A Customer Guide to Online SAF Submission





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Chapter 1 - Introduction

This document is intended to assist you with completing and submitting your Single Application Form (SAF) online using our Rural Payments and Services system.

Please remember your local area office can also help navigate you through your application. They can view your draft application and help you understand how to complete your online application. Area offices have self-service laptops for you to use if your own broadband is unreliable. Also, you can book an appointment to have assistance from our staff to help guide you through your application.

To submit your application online, you must be registered on Rural Payments and Services. You can find more information about this by visiting the <u>Rural Payments</u> and Services – Your Business section on the website.

The application can be completed and submitted by any of the following people providing the correct mandates are in place.

Rural Payments and Services Role
Business Responsible Person
Business Representative
Advisory Firm Accountable Person
Advisory Firm Agent

There are two mandates that are applicable to the Single Application Form as listed below. As an online customer, you can apply these mandates to a Business Representative or Advisory Firm if you wish them to be able to complete and/or submit your Single Application Form on your behalf.

Mandate Name	Description
Maintain Single Application Form Applications	Allows the completion of the SAF
Submit Single Application Form Applications	Allows the submission of the SAF

If you would prefer, you can complete the paper mandate form <u>PF05 - Business</u> <u>mandate form</u> and hand this into your local area office.

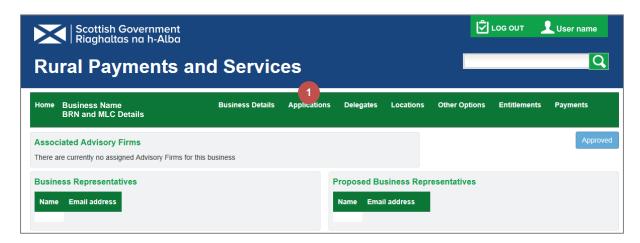
We have used anonymised data throughout this document.

Chapter 2 - The Online Application

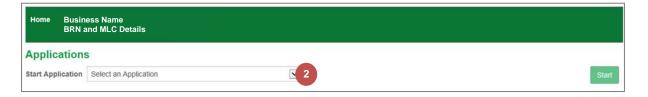
1. Start the Application

The following steps assume that you have logged into Rural Payments and Services and clicked onto your Business name. Until the following steps have been completed, the application will not be created.

Select **Applications** from the Business Menu Bar



Click the **Start Application** Drop-down arrow



3 Select Single Application Form from the list

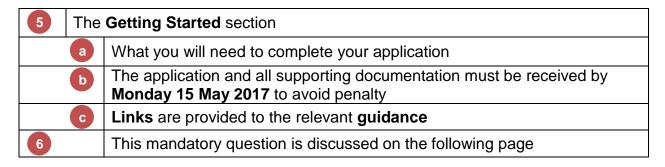


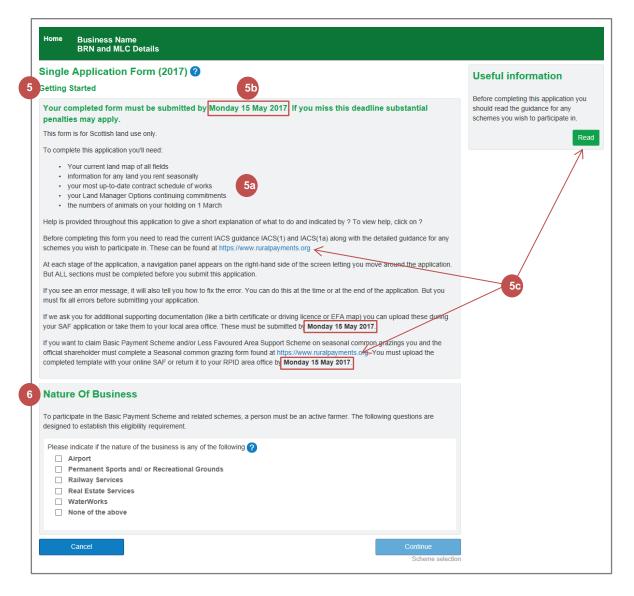
Click the **Start** button



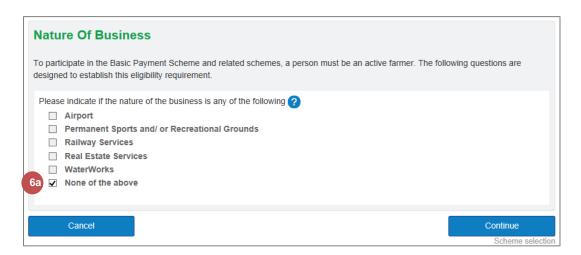
The following screen details the information that you will need to complete your application. It confirms the latest date that your application and supporting documents must be submitted by to avoid penalty and contains links to the relevant quidance.

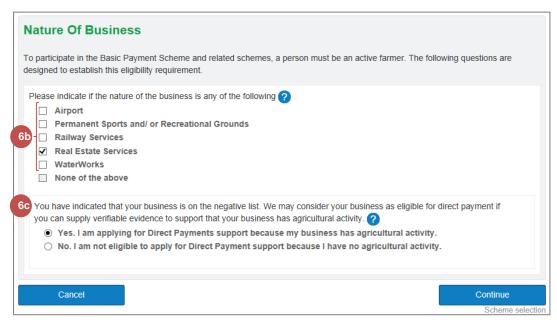
The lower part of the screen contains a mandatory question designed to establish your eligibility to participate in the Basic Payment Scheme and related schemes. If you have selected any option other than 'None of the above', you may still be eligible for Direct Payments providing you can demonstrate that you are actively farming.



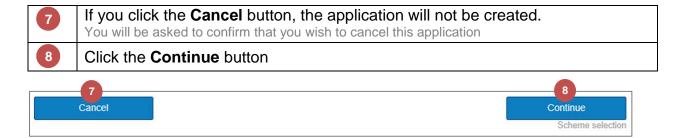


6	The mandatory question at the bottom of the screen is designed to establish your eligibility to participate in the Basic Payment Scheme and related schemes. There are 2 scenarios for answering this question			
	a	Scenario 1 – None of the above selected This is the most common scenario and most customers will select this option.		
	b	Scenario 2 – Any option(s) other than None of the above selected An additional question is displayed asking about your agricultural activity.		
	С	Scenario 2 – Additional question on agricultural activity You may still be eligible for Direct Payments if you are able to demonstrate that you are actively farming. If you select the yes option, you will be required to provide supporting evidence of this.		

