## 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.

There is a range of support offered by your local Rural Payments and Inspections Division (RPID) area office. Please refer to <a href="Chapter 7">Chapter 7</a> to see what is available.

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>Business</u> Registration & Maintenance (ruralpayments.org) 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.

Please note that references to the Beef Efficiency Scheme (BES) and Crop Diversification (CD) displayed on the screens within this document are no longer relevant from 2022 onwards. The SAF 2022 application screens will not display this information.



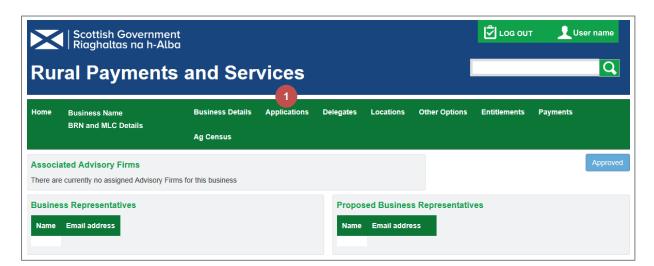
## Chapter 2 - The Online Application

#### 1. Start the Application

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

1

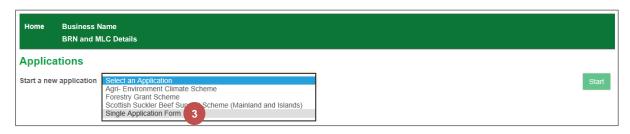
Select Applications from the Business Menu Bar



Click the Start a new application Drop-down arrow



3 Select Single Application Form from the list

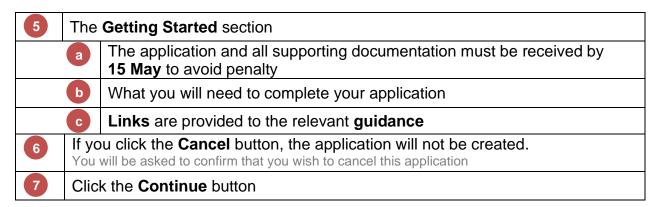


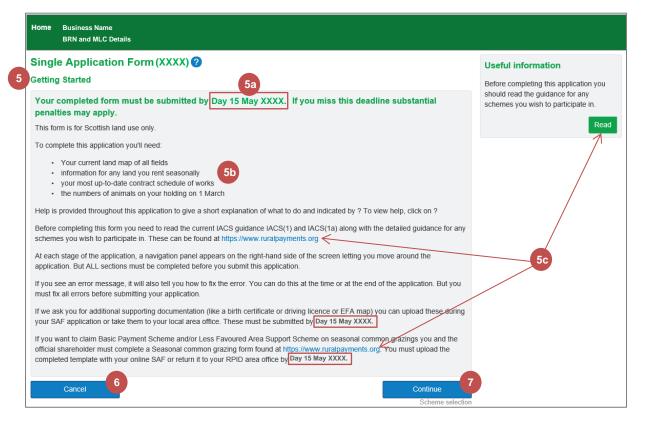
Click the Start button





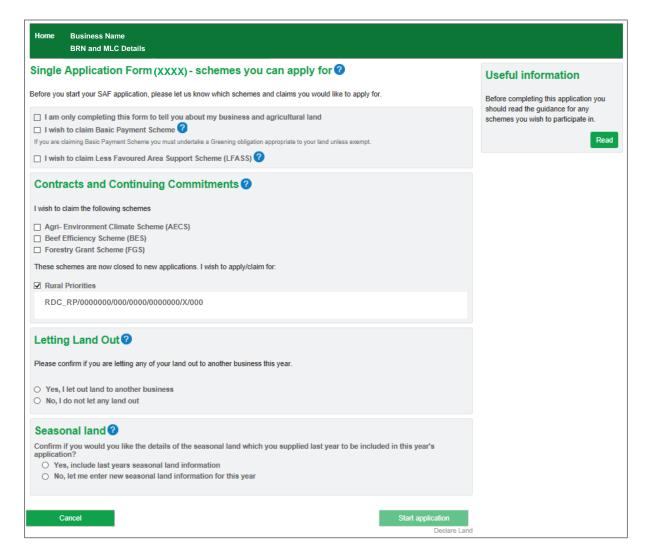
The following screen details the information that you will need to complete your application. It confirms the latest date that your application and supporting documents must be submitted by to avoid penalty and contains links to the relevant guidance.







