



CROWN OFFICE
& PROCURATOR
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE

PRE-INTERMEDIATE DIET

Defence Agents Booking Application User Guide

(Book PIDM)



COPFS
INFORMATION
SERVICES
DIVISION

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INTRODUCTION

The Crown has created an electronic booking application to facilitate PIDMs. Agents and their staff will be able to book and manage slots for their cases.

The information that follows provides further details and comprehensive Guidance Notes for access to the app for defence agents and their staff.

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.

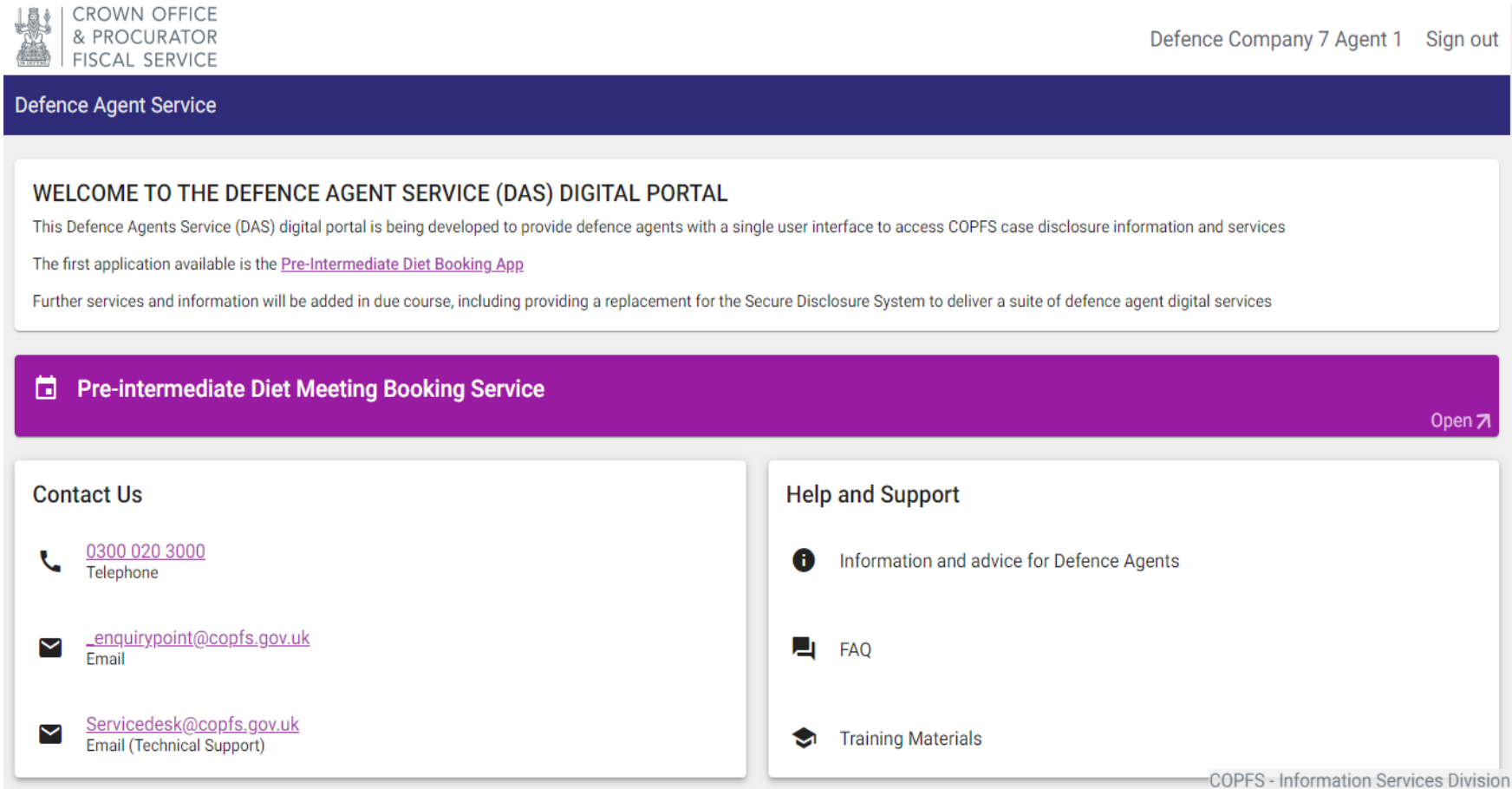
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How to book a PIDM

