



CROWN OFFICE
& PROCURATOR
FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE



COPFS
INFORMATION
SERVICES
DIVISION

PRE-INTERMEDIATE DIET

Defence Agents Booking Application User Guide

(Manage Bookings - How to cancel or amend a PIDM booking)

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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.

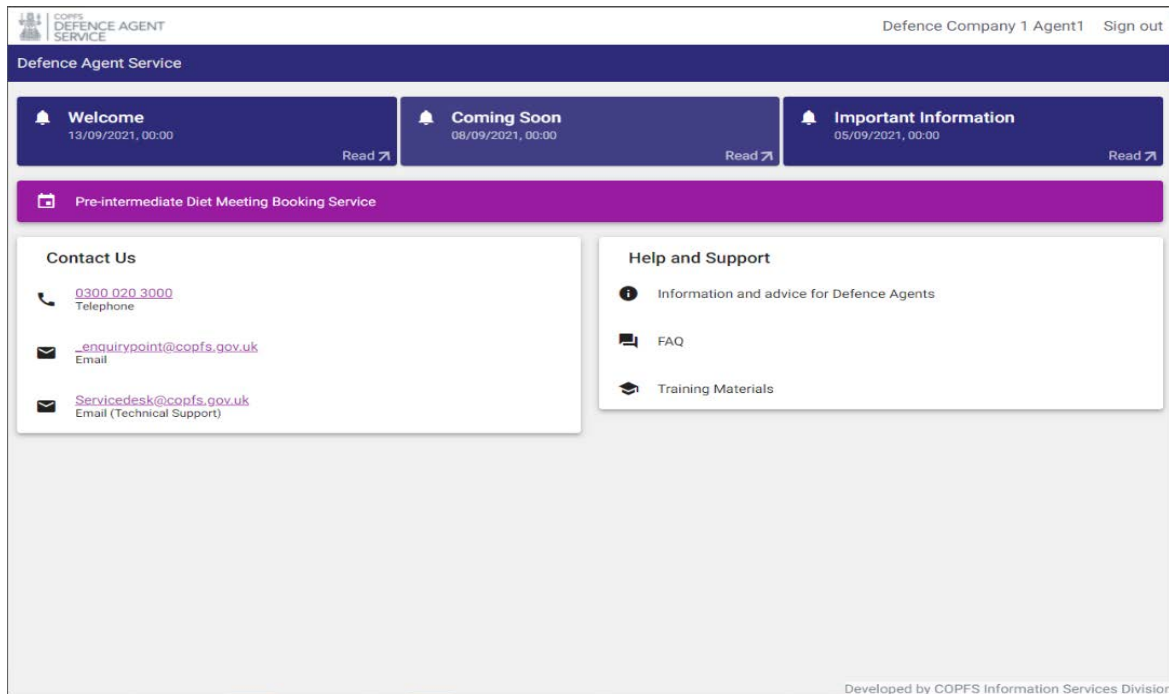
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Manage Bookings Function

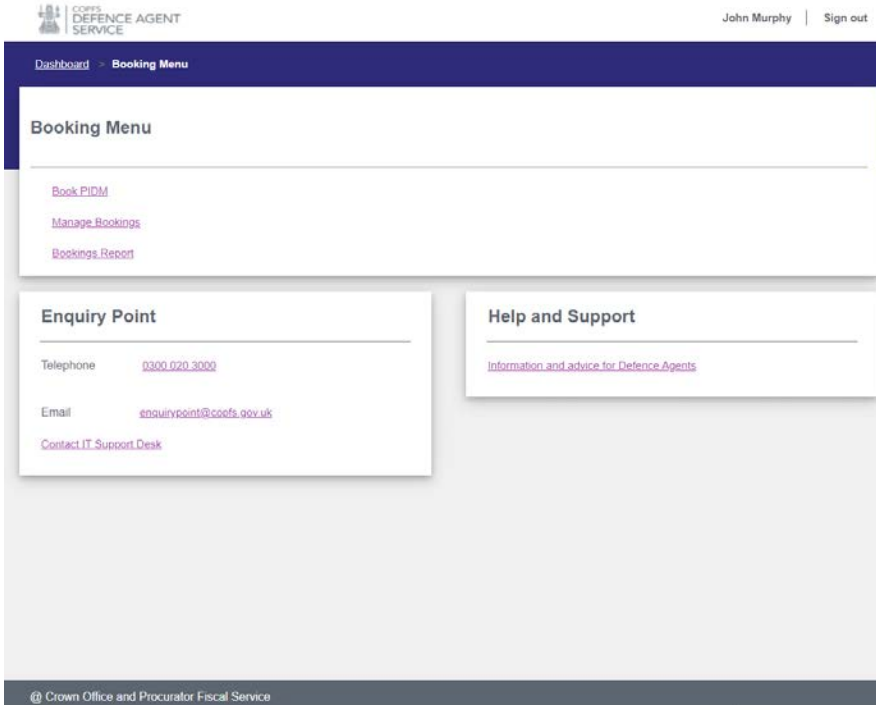
The Manage Bookings function of the application can be used to view all current bookings with the option to cancel, or amend the date, time, or method of PIDM. There is the ability to filter/sort on all the columns allowing the user to organise PIDMs by Defence Agent, Date, Court, Time.