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.





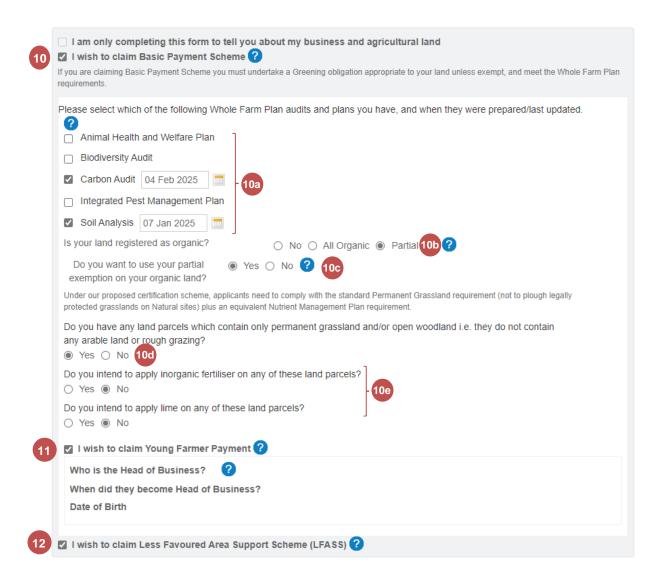
You have the option to complete this form to tell us about your business and agricultural land only

This option will be greyed out if any contracts have been prepopulated 9

9	☐ I am only completing this form to tell you about my business and agricultural land
$\Box$	☐ I wish to claim Basic Payment Scheme ?
	If you are claiming Basic Payment Scheme you must undertake a Greening obligation appropriate to your land unless exempt.
	☐ I wish to claim Less Favoured Area Support Scheme (LFASS) ?

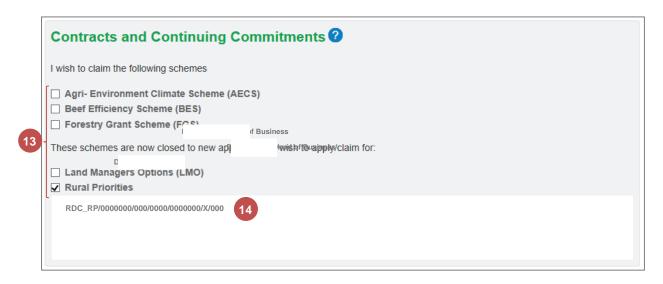
10	If yo	ou have selected <b>Basic Payment Scheme</b> , additional questions will be
	disp	olayed.
	a	Select the Whole Farm Plan audits /plans you have completed and enter the date of their completion.
	b	Select whether your land is registered as organic
	C	Select whether to use your <b>Partial Exemption</b> on your organic land You will only be asked this question if you selected the <b>Partial</b> option in <b>step 10b</b>
	d	Select whether you have any land parcels that contain only permanent grassland and/or open woodland
	е	Select whether you intend to apply for inorganic fertiliser and/or lime You will only be asked these questions if you have selected the Yes option in step 10d
11	Select if you wish to claim Young Farmers Payment The Head of Business information will be pre-populated from your business information is blank, continue to the next section of the application where you can save and close application. Follow the steps in Chapter 6 - Head of Business starting on page 50 to un head of business information. You can then resume your application following Resume Existing Application starting on page 10 and the head of business information will now populated.	
12		ect if you wish to claim Less Favoured Area Support Scheme (LFASS) e are no additional questions related to this option







13	Select the schemes where you have a contract 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 applicable and we currently hold that information



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

  Additional information that is only displayed when you have selected the **Yes** option at step **15**
- Letting Land Out?