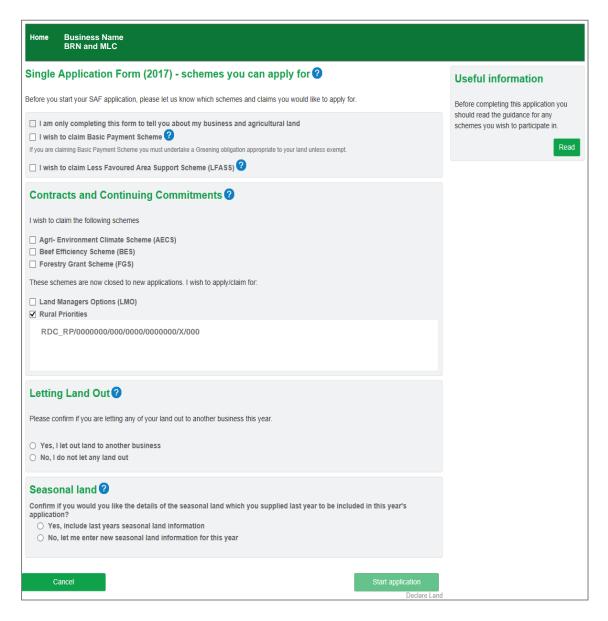




Please note, that if you have selected one or more of the choices in step 6b by mistake, you must deselect them before you can select None of the above. If you have made a selection in step 6c by mistake, you need to cancel the application and start again.



The following screen allows you to select the schemes that you would like to apply for or include within your application. It is divided into 4 sections however, the section for Seasonal Land will only be displayed if you claimed land last year that is considered to be seasonal at the time of application. You can still add new seasonal land at a later stage in the application.

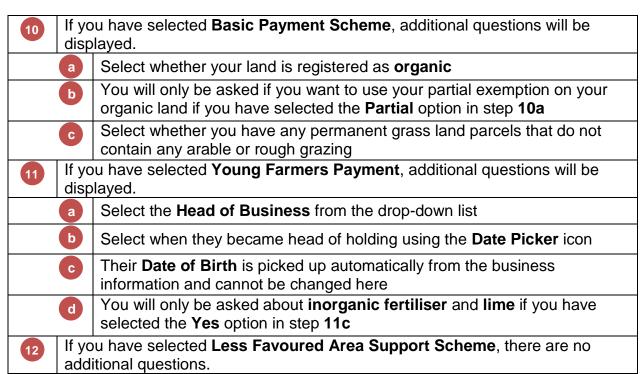


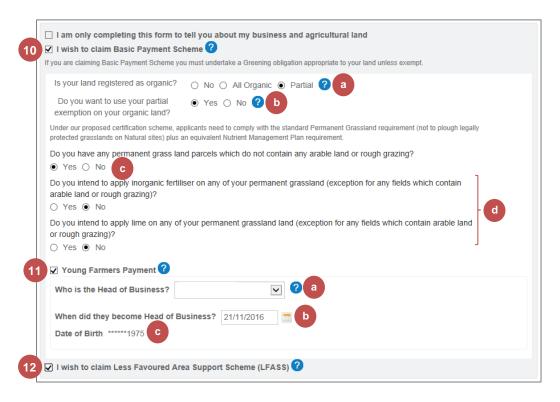
9

You have the option to complete this form to tell us about your business and agricultural land only

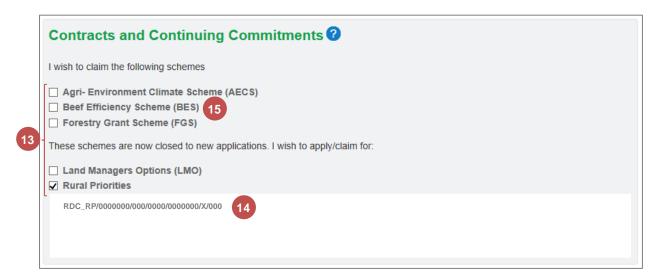
This option will be greyed out if any contracts/continuing commitments have been prepopulated







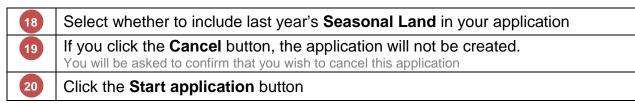
13	Select the schemes where you have a contract or commitment You will be able to add your claim details later in the application
14	Existing scheme(s) will be preselected with contract numbers displayed where we currently hold that information
15	The Beef Efficiency Scheme (BES) is now available for selection



- Select whether you are **Letting Land Out** to another business this year

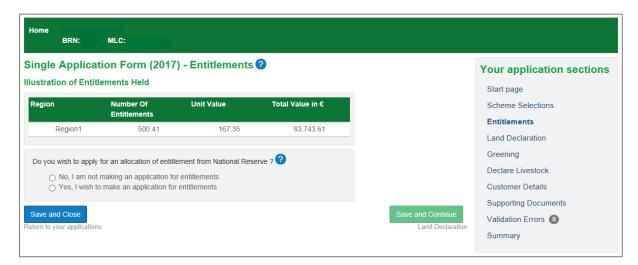
 Additional information that is only displayed when you have selected the **Ye**
- Additional information that is only displayed when you have selected the **Yes** option at step **16**





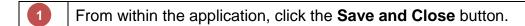


The application has now started and the Entitlements section is displayed. You can continue with your application by referring to the chapter <u>Completing The Application Sections</u> starting on page <u>14</u>.



2. Save and Close the Application

Once you have started the application, you can save and close it at any point. There is a button at the bottom left of every SAF screen to allow you to do this.





You are now returned to the **Applications** screen and your application is in the **Draft Online** status

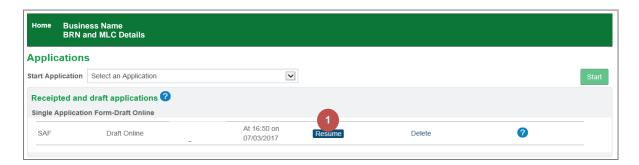


3. Resume an Existing Application

You can resume working on your SAF application at any time providing it is still in the Draft Online status. When resumed, you will be taken to the Summary section.



From the **Applications** screen, click the **Resume** button for your Draft Online SAF application.



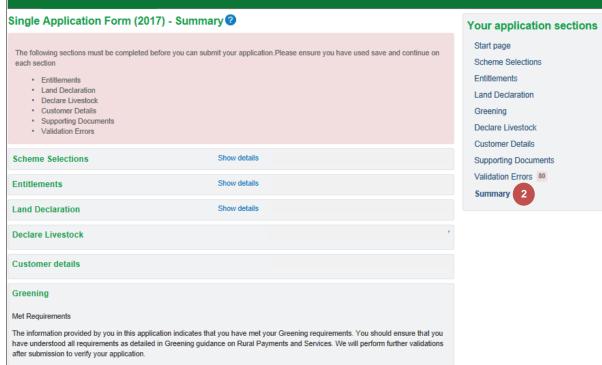
The Summary section is displayed The current section name is displayed in bold in the application sections area and displayed at the top of the screen The Error Panel is displayed at the top in pink We have only just started the application and it is making us aware that the listed sections need

to be completed before submission.