The main page for the booking application is shown after successful login to the Defence Agent Service. For information regarding how to logon please see the guides located on copfs.gov.uk/PIDM

From the Defence Agent Service Main Page, select Pre-intermediate Booking Service:



The screenshot shows the Defence Agent Service (DAS) Digital Portal. At the top left is the Crown Office & Procurator Fiscal Service logo. At the top right, it says "Defence Company 7 Agent 1" and "Sign out". Below the logo is a dark blue header with "Defence Agent Service" in white. The main content area has a white background with a purple header for "Pre-intermediate Diet Meeting Booking Service" and an "Open" link with an external icon. Below this are two white boxes: "Contact Us" with telephone and email options, and "Help and Support" with links for information, FAQ, and training materials. The footer of the page says "COPFS - Information Services Division".

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Defence Company 7 Agent 1 Sign out


Defence Agent Service

WELCOME TO THE DEFENCE AGENT SERVICE (DAS) DIGITAL PORTAL


This Defence Agents Service (DAS) digital portal is being developed to provide defence agents with a single user interface to access COPFS case disclosure information and services


The first application available is the [Pre-Intermediate Diet Booking App](#)


Further services and information will be added in due course, including providing a replacement for the Secure Disclosure System to deliver a suite of defence agent digital services

 **Pre-intermediate Diet Meeting Booking Service** Open ↗




Contact Us

 [0300 020 3000](tel:03000203000)
Telephone

 _enquirypoint@copfs.gov.uk
Email


 ServiceDesk@copfs.gov.uk
Email (Technical Support)

Help and Support

-  Information and advice for Defence Agents
-  FAQ
-  Training Materials

COPFS - Information Services Division

You will be directed to the Bookings Menu main page. Select Book PIDM:

 COPFS
DEFENCE AGENT
SERVICE

Defence Company 7 Agent 1 | Sign out

Defence Agent Service > Booking Menu

Booking Menu

- [Book PIDM](#)
- [Manage Bookings](#)
- [Bookings Report](#)

Contact Us

- Telephone: 0300 020 3000
- Email: enquirypoint@copfs.gov.uk
- Email (Technical Support): ServiceDesk@copfs.gov.uk

Help and Support

- [Information and advice for Defence Agents](#)

Then, select Sheriffdom:

Step **1** of **3**

Sheriffdom *

Select Sheriffdom by launching the Lookup Modal , tick Sheriffdom, then Select

Lookup records ×

Search

<input checked="" type="checkbox"/>	Demo Sheriffdom
<input type="checkbox"/>	Grampian, Highlands & Islands
<input type="checkbox"/>	North Strathclyde & Ayr
<input type="checkbox"/>	Tayside, Central & Fife
<input type="checkbox"/>	South Strathclyde, Dumfries & Galloway
<input type="checkbox"/>	Lothian & Borders
<input type="checkbox"/>	Glasgow & Strathkelvin
<input type="checkbox"/>	National Initial Case Processing Unit

or enter Sheriffdom in the Search Box, then Select

Sheriffdom *

✕ 🔍

Court *

🔍

Book a court slot

Select Court from Lookup Modal 🔍 or enter Court in the Search Box

Lookup records ✕

Search 🔍

<input type="checkbox"/>	Alloa Sheriff Court
<input type="checkbox"/>	Dundee Sheriff Court
<input type="checkbox"/>	Dunfermline Sheriff Court
<input type="checkbox"/>	Falkirk Sheriff Court
<input type="checkbox"/>	Forfar Sheriff Court
<input type="checkbox"/>	Kirkcaldy Sheriff Court Annexe
<input type="checkbox"/>	Perth Sheriff Court
<input type="checkbox"/>	Stirling Sheriff Court

