

## **SENDING FILES FOR COSTING**

### **1. Information Required**

Please send a Letter of Instruction or Instruction Sheet confirming instructions with each file or complete our Standard BHCC instruction sheet. Please request a copy of our instruction sheet, if required.

In addition to the file please also provide all time and finance ledgers with each file.

### **2. Sending Paper Files**

If you would like to send paper files to us via the DX please send to:

**Bidwell Henderson Costs Consultants Ltd**  
**DX 16906**  
**Alfreton**

Please email [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk) to advise us that you are sending files in the DX so we can let you know when they arrive.

Please ensure that all labels and boxes are securely taped and fastened.

### **3. Arranging a Courier Collection for Paper Files**

Please email [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk) if you would like to arrange a free courier collection:

We book the courier to collect your files directly from you and will send you the courier labels to attach to each box.

Please advise:

- number of boxes / packets
- number of files
- the day of collection required (please note, we need 24hrs notice)

Please ensure that all labels and boxes are securely taped and fastened.

### **4. Paperless Office / Virtual Files**

If you operate a paperless office we may be able to accept virtual / paperless files by a variety of methods:

- Secure File Transfer (zipped / encrypted and password protected)
- Mimecast Large File Send (zipped / encrypted and password protected)
- Remote Desktop Connection (via our RDS Gateway/ cloud platform) to access your Case Management System (Please note this option is dependant on your system being compatible with our IT Platform).
- Email (zipped and password protected)

We will be happy to give you a call if you would like to discuss any of these options.

#### **Secure File Transfer (zipped / encrypted and password protected)**

Please email the client name, file reference number, and the link to the secure file transfer to [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk)

It is helpful if you can send us an email to confirm the instruction and that the file is going to be sent via secure file transfer so that we can verify the sender when the link is received. If you are sending a couple of files please list the files to be sent in the email.

Please telephone us on 03333 441 654 to provide our Admin team with the password. Alternatively, we can provide you with a mobile number to text the password to.

**Mimecast Large File Send (zipped / encrypted and password protected)**

Please email the client name and file reference number, and the Mimecast file to [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk)

Please telephone us on 03333 441 654 to provide our Admin team with the password. Alternatively, we can provide you with a mobile number to text the password to.

**Remote Desktop Connection (via our RDS Gateway / Cloud platform)**

Where we have access to your CMS please email the client name and file / CMS reference number to [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk)

**Email (zipped and password protected)**

Please email the client name, file reference number, and the attached zipped file to [admin@bidwellhenderson.co.uk](mailto:admin@bidwellhenderson.co.uk)

It is helpful if you can send us an email to confirm the instruction and that the file is going to be sent via a zipped attachment so that we can verify the sender when the link is received. If you are sending a couple of files please list the files to be sent in the email.

Please telephone us on 03333 441 654 to provide our Admin team with the password. Alternatively, we can provide you with a mobile number to text the password to.

**Head Office Details:**

Mike Hopkinson – Office Manager  
Katie Stewart – Team Manager  
Gemma James – Administrator  
Emily Bird – Administrator  
Roman White – IT Assistant  
Chandler Edlin - Administration Apprentice  
Ann Henderson – Head of Legal Aid and IT

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