Home Business Name BRN and MLC Details

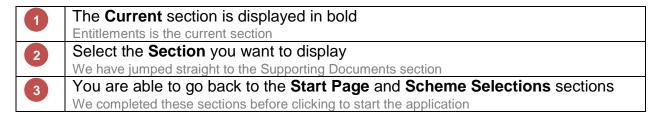
Single Application Form (2017) - Summary ?

The following sections must be completed before you can submit your application Please ensure you have used save and continue on Start page

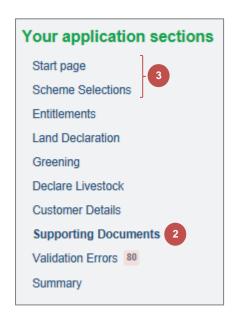


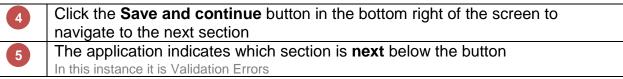
4. Navigate through the Application

You can navigate to a specific section within the application or move in a logical fashion to the next section.











- This pop-up window is displayed if you navigate away from a screen but you have changes that have not been saved

 You can either Continue without saving or Save and continue
- You have unsaved information on this screen. Do you want to save what you have entered before continuing?

 Cancel Continue without saving

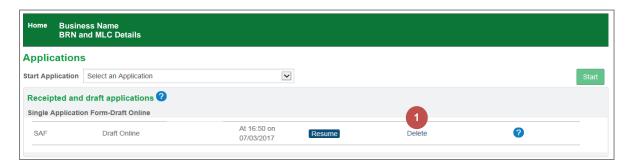
 Save and continue

5. Delete the Draft Application

You can delete the application at any time providing it is still in the Draft Online state and has not been submitted.



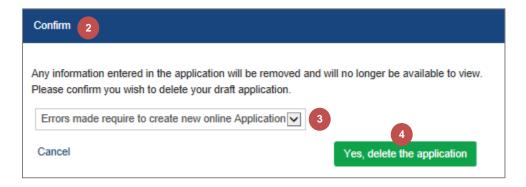
From the **Applications** screen, click the **Delete** link for your Draft Online SAF application.



A confirmation pop-up window is displayed

Select your reason for deletion from the drop-down list

Click the Yes, delete the application button



Please refer to the section <u>Start the Application</u> beginning on page $\underline{2}$ to create a new application.

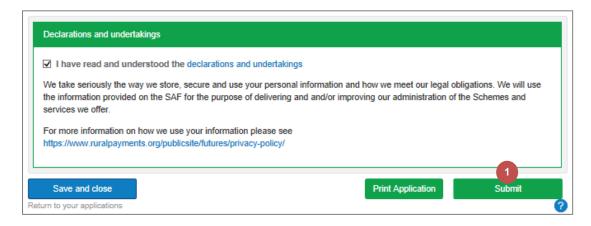
6. Submit the Completed Application

Once you have completed your application and resolved any validation errors, you can submit your application. You must submit by Monday 15 May 2017 to avoid any penalties.

You will no longer be able to amend the application detail once you have submitted the application. If you need to amend your application after submission, you will need to notify your local area office by letter or email. Any amendment request received will be considered for inclusion in the application as per scheme guidance and this inclusion may result in penalties being applied.



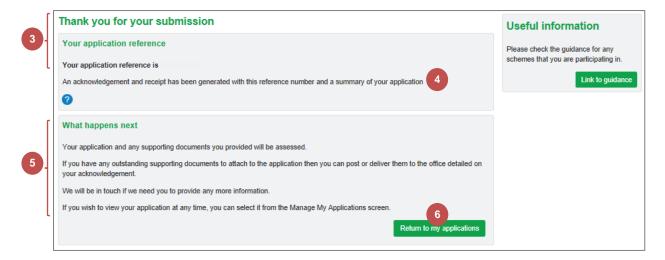
At the bottom right of the **Summary** screen, click the **Submit** button



Click the Yes, submit my application button

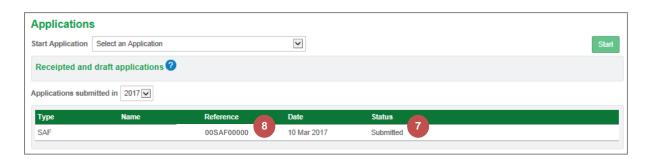


3	Your confirmation of submission and your application reference number
4	Confirmation that an acknowledgement and receipt and summary of this application has been created in the Communications Log
5	Please read What happens next carefully
6	Click the Return to my applications button



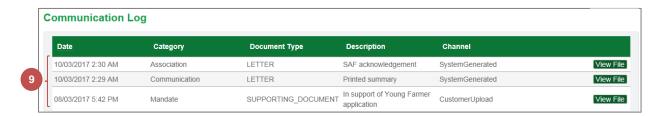
The application status is now Submitted
If you need to amend your application after submission, you will need to notify your local area office by letter or email.

You can view your application or upload supporting documents by clicking the SAF Reference



The Communication Log showing the SAF acknowledgement, printed summary and uploaded Supporting Document.

9



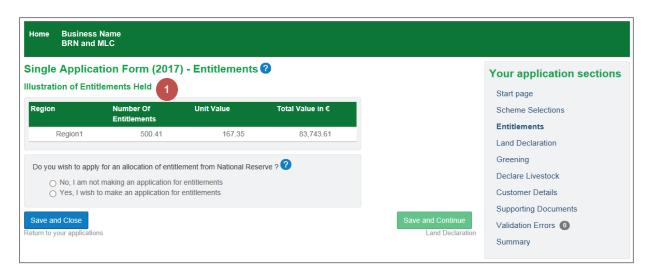
Chapter 3 - Completing The Application Sections

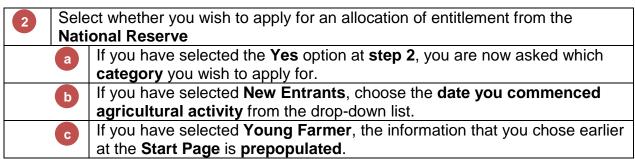
1. Entitlements

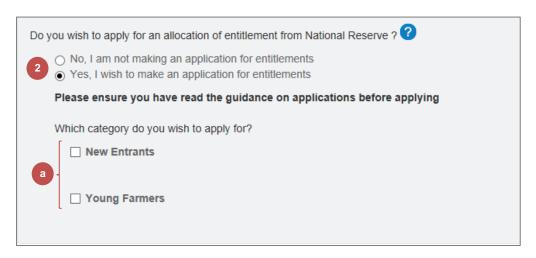
The Entitlements section is the first one you see when you start the application. If you already have entitlements, an illustration of what you hold will be displayed. Otherwise, it will show that there are no entitlements held.