  Please confirm if you are letting any of your land out to another business this year.

  Yes, I let out land to another business

  No, I do not let any land out

  As you have indicated that you let land out you will be presented with a Land Let Out indication box for each land use entry when declaring your land. Further information on when to use this box is provided in the land declaration section.
  - Select whether to include last year's Seasonal Land in your application

    If you click the Cancel button, the application will not be created.

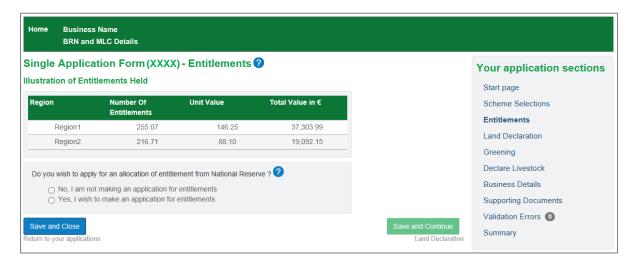
    You will be asked to confirm that you wish to cancel this application

    Click the Start application button





The application has now started, has been saved, and the Entitlements section is displayed. You can continue with your application by referring to the chapter <a href="Completing The Application Sections">Completing The Application Sections</a> starting on page <a href="13">13</a>.



### 2. Save and Close the Application

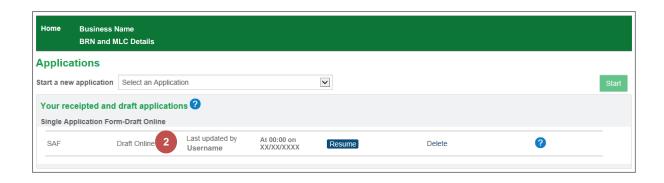
Once you have started the application, you can save and close it at any point. There is a button at the bottom left of every SAF screen to allow you to do this.

From within the application, click the Save and Close button.



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





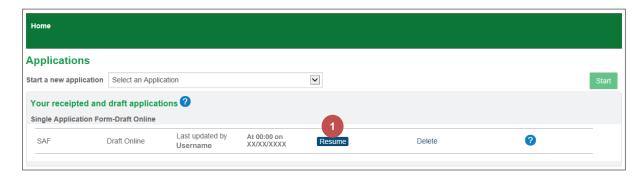


#### 3. Resume an Existing Application

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.

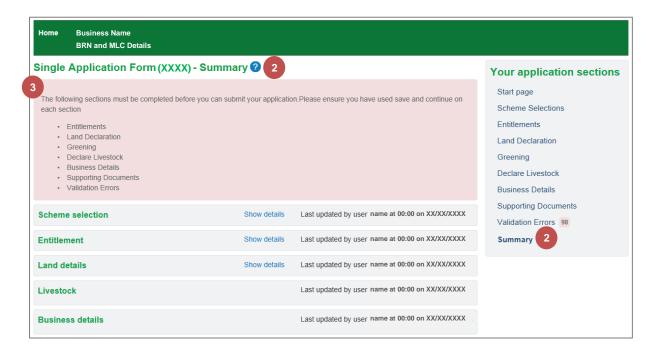


From the **Applications** screen, click the **Resume** button for your Draft Online SAF application.



- 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 red

  We have only just started the application and it is making us aware that the listed sections need to be completed before submission.