After logging into the application you will be directed to Defence Agent Service main menu:



The screenshot shows the Defence Agent Service main menu. At the top, it displays the COPFS logo and 'DEFENCE AGENT SERVICE' on the left, and the user's name 'Defence Company 1 Agent1' and 'Sign out' on the right. Below this is a dark blue header with 'Defence Agent Service'. The main content area features three notification cards: 'Welcome' (dated 13/09/2021, 00:00), 'Coming Soon' (dated 08/09/2021, 00:00), and 'Important Information' (dated 05/09/2021, 00:00). A prominent purple banner highlights the 'Pre-intermediate Diet Meeting Booking Service'. Below the banner are two columns of links: 'Contact Us' (including telephone 0300 020 3000 and email addresses _enquiry@copfs.gov.uk and Servicedesk@copfs.gov.uk) and 'Help and Support' (including Information and advice for Defence Agents, FAQ, and Training Materials). The footer indicates the application was developed by COPFS Information Services Division.

From this page, select Pre-intermediate Diet Meeting Booking Service:



The screenshot shows a web application interface for the COPFS Defence Agent Service. At the top left, there is a logo and the text "COPFS DEFENCE AGENT SERVICE". At the top right, the user's name "John Murphy" and a "Sign out" link are visible. Below the header is a navigation bar with "Dashboard" and "Booking Menu" options. The main content area is titled "Booking Menu" and contains three links: "Book PIDM", "Manage Bookings", and "Bookings Report". Below this is an "Enquiry Point" section with contact information: Telephone (0300 020 3000), Email (enquirypoint@copfs.gov.uk), and Contact IT Support Desk. To the right is a "Help and Support" section with a link for "Information and advice for Defence Agents". The footer of the page reads "@ Crown Office and Procurator Fiscal Service".

To view all current bookings, from the Booking Menu select Manage Bookings:

Manage Bookings

Booking Date	PIDM Date ↓	Meeting Time	ID Date	Court	Booked by	Defence Agent	PF Case Reference Number	Additional Information	Contact Method	PIDM	
08/10/21	26/10/21	11:00-11:15		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED13456789		Telephone Call	PIDM 26-10-2021 for ID 10-11-2021	▼
08/10/21	26/10/21	09:30-09:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED14567890		At Court	PIDM 26-10-2021 for ID 10-11-2021	▼
08/10/21	26/10/21	13:00-13:15		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED15678900		At PF Office	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	10:15-10:30	10/11/21	ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED12345678		Video Call (MS Teams)	PIDM 26-10-2021 for ID 10-11-2021	▼

Cancel a Booking

Click on the Down Arrow icon at the right hand side of the booking you want to cancel and select 'Cancel Booking':

Manage Bookings											
Booking Date	PIDM Date ↓	Meeting Time	ID Date	Court	Booked by	Defence Agent	PF Case Reference Number	Additional Information	Contact Method	PIDM	
13/10/21	26/10/21	10:30-10:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED12345678		Video Call (MS Teams)	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	10:45-11:00		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED13456789		Telephone Call	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	11:15-11:30		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED14567890		At Court	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	11:30-11:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED15678900		At PF Office	PIDM 26-10-2021 for ID 10-11-2021	▼

Amend Booking

Cancel Booking

The booking will be removed from your list, and a message will display to confirm the record is deactivated:



The record has been deactivated.



Manage Bookings

<u>Booking Date</u>	<u>PIDM Date</u> ↓	<u>Meeting Time</u>	<u>ID Date</u>	<u>Court</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>PF Case Reference Number</u>	<u>Additional Information</u>	<u>Contact Method</u>	<u>PIDM</u>	
13/10/21	26/10/21	10:30-10:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED12345678		Video Call (MS Teams)	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	10:45-11:00		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED13456789		Telephone Call	PIDM 26-10-2021 for ID 10-11-2021	▼
13/10/21	26/10/21	11:15-11:30		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED14567890		At Court	PIDM 26-10-2021 for ID 10-11-2021	▼

You will receive an email confirming cancellation and your calendar entry will also show the meeting has been cancelled:

11:00	
	Canceled: PIDM 26-10-2021 for ID 10-11-2021 for Lynne Seymour; DefenceAgentService Meetings
12:00	
13:00	

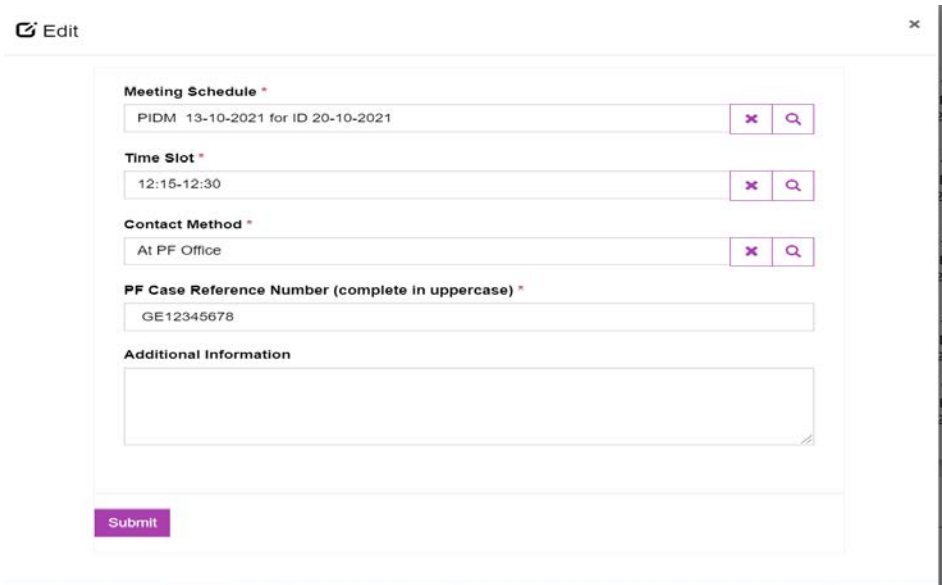
Amend a Booking

From the Manage Bookings screen, click on the Down Arrow icon at the right hand side of the booking you want to amend and select 'Amend Booking':

Booking Date	PIDM Date ↓	Meeting Time	ID Date	Court	Booked by	Defence Agent	PF Case Reference Number	Additional Information	Contact Method	PIDM	
13/10/21	26/10/21	10:30-10:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED12345678		Video Call (MS Teams)	PIDM 26-10- 2021 for ID 10-11-2021	▼
13/10/21	26/10/21	10:45-11:00		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED13456789		Telephone Call	PIDM 26-10- 2021 for ID 10-11-2021	▼
13/10/21	26/10/21	11:15-11:30		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED14567890		At Court	PIDM 26-10- 2021 for ID 10-11-2021	▼
13/10/21	24/10/21	10:45-11:00		UAT PIDM Court	Lynne Seymour	Lynne Seymour	GE12345678		Telephone Call	PIDM 24-10- 2021 for ID 31-10-2021	▼
13/10/21	13/10/21	12:15-12:30	20/10/21	UAT PIDM Court	Lynne Seymour	Lynne Seymour	GE12345678		At PF Office	PIDM 13-10- 2021 for ID 20-10-2021	▼

Amend Booking
 Cancel Booking

Edit options will show on screen. To edit any of the details, click on the Lookup modal  next to the option:



Edit [Close]

Meeting Schedule *
PIDM 13-10-2021 for ID 20-10-2021 [X] [Lookup]


Time Slot *
12:15-12:30 [X] [Lookup]

Contact Method *
At PF Office [X] [Lookup]

PF Case Reference Number (complete in uppercase) *
GE12345678

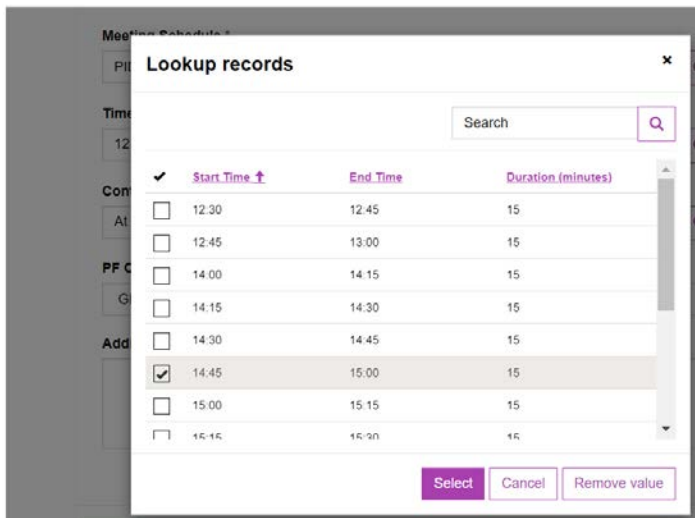
Additional Information
[Text Area]

