015	
	1	259	Rejected	Request Amendment to Existing CPLI	220100	Service user 19	A2055430	Domiciliary Care Single carer	3.5	12.17	21-SEP-2015		service start date 21.09.2015
	1	178	Rejected	Request Amendment to Existing CPLI	66175	Service user 20	A1906847	Domiciliary Care Single carer	21	6.85	07-APR- 2014	15-NOV- 2015	Increase in Care from 04.11.2015 Extra 3 calls per day Lunch Tea And Pm 0.50 Hour Each service Now 1HR Am 3 0.50Hrs Per Day Mon to Sunday
	Downloa	ad to CSV											row(s) 1 - 20 of 59 V Next >

#### To see our comments, click 'comments history'

	1		
Menu List	Manage Existing Requests	Menu List	Manage Existing Requests
Home     Yew Care Package Details     Enter Actual     Service Caractry     Bulk Load Actuals     Charter Methods     Development     Development     Development     Development     Unload Existing CPLIs     Request     Unload Existing Request     Wansoe Existing Request	Cancel Ca	Home     View Care Packace Details     Entric Actual     Service Caracity     Bulk Load Actuals     Change Requests     Manual Requests     Rulk Requests     Service Caracity Service OFLIS     Service View CPLIs     United Rulk Requests     United Rulk Requests     Manage Existing OFLIS	Cancel  Request 10 298  Existing CPLI Ref  New CPLI Ref  Stable Withdrawn  Stable Withdrawn  Stable Withdrawn  Request Drea  Request Details  Comment History  Comment History  Search  Date Added By Comment  30-NOV-2015  CARMSTRONG007 please use the extra function when submitting invokes.  1 - 1