#### 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.

1	The <b>Current</b> section is displayed in bold		
	Entitlements is the current section		
2	Select the <b>Section</b> you want to display		
	We have jumped straight to the Supporting Documents section		
3	You are able to go back to the <b>Start Page</b> and <b>Scheme Selections</b> sections		
	We completed these sections before clicking to start the application		









- 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



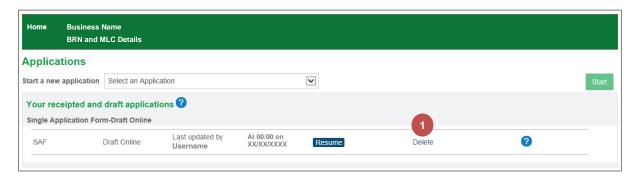


#### 5. Delete the Draft Application

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



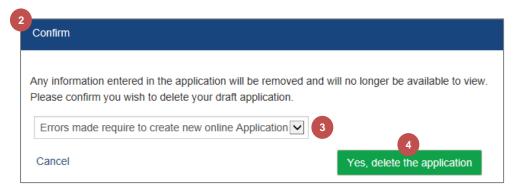
From the **Applications** screen, click the **Delete** link for your Draft Online SAF application.



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.



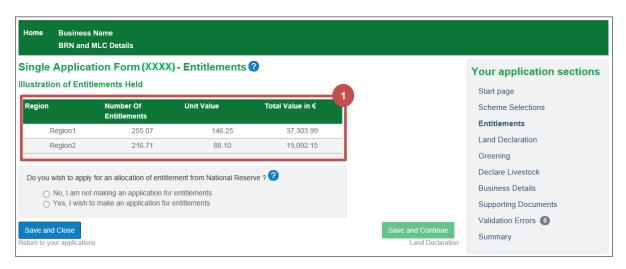
## Chapter 3 - Completing The Application Sections

#### 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.

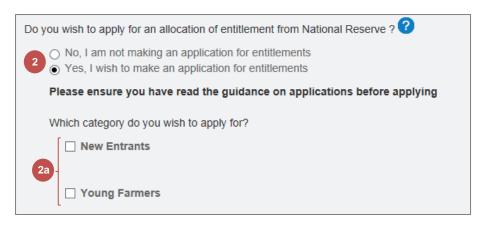


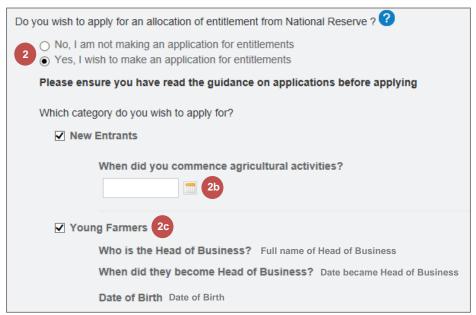
#### The illustration of the Entitlements Held



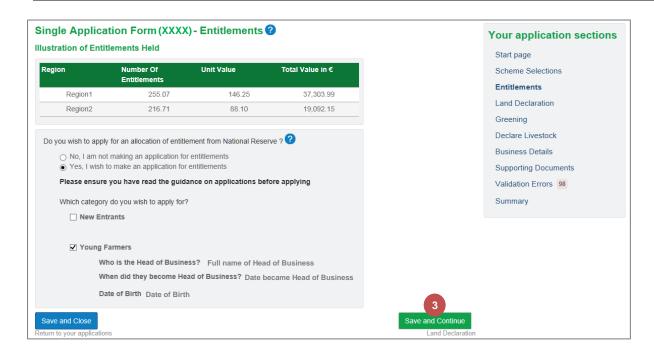
Select whether you wish to apply for an allocation of entitlement from the 2 National Reserve. Note that if your business has previously applied to the National Reserve and has been successful then you cannot receive another award. In such circumstances you should select the "No" option. If in doubt please check with your local area office. If you have selected the **Yes** option at **step 2**, you are now asked which а category you wish to apply for. If you have selected **New Entrants**, choose the **date you commenced** b agricultural activity from the date picker icon. If you have selected **Young Farmer**, the **Head of Business** information C will be pre-populated from your business information. If this is blank, you can save and close your application and update your business information before continuing. Follow the steps in Chapter 6 - Head of Business starting on page 50 to update the head of business information. You can then resume your application following Resume an Existing Application starting on page 10 and the head of business information will now be pre-populated.