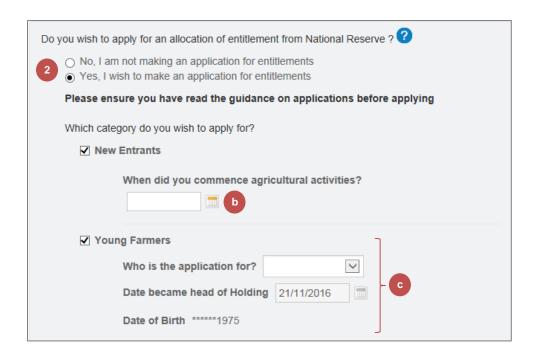
1

The illustration of the Entitlements Held

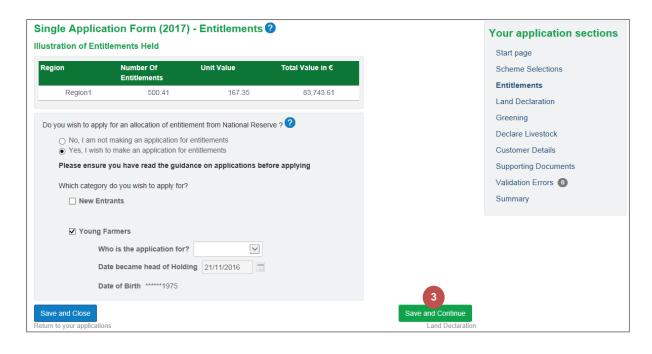








Click the Save and Continue button to advance to Land Declaration



2. Land Declaration

2.1 Land Declaration Summary Screen

All land information that we hold for the business will be available within the application. You can add land or exclude it if you are no longer using it.

All locations currently associated with your business
This includes Permanent, Seasonal and Common Grazings

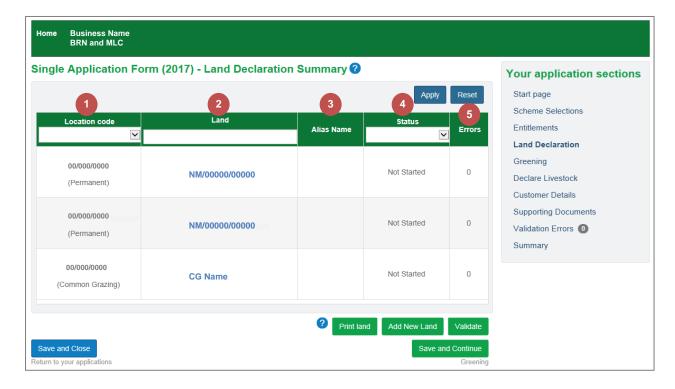
Hyperlinks for each land parcel or common grazing share
The link takes you to the screen for managing the land details

An Alias name can be added to make it easier to identify the land

The completion status column displays one of the following:

Not Started
In Progress
Validation Passed
Validated with Error
Excluded

A count of errors within that land parcel is displayed

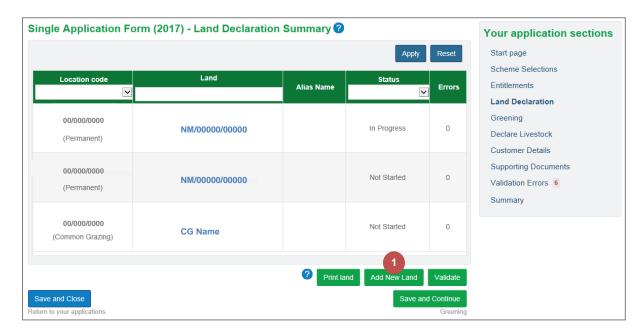


2.2 Add Land

You can add new land from the Land Declaration Summary screen.

2.2.1 Permanent / Seasonal Land

Click the Add New Land button



- Select Permanent / Seasonal Land
 Click the Continue button
- Add New Land

 What type of land are you adding?

 Permanent / Seasonal Land O Common Grazing

 Cancel
- Complete the Land Parcel Identifier or Location Code and Alternative Land reference

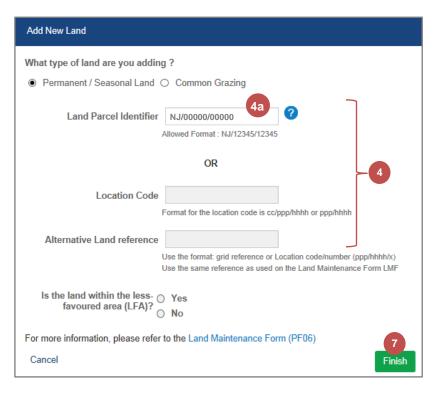
 a Example of Seasonal Land being added by Land Parcel Identifier

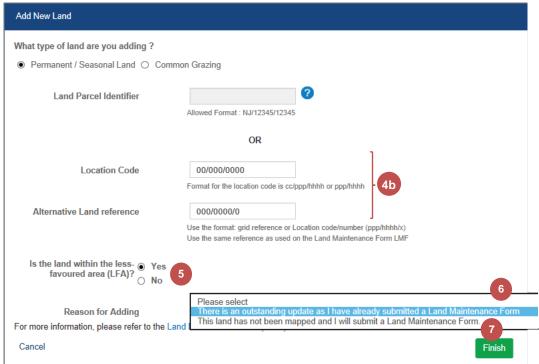
 b Example of Permanent Land being added by Location Code and Alternative Land reference

 5 Select the Reason for Adding from the drop-down box Only available if it is added as a Location Code and Alternative Land reference

 6 Select whether it is LFA land Only available if it is added as a Location Code and Alternative Land reference

Click the Finish button





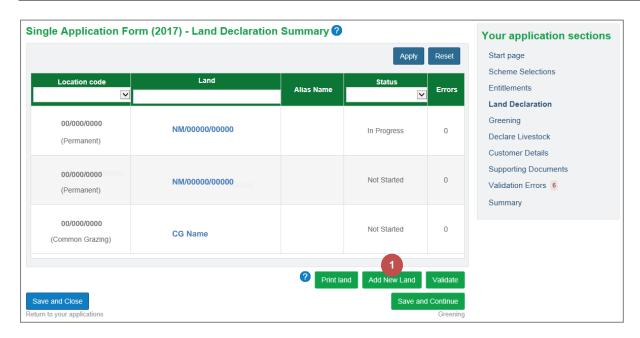
- The added **Permanent Land** is displayed in the Land Declaration table
- The added **Seasonal Land** is displayed in the Land Declaration table