Select Cancel Remove value

Select Number of Meeting Slots - Answer No if booking a single slot only

Step **1** of **3**

Sheriffdom *

Lothian & Borders

Court *

Edinburgh Sheriff Court

Do you want to book more than one meeting slot in this session? *

No

Meeting Details – Choose PIDM Date from available dates in lookup modal  or enter Date in the Search Box, then Select

Step **2** of **3**

Booking Slots

Meeting Details

Choose PIDM *



Choose slot from available time slots in lookup modal or enter slot time in the Search Box, then Select


Booking Slots

Meeting Details

Choose PIDM *



Choose Slot *



Lookup records ✕

Q

	<u>Start Time</u> ↑	<u>End Time</u>	<u>Duration (minutes)</u>
<input checked="" type="checkbox"/>	09:00	09:15	15
<input type="checkbox"/>	09:15	09:30	15
<input type="checkbox"/>	09:30	09:45	15
<input type="checkbox"/>	09:45	10:00	15
<input type="checkbox"/>	10:00	10:15	15
<input type="checkbox"/>	10:15	10:30	15
<input type="checkbox"/>	10:30	10:45	15
<input type="checkbox"/>	10:45	11:00	15

Select
Cancel
Remove value

Where there are no time slots available on the day that your PIDM has been assigned, the time picker will show a message that there is no availability on that day. You will have to contact the local PF Office using the appropriate e-mail address listed [here](#).

Choose a contact method from Lookup Modal  or type contact method in the Search box

Booking Slots

Meeting Details

Choose PIDM *

PIDM 03-08-2021 for ID 17-08-2021



Choose Slot *


14:45



Choose a contact method *

Video Call (MS Teams)



If you are the Non Legal staff Member, there is an additional field to complete. You will be asked to provide the Defence Agent attending the meeting by choosing their name from the Lookup Modal  or typing their name in the Search box:

Booking Slots

Meeting Details

Choose PIDM *

PIDM 23-06-2021 for ID 23-06-2021  

Choose Slot *

09:15  

Choose a contact method *

Video Call (MS Teams)  

Defence Agent

Choose the defence agent attending this meeting *



Now enter the case details and any Additional Information about the case:

Case Details

PF Case Reference Number (complete in uppercase) *

Additional Information

The final part of the form is the data usage consent checkbox. This must be checked before a booking can be made:

Confirmation

By selecting this box you are confirming that you agree with the COPFS personal data policy. This can be viewed [here](#)

Submit

Now click the Submit button to complete the form.

You will be directed to a review of your booking:

Review Booking

Step **3** of **3**

Review your bookings


<u>Case Reference Number</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Additional Information</u>	<u>Contact Method Selection</u>	<u>Start Time - End Time (Meeting Slot)</u>	<u>PIDM</u>
GE12345678	John Murphy	John Murphy	test	Video Call (MS Teams)	09:00-09:15	PIDM 23-06-2021 for ID 23-06-2021

The application will now redirect back to the main menu.

Confirmation Email

Having completed the booking, an email confirmation is sent to the email address held for the Defence Agent making the booking:

PIDM Booking Confirmation

 COPFS
DEFENCE AGENT
SERVICE

Dear John Murphy,

Thank you for booking a Pre-Intermediate Diet Meeting.

For your convenience, a link has been attached to this email. This attachment should let you save your appointment to your email calendar.

If for any reason you cannot make your appointment, you can reschedule or cancel this by using the ['Manage Bookings'](#) option within Defence Agent Service.

This mailbox is not being monitored, any emails to this address will not be responded to.

For Defence Agent Service technical support, please contact us at servicedesk@copfs.gov.uk

If you have a query relating to your PIDM meeting, please contact us at gloureiro@copfs.gov.uk

Booking Details

Booked by - John Murphy

Defence Agent - John Murphy

PIDM Date - 23-06-2021

Time Slot - 09:00-09:15

Case Reference Number - GE12345678

Contact Method - Video Call (MS Teams)

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

886929228@t.plcm.vc

Video Conference ID: 122 507 465 7

[Alternate VTC dialing instructions](#)

Or call in (audio only)

[+44 20 3321 5233,954661581#](tel:+442033215233,954661581) United Kingdom, London

Phone Conference ID: 954 661 581#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

The email details the court date and time and where a Teams Video call has been selected, will include a Teams meeting link. The email will also include a calendar appointment as an attachment. Double click on this to open a calendar event which can be saved into the Defence Agent's calendar.