### Click the Save and Continue button to advance to Land Declaration



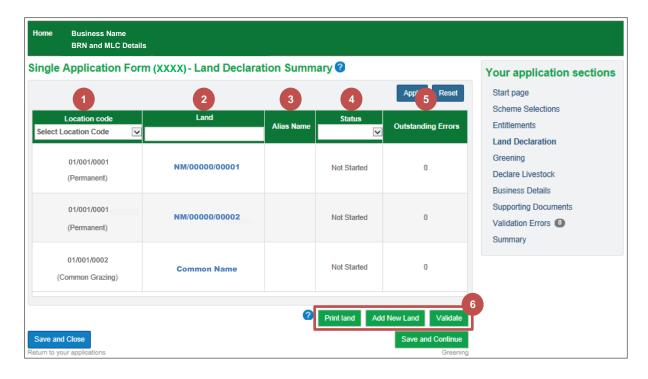


#### 2. Land Declaration

#### 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 Location Codes currently associated with your business This includes Permanent land, Seasonal land (if selected to be included in the application) and Common Grazing shares. 2 Hyperlinks for each land parcel or common grazing share The link takes you to the screen for providing land details An Alias Name is displayed, if provided in land details, making it easier to 3 identify the land. 4 The completion **Status** column displays one of the following: Not Started In Progress Validation Passed Validated with Error Excluded A count of **Outstanding Errors** within that land parcel or common grazing 5 share is displayed 6 These Land Functions are described later in this section



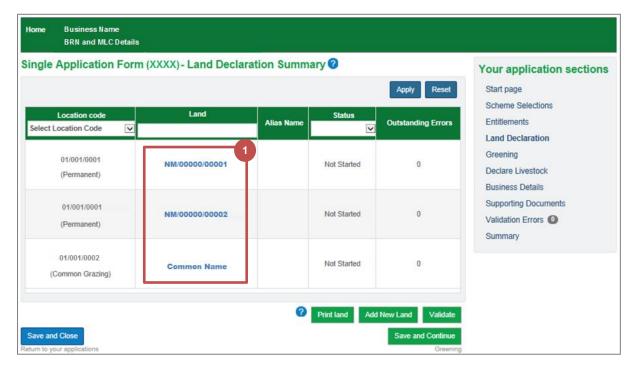


#### 2.2 Manage Land Details

1

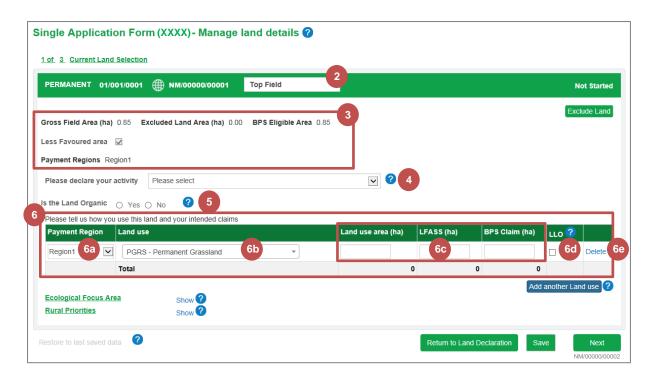
# Click on the **Land Parcel Identifier** or **Common Grazing Share** to provide land details

This example uses the first land parcel



2	You	You can enter an Alias Name to make it easier to identify this land (optional)				
3	This is read only land information that we currently hold					
4	Please select your activity from the drop-down list					
5	Select whether this land is organic You will only see this question if you selected the partially organic option at the Scheme Selections section					
6	The Land Use and Intended Claim					
	a	The Payment Region will be prepopulated where there is only 1 region. Where you have multi-region land, select the correct region from the drop-down list.				
	b	The <b>Land Use</b> is pre-populated if we hold this information however, you can select another one by clicking the drop-down arrow.  You can change this by clicking on the drop-down arrow and typing any part of the land use code or description to navigate to it in the list.				
	С	Enter the values for Land use area, LFASS and BPS if applicable				
Tick the box for LLO if you let this land out This box will only be visible if you have told us that you let land out in the Scheme Selections section		This box will only be visible if you have told us that you let land out in the Scheme				
	Click this <b>link</b> if you want to <b>delete</b> this land use and intended claim					





7

#### 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 6** to complete the new row

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



- There are certain **Ecological Focus Area (EFA)** practices that will be prepopulated as per the declaration in the previous year. These can be deleted and/or other practices added.
  - If you have an **Ecological Focus Area (EFA)** practice, it will be displayed.





