



CROWN OFFICE
& PROCURATOR
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE



COPFS
INFORMATION
SERVICES
DIVISION

PRE-INTERMEDIATE DIET

Defence Agents Booking Application User Guide

(How to Cancel or Reschedule a PIDM booking)

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INTRODUCTION

The Crown has introduced an electronic booking system for every sheriff court to facilitate the PIDM. Agents will be able to book slots for the scheduled date.

The information that follows provides further details for the necessity of the application and comprehensive Guidance Notes for defence agents.

BACKGROUND

[The Scottish Courts and Tribunal Service has published full background information on the changes in Practice Note 4 of 2020](#)

From 1 December 2020, when a plea of not guilty is recorded, the court, in addition to fixing dates for the intermediate and trial diet, will record in the minute of proceedings the date on which the parties are expected to engage with each other in advance of the intermediate diet by way of a Pre Intermediate Diet Meeting ("PIDM").

This date will ordinarily be **14 days before the date of the intermediate diet**.

The PIDM between Crown and defence can take whatever form is most convenient to the parties, but it should take place on the scheduled date unless, exceptionally, an earlier date is agreed.

The defence agent should be fully instructed for the PIDM. The Crown will usually be available to engage in person at the court location but the PIDM may also take place by video call or telephone.

Contents

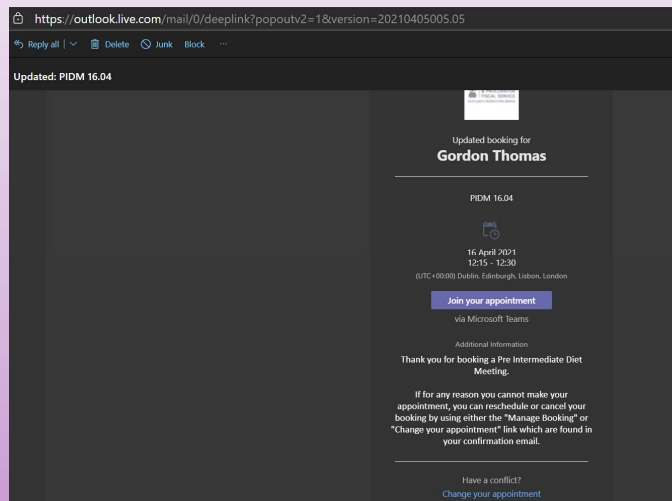
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Reschedule PIDM

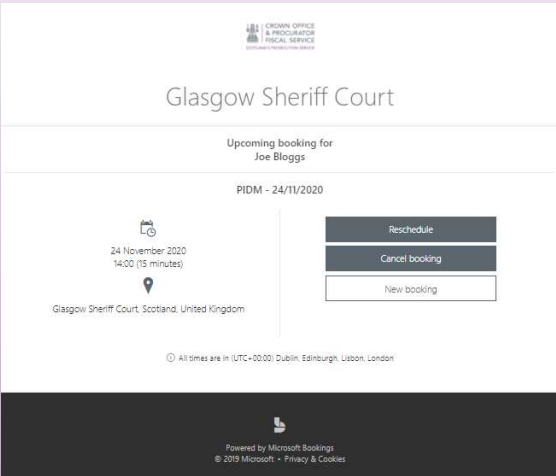
You can reschedule the PIDM by doing the following:

- Using the link in the confirmation email.
- Using the link in the PIDM calendar entry.

Reschedule using the link in the confirmation e-mail



To allow the Defence Agent to log into the booking app with the credentials provided by COPFS (and not any existing Office 365 account), copy the 'Change your appointment' link from the email (right click ->copy link) into an in-private browser.



Glasgow Sheriff Court

Upcoming booking for
Joe Bloggs

PIDM - 24/11/2020

24 November 2020
14:00 (15 minutes)

Glasgow Sheriff Court, Scotland, United Kingdom

© All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Reschedule
Cancel booking
New booking

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Provide additional information

Please enter any additional information you may wish considered in advance. (optional)

Lorem ipsum

Please add the Intermediate Diet date for the subject. (optional)

10/01/2021

Please enter the PF case reference number. (optional)

PF123456

Please select your meeting method (Teams, Phone) (optional)

Teams

By selecting this box you are confirming that you agree with the COPFS' personal data policy. This can be viewed here.
<https://www.copfs.gov.uk/images/Documents/Data%20protection%202018/Privacy/Notice%20-%20COPFS%20Core%20Functions.pdf>