Book Multiple Meetings

To book a number of meetings, answer Yes for the question below “ Do you want to book more than one meeting in this session?” then Submit

Step **1** of **3**

Sheriffdom *

Grampian, Highlands & Islands

Court *

Aberdeen Sheriff Court

Do you want to book more than one meeting slot in this session? *

Yes

From the next screen, click on Add new Meeting

Step **2** of **3**

Booking Multiple Slots

[Add new meeting](#)

<u>Case Reference Number</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Additional Information</u>	<u>Contact Method Selection</u>	<u>Start Time - End Time (Meeting Slot)</u>	<u>PIDM</u>
There are no records to display.						


Complete required fields by choosing selection from Lookup Modal  at end of each box:

Meeting Details

Choose PIDM *

Choose Slot *

Contact Method *

Case Details

Case Reference Number *

Additional Information

Confirmation

By selecting this box you are confirming that you agree with the COPFS personal data policy.
This can be viewed [here](#)

Submit

Then select Submit, and the screen will show confirmation of the booking made:

Booking Multiple Slots

Add new meeting

<u>PF Case Reference Number</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Additional Information</u>	<u>Contact Method Selection</u>	<u>Start Time - End Time (Meeting Slot)</u>	<u>PIDM</u>
AB21076382	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Video Call (MS Teams)	14:45-15:00	PIDM 03-08-2021 for ID 17-08-2021

Submit

Select Add new meeting to make further bookings. Screenshot below shows multiple bookings

Step **2** of **3**

Booking Multiple Slots

Add new meeting

<u>PF Case Reference Number</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Additional Information</u>	<u>Contact Method Selection</u>	<u>Start Time - End Time (Meeting Slot)</u>	<u>PIDM</u>
ED12345678	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Video Call (MS Teams)	10:00-10:15	PIDM 13-09-2021 for ID 27-09-2021 2
ED13456789	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Telephone Call	11:30-11:45	PIDM 13-09-2021 for ID 27-09-2021
ED14567890	Defence Company 13 Agent 1	Defence Company 13 Agent 1		At PF Office	12:00-12:15	PIDM 13-09-2021 for ID 27-09-2021
ED15678901	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Video Call (MS Teams)	10:15-10:30	PIDM 13-09-2021 for ID 27-09-2021

Submit

When all meetings have been added click the Submit button, screen will show all meetings added to review before automatically returning to the home page.

Step **3** of **3**

Review your bookings

<u>PF Case Reference Number</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Additional Information</u>	<u>Contact Method Selection</u>	<u>Start Time - End Time (Meeting Slot)</u>	<u>PIDM</u>
ED12345678	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Video Call (MS Teams)	10:00-10:15	PIDM 13-09-2021 for ID 27-09-2021 2
ED13456789	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Telephone Call	11:30-11:45	PIDM 13-09-2021 for ID 27-09-2021
ED14567890	Defence Company 13 Agent 1	Defence Company 13 Agent 1		At PF Office	12:00-12:15	PIDM 13-09-2021 for ID 27-09-2021
ED15678901	Defence Company 13 Agent 1	Defence Company 13 Agent 1		Video Call (MS Teams)	10:15-10:30	PIDM 13-09-2021 for ID 27-09-2021

Defence Agent Service > Booking Menu

Booking Menu

- [Book PIDM](#)
- [Manage Bookings](#)
- [Bookings Report](#)

Contact Us

- Telephone: 0300 020 3000
- Email: _enquirypoint@copfs.gov.uk
- Email (Technical Support): ServiceDesk@copfs.gov.uk

Help and Support

- [Information and advice for Defence Agents](#)

Further Assistance

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



 www.copfs.gov.uk