Submit

Each of the Options can be amended by clicking on the lookup modal  on the right

To change the Time of the Meeting, click on the Meeting Slot option to retrieve the records:

 Edit



Lookup records

Search

<input checked="" type="checkbox"/>	Start Time ↑	End Time	Duration (minutes)
<input type="checkbox"/>	12:30	12:45	15
<input type="checkbox"/>	12:45	13:00	15
<input type="checkbox"/>	14:00	14:15	15
<input type="checkbox"/>	14:15	14:30	15
<input type="checkbox"/>	14:30	14:45	15
<input checked="" type="checkbox"/>	14:45	15:00	15
<input type="checkbox"/>	15:00	15:15	15
<input type="checkbox"/>	15:15	15:30	15



Select Cancel Remove value

All available time slots will show. Tick the new time and press the Select option.



The new time will now show on the Edit page. Press Submit:

 Edit



Meeting Schedule *

PIDM 13-10-2021 for ID 20-10-2021  

Time Slot *

14:45-15:00  

Contact Method *

At PF Office  

PF Case Reference Number (complete in uppercase) *

GE12345678

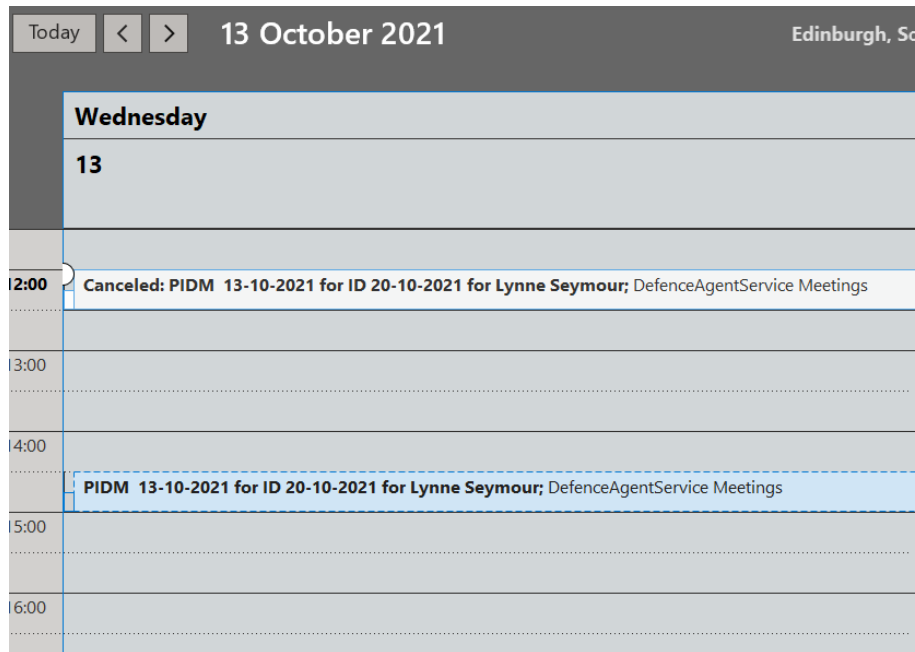
Additional Information

Submit

You will be redirected back to the Manage Bookings page where your appointment will be amended to reflect the change:

<u>Booking Date</u>	<u>PIDM Date</u> ↓	<u>Meeting Time</u>	<u>ID Date</u>	<u>Court</u>	<u>Booked by</u>	<u>Defence Agent</u>	<u>Reference Number</u>	<u>Additional Information</u>	<u>Contact Method</u>	<u>PIDM</u>	
13/10/21	26/10/21	10:30-10:45		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED12345678		Video Call (MS Teams)	PIDM 26-10- 2021 for ID 10-11-2021	▼
13/10/21	26/10/21	10:45-11:00		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED13456789		Telephone Call	PIDM 26-10- 2021 for ID 10-11-2021	▼
13/10/21	26/10/21	11:15-11:30		ISD Test PIDM Court	Lynne Seymour	Lynne Seymour	ED14567890		At Court	PIDM 26-10- 2021 for ID 10-11-2021	▼
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13/10/21	13/10/21	14:45-15:00	20/10/21	UAT PIDM Court	Lynne Seymour	Lynne Seymour	GE12345678		At PF Office	PIDM 13-10- 2021 for ID 20-10-2021	▼

You will receive an email notification of your new appointment time. This will appear in your calendar and your original date will be shown as cancelled in your calendar:



The same process should be followed to amend Contact Method, or Additional Information.

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



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