Location code Select an Option	Land	Alias Name	Status 🗸	Errors
00/000/0000 Added (Permanent)	NM/0000/00000		Not Started	0
00/000/0000 (Permanent)	NM/00000/00000		In Progress	0
00/000/0000 (Permanent)	NM/00000/00000		Not Started	0
00/000/0000 Added (Seasonal)	NM/00000/00000		Not Started	0
00/000/0000 (Common Grazing)	CG Name		Not Started	0

2.2.2 Common Grazing

1

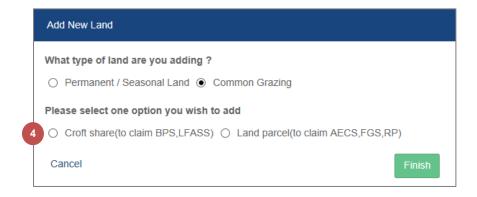
Click the Add New Land button



- 2 Select Common Grazing
- Click the **Continue** button

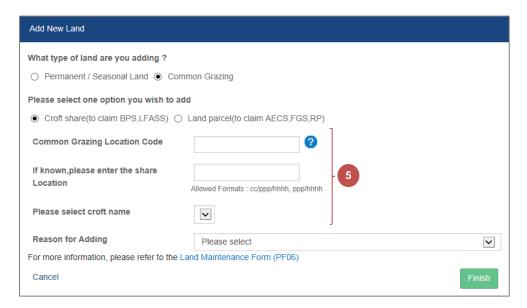


Select whether it is a **Croft share** or **Land Parcel**



5

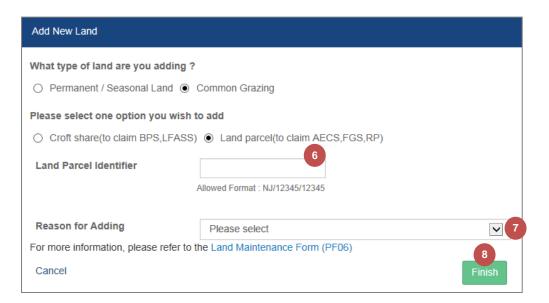
If it is a **Croft share**, complete the **Common Grazing Location Code**, **share location** if known and select the **croft name** from the drop-down list



If it is a Land parcel, complete the Land Parcel Identifier

Select the Reason for Adding from the drop-down box

Click the Finish button



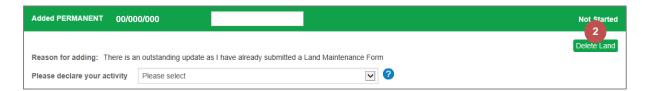
2.3 Delete Land

You can delete new land that has been added to the application and this land will be permanently removed from the application.

Click on the Land Parcel Identifier or Common Grazing Share



Click on the **Delete Land** button



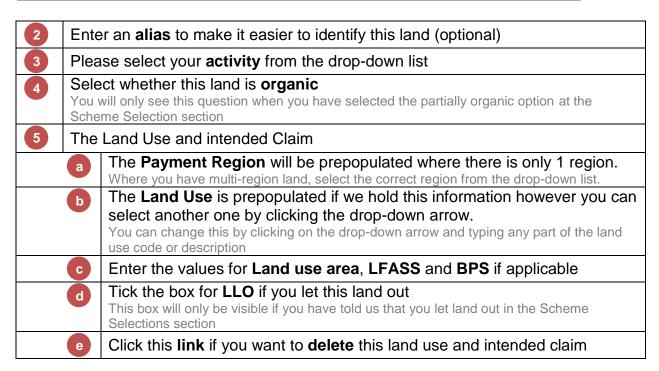
Click on the **Yes**, **Delete** button to confirm the deletion

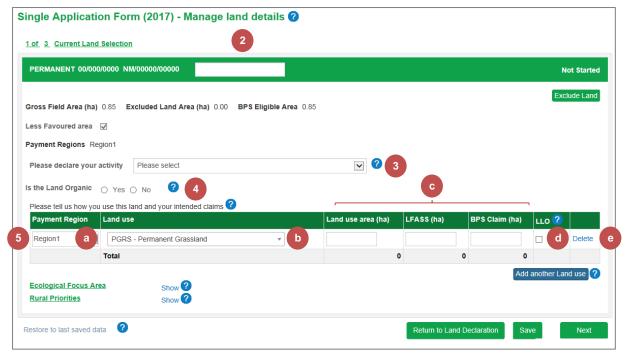


2.4 Manage Land Details

Click on the Land Parcel Identifier or Common Grazing Share

Location code	Land			_
V		Alias Name	V	Errors
00/000/000 (Permanent)	NM/00000/00000		Not Started	0





- 6 Click the Add another Land use button (if necessary)
 - Another row will be added to the table and can be deleted again if this is done in error
- Repeat **step 5** to complete the new row

The LFASS and BPS Claim boxes are dependent on the Land use selected



If you have a contract or continuing commitment, it will be displayed.



If you need to add an **option** to a **contract or continuing commitment** that is not displayed, click the **Show** link.



Click the Add another option button



- Select the **Option** from the drop-down list
- 12 Enter the Claim Quantity



Repeat **steps 10-12** for any additional options

Once you have entered all the necessary claim information, there are a few buttons to choose from at the bottom of the screen.

Select the Next button to save this land parcel and move onto the next
The Land Parcel Identifier is displayed below the button

Select the Return to Land Declaration button to save this land parcel and return to the Land Declaration table

Select the Save button if you want to save the information you have entered so far or plan to close the overall window

Select the Restore to last saved data link if you want to cancel the changes since you last saving action



- If you have selected the **Next** button, continue from **step 2** for the next land parcel.

 Once you move onto the second land parcel, a Previous button becomes available too.
- If you have selected the **Return to Land Declaration** button, this land parcel's status has been updated to **In Progress**. Repeat from **step 1** for all other land parcels/common grazing shares.