To add an **EFA practice**, click the **Show** link if necessary.



Click the Add another practice button



Select the Practice from the drop down box

Enter the Claim Units
Repeat steps 9c-9e for any additional practices

You can click the Hide link to collapse this information



- If you have a **contract**, options will be prepopulated based on your contract. These options cannot be removed but you can reduce your claim to zero if required. Additional options can be added.

  This example is using Rural Priorities
  - a If you have a contract, it will be displayed.



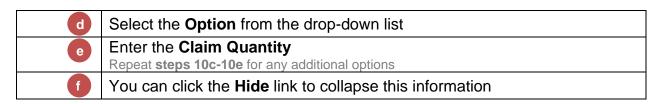
To add a Contract Option, click the Show link if necessary.



Click the Add another option button

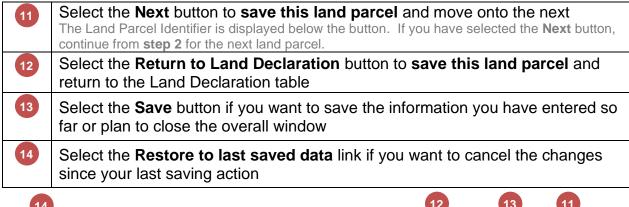








Once you have entered all the necessary claim information, there are a few buttons to choose from at the bottom of the screen.





Once you move onto the next land parcel, a **Previous** button becomes available too.



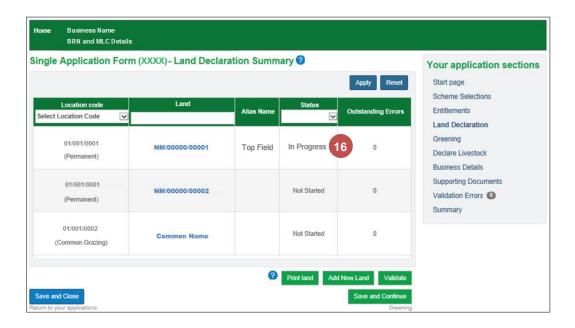




# If you have selected the **Return to Land Declaration** button, this land parcel's status has been updated to **In Progress**.

Repeat from **step 1** for all other land parcels/common grazing shares.

You can select the land parcels in any order



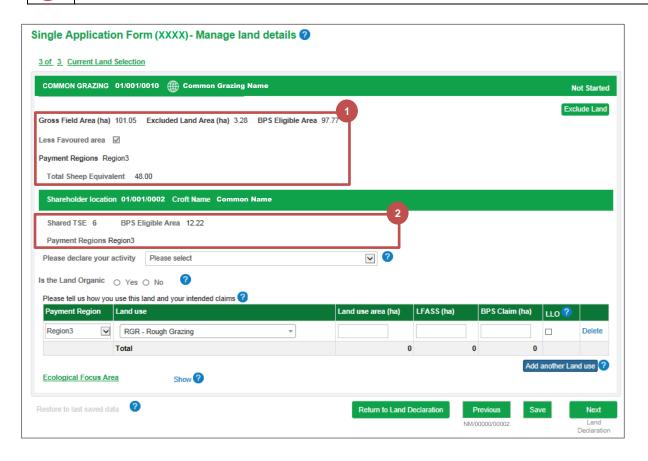


#### 2.2.1 Common Grazing

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>16</u> to assist you with completing your land details.