Update booking Back

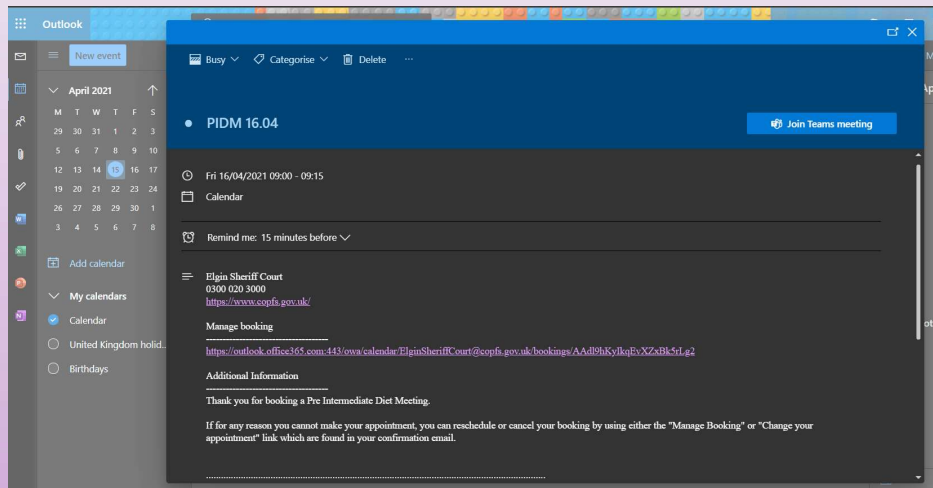
To reschedule the booking to another time on the same day, click on Reschedule.

Select another time from the time slots available. If there are no slots available, see 'Cancel a booking' below.

Having selected a new time slot, update any contact details or additional information for the booking.

Check the Data Usage policy and click on Update booking.

Reschedule using the link in the PIDM calendar entry



To allow the Defence Agent to log into the booking app with the credentials provided by COPFS (and not any existing Office 365 account), copy the 'Change your appointment' link from the email (right click ->copy link) into an in-private browser.

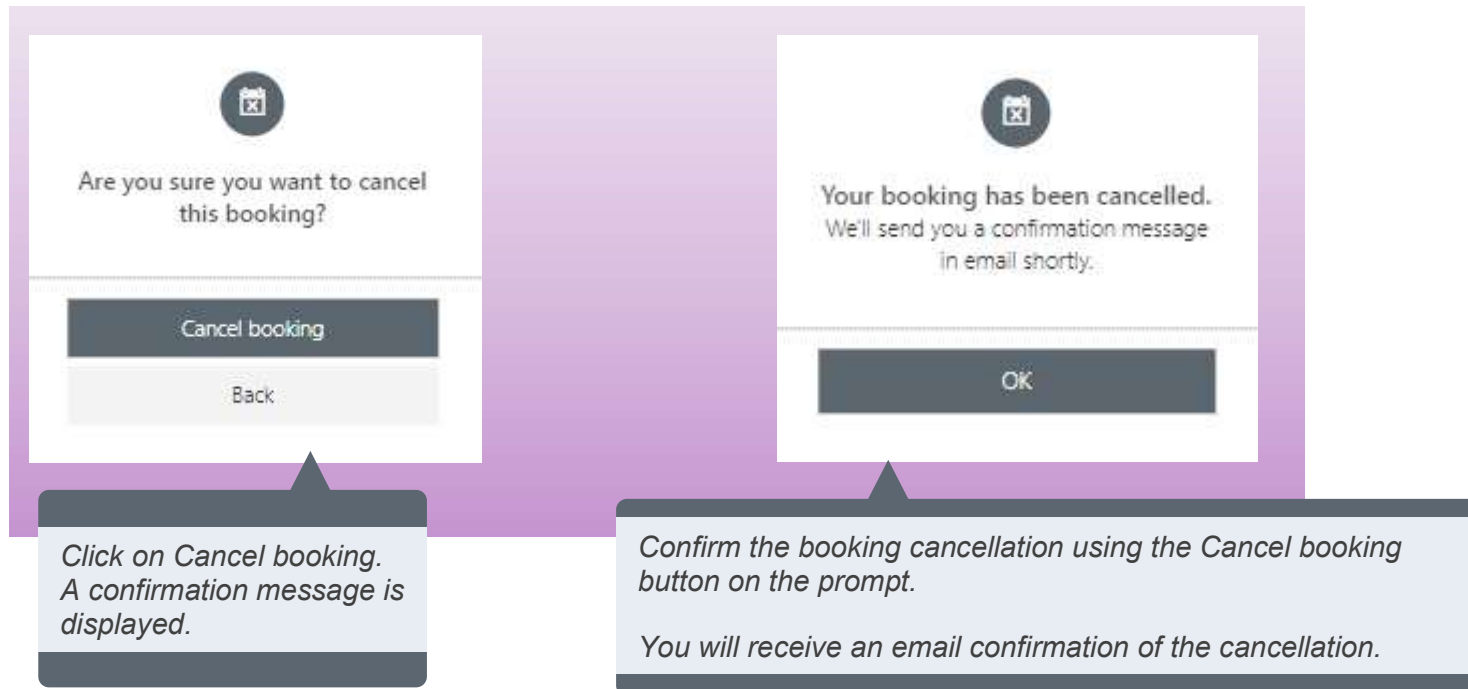
Repeat the steps outlined on page 3.