 You can select the land parcels in any order

Location code Select an Option ▼	Land	Alias Name	Status 🗸	Errors
00/000/000 (Permanent)	NM/0000/00000		19 In Progress	0
00/000/000 (Permanent)	NM/0000/0000		Not Started	0
00/000/000 (Common Grazing)	CG Share		Not Started	0

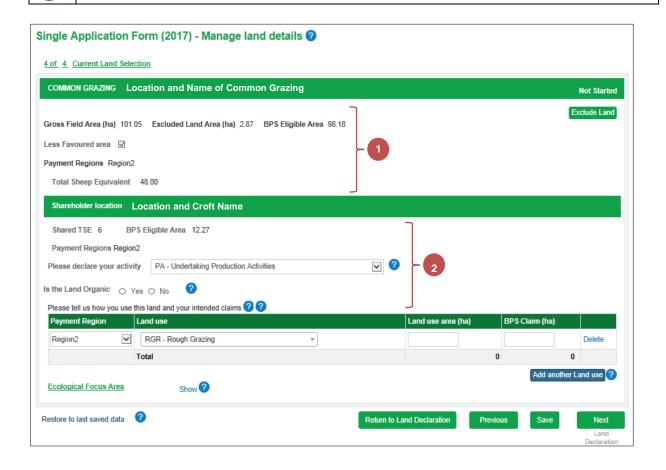
2.4.1 Common Grazing

The Common Grazing Manage Land details screen is almost identical to the land parcel screen. Below are the slight differences.

Please refer to the section <u>Manage Land Details</u> starting on page <u>23</u> to assist you with completing your land details.

This detail relates to the entire Common Grazing
It will also display whether it is part of a special Common Grazing Arrangement

This detail relates to your Common Grazing Share



2.4.2 Exclude Land

You may wish to exclude land if it is no longer part of your business or has no agricultural activity.

Click on the Land Parcel Identifier or Common Grazing Share

Location code	Land	Status Status		France
~		Alias Name	_	Errors
00/000/000 (Permanent)	NM/00000/00000		Not Started	0

2 Click the Exclude Land button



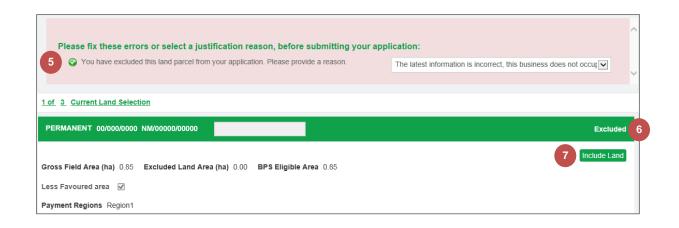
- 3 Select the **reason** for **excluding** the land from the drop-down list
- Click the **Yes, Exclude** button



An error is generated for the exclusion and is automatically resolved with your reason from step 3

The status is updated to Excluded

The Include Land button is now available
This will allow you to add the land back into your application

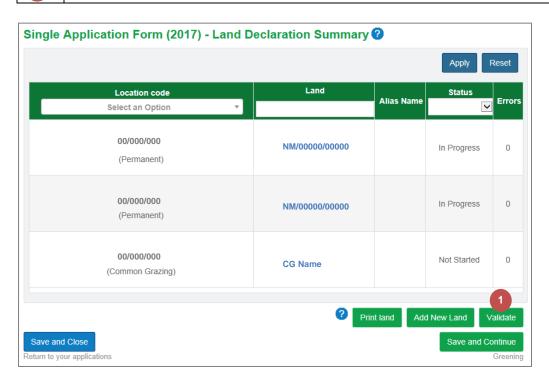


2.5 Validate Land

You can ask to validate your land at any point. You do not have to wait until you have added the information for all land.

Land with a status of Not Started or Excluded will not be validated.

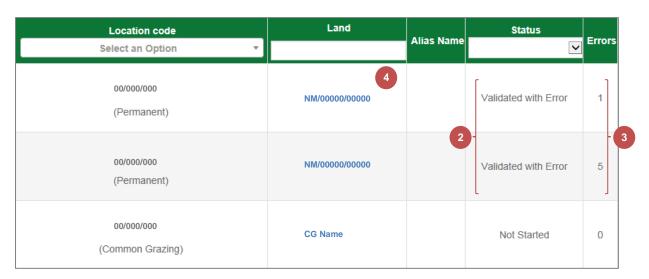
Click the Validate button



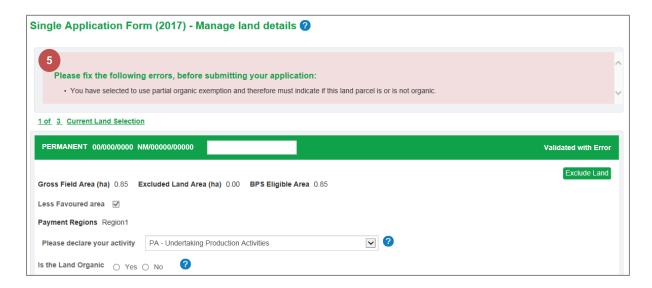
Both land parcels that were in progress are now showing the status Validated with Error

The Error count is also displayed

Click on the Land Parcel Identifier



Any errors are displayed at the top of the Manage land details screen

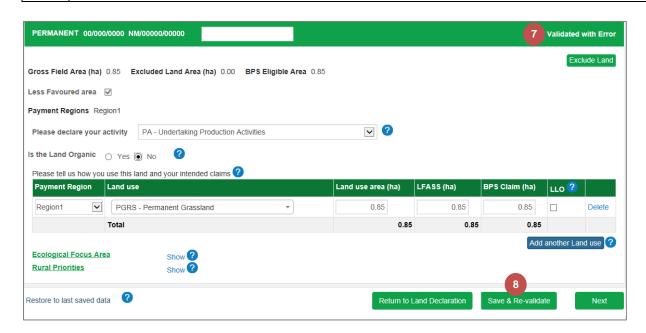


For some errors, you will be able to choose a justification reason.



The current **Status** is displayed in the top right corner

Correct any errors and click the **Save & Re-validate** button





The status has been updated to **Validation Passed**This can be viewed in the Manage Land Details screen and the Land Declaration table



Location code	Land		Status	
Select an Option ▼		Alias Name	~	Errors
00/000/000 (Permanent)	NM/0000/00000		9 Validation Passed	0

3. Greening

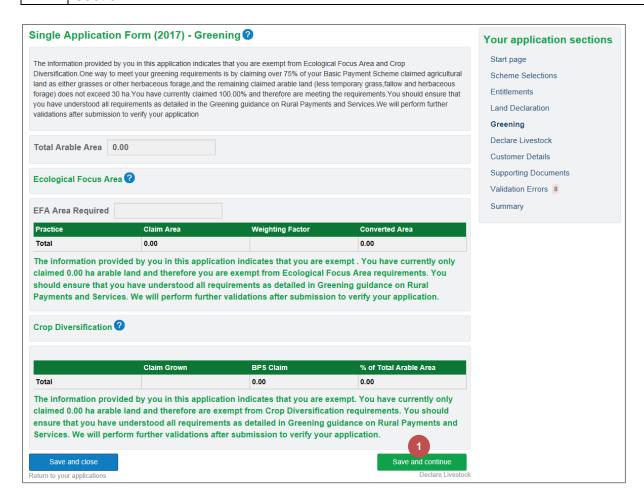
The Greening screen is read-only. It is based on BPS claim areas and other information already provided by you within the application.

