



Rural Payments
Agency

How to claim BPS online

Trouble shooting questions

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Version Control

Version number and date published	Updates include:
Version 2.0 - 04/04/2018	<p>Getting started: how to set up an online application</p> <p>Check: where to find new guidance about hedges shown in your digital maps</p> <p>Complete: reminder to check the ‘activate less BPS area’ screen</p> <p>Confirm: when you submit an updated online application, the original date and time are shown</p> <p>Annex 1: your digital maps: where to find new guidance about hedges shown in your digital maps</p>
Version 3.0 - 14/05/2018	<p>Getting started: Link to video ‘How to reset your password on the Rural Payments service’</p> <p>Check: Generate a new application summary to see the latest information in the Rural Payments service</p> <p>Complete: Generate a new application summary and check it before you submit your online application</p>

Getting started

If you...	You need to...
want to know what has changed for BPS 2018	read the 'What's new in the Rural Payments service in 2018' on page 1.
were inspected in 2017 and aren't sure what to declare on your 2018 application	make sure you take the results of your inspection into account when you apply. For more information, see page 3.
haven't received a BPS 2017 payment and/or claim statement yet and aren't sure what to claim	make your application for 2018 showing your land on 15 May 2018 or the land use for the crop that will be present for the majority of the cropping period where this is to be sown after 15 May For more information, see page 3.
cannot access the Rural Payments service	contact: <ol style="list-style-type: none"> 1. your chosen provider, if you registered through GOV.UK Verify. 2. RPA on 03000 200 301, if you registered through RPA and you don't have your Customer Registration Number (CRN). For more information, see page 5.
have forgotten your password or need to reset your password for the Rural Payments service	click on 'Create a new one' from the sign in page. For more information, see page 6 and watch the 'How to... Reset your password on the Rural Payments service' at YouTube channel https://www.youtube.com/watch?v=YQOH4Duhb38 .
need help to use the Rural Payments service	open the 'Help' link on the screen. This will take you through the process step by step. For more information, see page 7.
cannot use the Rural Payments service because it's not available	check if the service is available on GOV.UK at www.gov.uk/rpa .
want to set up an online application because you've applied on paper in previous years	call RPA on 03000 200 301 to set up your online application.

Check

If you...	You need to...
are not sure how to check your online application	create an application summary. For more information, see page 10.
have made changes in the Rural Payments service since you first generated your application. These will not show in either your application or application summary.	generate a new application to see the latest changes in the Rural Payments service. This will then populate the application with the most recent information. You will also need to generate a new application summary to display the information shown in your most recent application. For more information, read page 43.
are not sure how to check your maps online	from the '.Business overview' screen, click 'Land' and then 'View land'. For more information, see Annex 1 on page 48.
want information about the new hedge information shown in your digital maps	read the information in Annex 1 on page 48. If you're declaring a hedge as an EFA, also read pages 16 and 33. Read the new guidance: 'How to check and change your hedge information' which is available on GOV.UK at www.gov.uk/rpa/bps2018

Change

If you...	You need to...
want to add a land parcel to your application	read the information on page 27.
transfer or remove a land parcel from your application	read the information on page 28.
transfer or remove a land parcel from you application as a tenant / own less than 100% of the parcel	read the information on page 29.
change the land use of a land parcel	use the 'Land use' screen to make your changes. For more information, see pages 22 to 26.
add or edit a land use	use the 'Land use' screen to make your changes. For more information, see page 23.
edit a land cover	read the information on page 51 and RLE1 guidance.

If you...	You need to...
want to know how changes to your land may affect your Countryside Stewardship Agreement	see page 28 for transferring or removing a land parcel, For changing land use, see page 22.

Complete

If you...	You need to...
want to know how you should fill in your 'Active farmer' declaration for BPS 2018	read the information on page 40. You no-longer need to meet the 'active farmer' requirement for BPS 2018 onwards but this was confirmed too late for us to make changes to the Rural Payments service. Therefore, you must fill in the first box on the 'Active farmer declaration' screen before you can submit your BPS application.
have made changes to your land information, and even if you haven't	check the 'activate less BPS area' screen to make sure that the eligible area you want to claim payment for is showing correctly. In some cases, this may default to 0.0000 in the 'activate less BPS area' screen. For more information, see page 37.
have made changes in the Rural Payments service since you first generated your application.	generate a new application to see the latest changes in the Rural Payments service. This will then populate the application with the most recent information. You will also need to generate a new application summary to display the information shown in your most recent application.

Confirm

If you...	You need to...
submit your application but you cannot see a 'Submit' button	check your permission level. You must have BPS 'submit'. For more information, see page 45.
need to send us supporting documents	send any supporting documents so we receive them before the application closing date (midnight on 15 May) to avoid late application penalties. Supporting documents form part of your application. We will not send a receipt for your supporting documents. However, we will send receipts for RLE1 forms. For more information, see page 46

If you...	You need to...																								
<p>need to change your application after you have submitted it</p>	<p>make changes to your application – certain changes only - before midnight on 31 May 2018 (as long as you submitted your application by midnight on 15 May 2018), or penalties will apply. For more information, see page 46.</p> <p>Important: when you submit an updated application, the date and time of your original application will still show in the ‘Apply for BPS’ screen.</p> <h3>Apply for BPS</h3> <p>Help</p> <table border="1"> <thead> <tr> <th>Year</th> <th>App. number</th> <th>Sector</th> <th>Type</th> <th>Active</th> <th>Submit Date</th> <th>Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>2018</td> <td></td> <td>PILLAR I (2014-2020)</td> <td>DIRECT PAYMENTS</td> <td>Yes</td> <td>23/03/2018 3:45:42 PM</td> <td>Submitted</td> <td>Summary</td> </tr> <tr> <td>2018</td> <td></td> <td>PILLAR I (2014-2020)</td> <td>DIRECT PAYMENTS</td> <td>No</td> <td>23/03/2018 3:45:42 PM</td> <td></td> <td></td> </tr> </tbody> </table> <p>The Active column for the previously submitted application will show as ‘No’ and the status will now be blank.</p> <p>This means penalties are not applicable for submitting a late claim, as long as the original application was made before midnight on 15 May.</p> <p>However, when you generate an application summary, the actual date and time the summary was generated will show.</p> <h3>Apply for BPS</h3> <p>Help</p> 	Year	App. number	Sector	Type	Active	Submit Date	Status		2018		PILLAR I (2014-2020)	DIRECT PAYMENTS	Yes	23/03/2018 3:45:42 PM	Submitted	Summary	2018		PILLAR I (2014-2020)	DIRECT PAYMENTS	No	23/03/2018 3:45:42 PM		
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Annex 1: your digital maps

If you...	You need to...
<p>want to know more information about the hedges shown in your digital maps</p>	<p>read the new guidance ‘How to check and change your hedge information’, which is available at www.gov.uk/rpa/bps2018.</p>