Cancel a booking (Defence Agent)

If you need to reschedule to a different day, then you must cancel the booking first, then make a new booking using one of the services for the day required.

To cancel the booking, click on the Change your appointment link in the booking confirmation email. This will open the booking app to view the summary of the booking.

NOTE: To allow the Defence Agent to log into the booking app with the credentials provided by COPFS (and not any existing Office 365 account), copy the 'Change your appointment' link from the email (right click ->copy link) into an in-private browser.



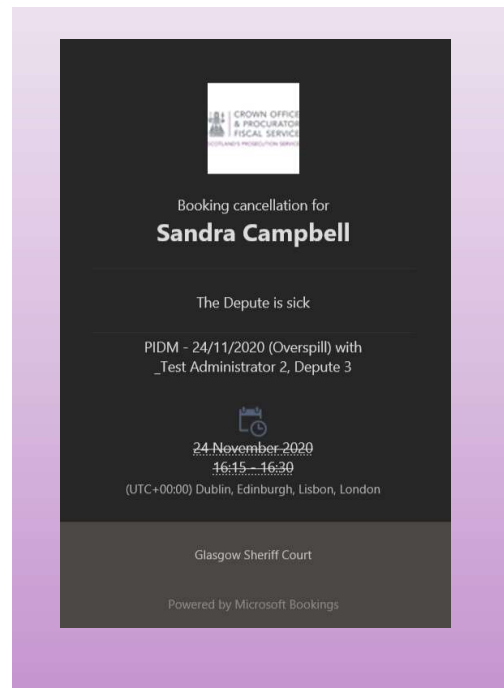
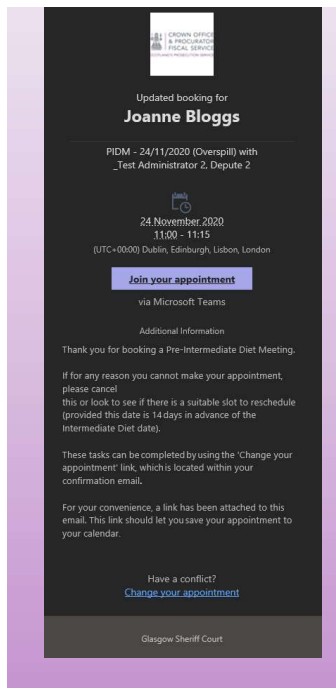
The image shows two screenshots of a mobile app interface for cancelling a booking. The first screenshot shows a confirmation prompt: "Are you sure you want to cancel this booking?" with a calendar icon and an 'X' in a circle. Below the text are two buttons: "Cancel booking" (dark grey) and "Back" (light grey). A callout box below this screenshot says: "Click on Cancel booking. A confirmation message is displayed." The second screenshot shows the result: "Your booking has been cancelled. We'll send you a confirmation message in email shortly." with the same calendar icon and 'X' icon. Below the text is a single "OK" button (dark grey). A callout box below this screenshot says: "Confirm the booking cancellation using the Cancel booking button on the prompt. You will receive an email confirmation of the cancellation."

Booking Cancellation (COPFS)

There are circumstances where changes may be made by the Crown Office.

A booking may be set up for a Defence Agent by the Crown Office. In these cases, the Defence Agent will receive an email confirmation of the booking like those received when making a booking via the app.

The email confirmation may look slightly different as it is likely to show the name of the administrator who made the booking and, in most cases, the Depute.



The Crown Office may cancel a booking made by the Defence Agent or one made on their behalf. The Defence Agent will receive an email detailing the reason for the cancellation (optional) and a confirmation that the booking has been cancelled.

Further Assistance

For further assistance please e-mail the COPFS Service Desk or call for urgent technical queries:

servicedesk@copfs.gov.uk

0300 020 3330



www.copfs.gov.uk