It will indicate to you whether you have met your Greening requirements and provide information.

You can find out more by reading the Greening guidance on the Rural Payments and Services website.



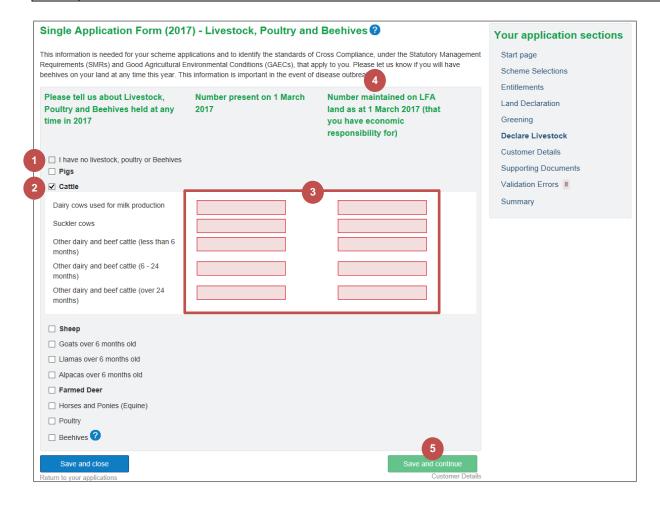
Click the **Save and continue** button to advance to the **Declare Livestock** section



4. Declare Livestock

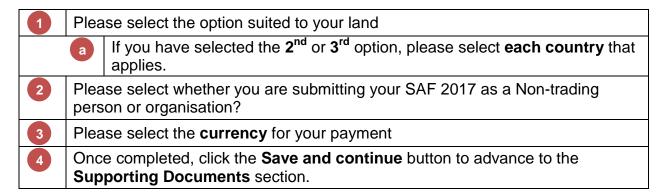
You must tell us whether you intend to have livestock on your holding in 2017.

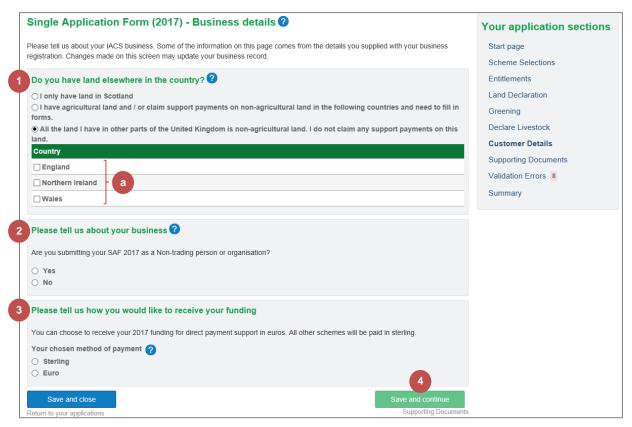
1	If you have no livestock, poultry or beehives , select this option.
2	Select each species you need to tell us about
3	Enter the numbers requested If any of the boxes do not apply, please enter the digit 0.
4	You will only be asked to fill in this column if you have LFA land
5	Once completed, click the Save and continue button to advance to the Customer Details section.



5. Customer Details

Information about your land is populated from your registration information in the first part of this section. If your land location has changed, please amend this here.





6. Supporting Documents

Based on the information you have supplied with your application, you may be required to provide us with supporting evidence. The system will identify what is required and all supporting documents must be provided by Monday 15 May 2017 to avoid penalty.

6.1 Evidence Requirement

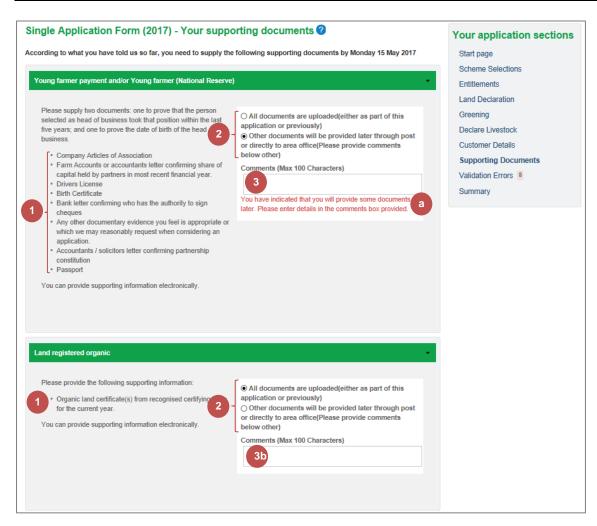
For each supporting document requirement, you can select whether the document(s) have been uploaded (as part of this application or provided previously) or will be provided separately. A comment is mandatory for the second option.

List of acceptable supporting document types for that evidence requirement
For each requirement, select how you will provide the supporting documents.

Enter a descriptive comment if necessary

If you have selected to provide the documents later, a comment is required.

If you have selected to upload the documents, no comment is required.

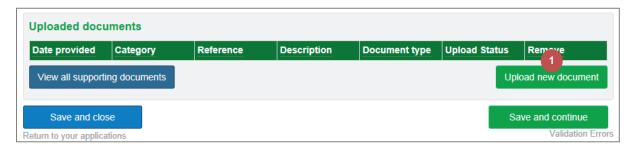


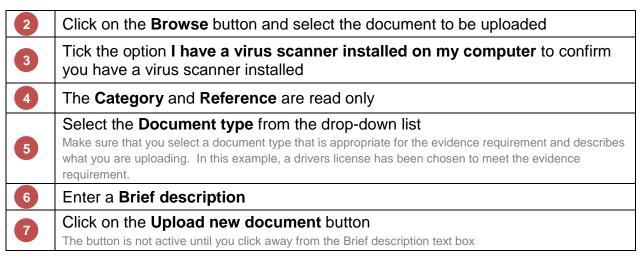
6.2 Upload New Document

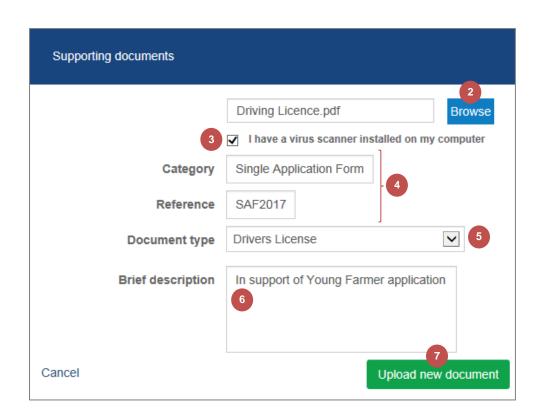
Once you have decided which of the documents listed to provide in order to meet an evidence requirement, you may need to upload a new document. See section <u>6.1</u> Evidence Requirement starting on page <u>35</u> for information on where the list is displayed.



Click on the Upload new document button





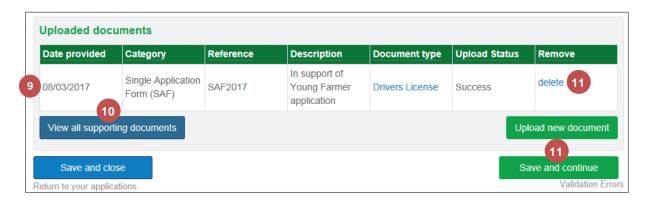


Click on the **OK** button to close the confirmation pop up window



8

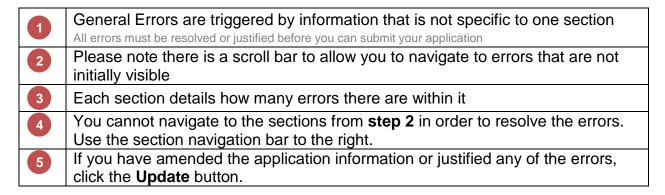
The uploaded document is now visible on the screen
 You can view all supporting documents by clicking this button
 There is a delete link if you want to remove the document
 Repeat steps 1-8 for any other documents to be uploaded
 Once completed, click the Save and continue button to advance to the Validation Errors section.

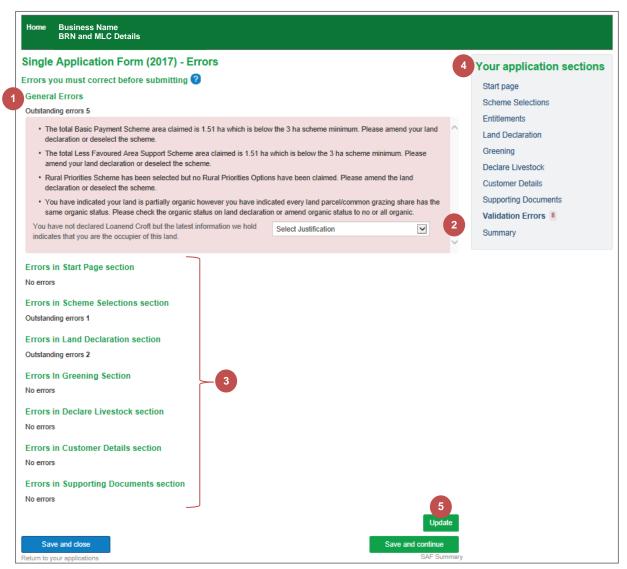


7. Validation Errors

While entering information into your application, the system checks your application for possible errors. When an error is specific to a section, it will appear at the top of that section in a red panel rather than on this screen.

Errors are resolved by either amending your information or by providing a justification reason.



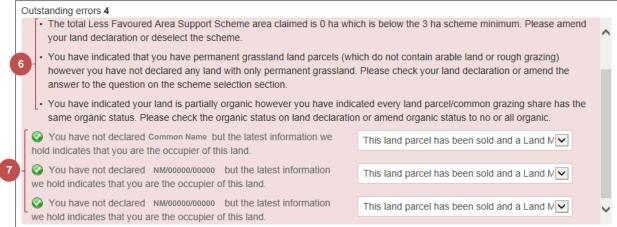


Errors that cannot be justified will only be resolved by amending the application data
Once the data has been amended, click the Update button again (step 5)

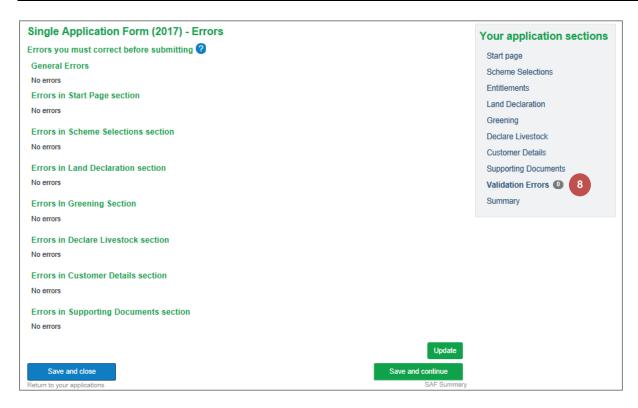
You will see that the last 3 errors have been justified and the tick now appears

to indicate that

Outstanding errors 4



8 All errors have now been **resolved** and the count updated to display **0**



Once completed, click the **Save and continue** button to advance to the **SAF Summary** section.



8. Summary

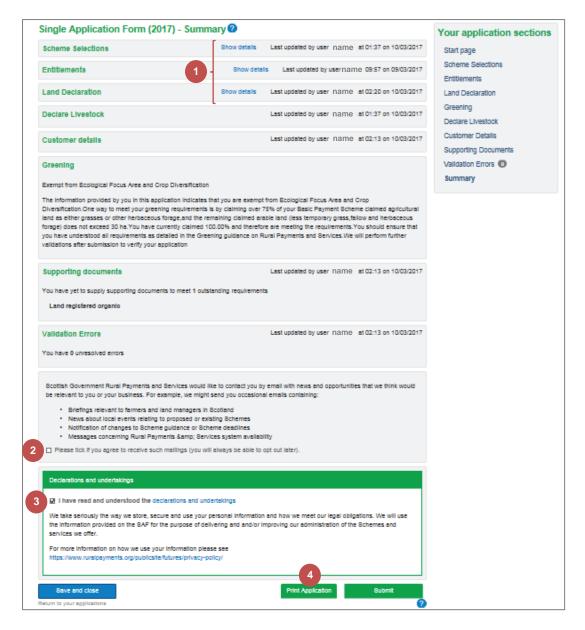
Now that you have completed your application, please take some time to review the information you have provided.

By clicking on any of the **show details** links, you can expand that section to display additional information.

Please **tick** the check box if you consent to receiving the mailings

Please **tick** to confirm you have read the **declarations and undertakings**Click the **Print Application** button to produce a PDF document that can be printed

You can print at any point in the application



Please refer to the section <u>Submit the Completed Application</u> starting on page <u>12</u> once you have reviewed your information and are ready to submit your completed application.

Chapter 4 - Customer Support

1. Telephone Support

Please remember your local area office can also help navigate you through your application. They can view your draft application and help you understand how to complete your online application.

2. Self-service Laptops

Area offices have self-service laptops for you to use if your own broadband is unreliable.

3. Book an Appointment

You can book an appointment to have assistance from our staff to help guide you through your application.

Further information and a demonstration video is available at:

https://www.ruralpayments.org

We look forward to receiving your Online SAF in 2017.