- This detail is read only and relates to the entire Common Grazing
  It will also display whether it is part of a special Common Grazing Arrangement
- This detail is read only and relates to your Common Grazing Share





#### 2.2.2 Exclude Land

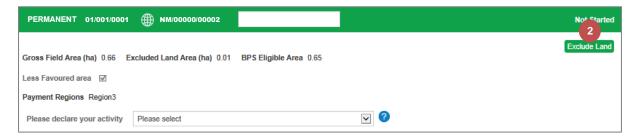
You may wish to exclude land if it is no longer part of your business. If you are removing land parcels from a location, you can do this by submitting an online LMF or paper LMF to your local RPID office. If you are removing a whole location from your business you can do this on your RP&S account. If you don't have the land removed, the land will be treated as undeclared land that you occupy when we process your claim. This will result in under-declaration penalties being applied to your SAF application where the under-declared area of land linked to your business is greater than 3% of your total declared land area on your SAF application.

## 1

## Click on the Land Parcel Identifier or Common Grazing Share In this example, we will exclude land parcel NM/00000/00002.

Location code  Select Location Code	Land	Alias Name	Status 🗸	Outstanding Errors
01/001/0001 (Permanent)	NM/00000/00001	Top Field	In Progress	0
01/001/0001 (Permanent)	NM/00000/00002		Not Started	0

### 2 Click the Exclude Land button



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



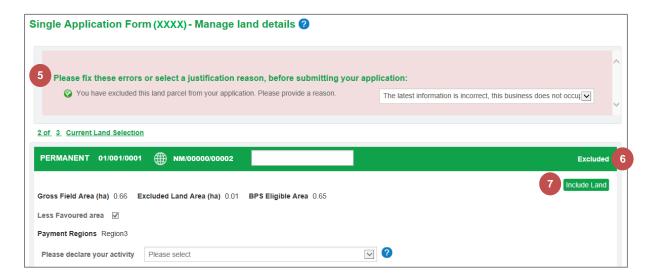
- An **error** is generated for the **exclusion** and is automatically resolved with your selected **reason** from **step 3**
- 6 The status is updated to Excluded





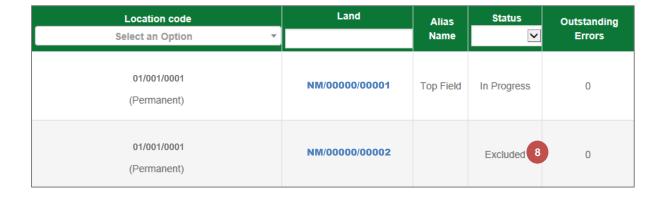
#### The Include Land button is now available

This will allow you to add the land back into your application





#### The Land Declaration table showing the updated status of Excluded



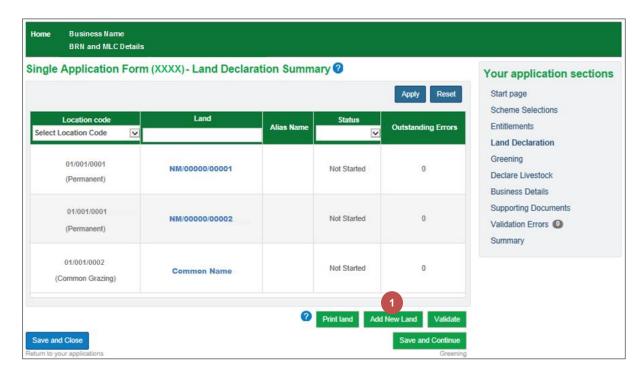


#### 2.3 Add Land

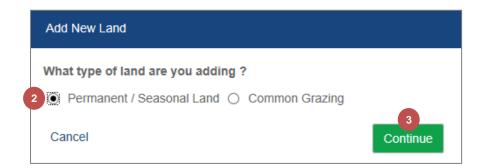
You can add new land from the Land Declaration Summary screen.

#### 2.3.1 Permanent / Seasonal Land

Click the Add New Land button



- 2 Select the Permanent / Seasonal Land option
- 3 Click the **Continue** button





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

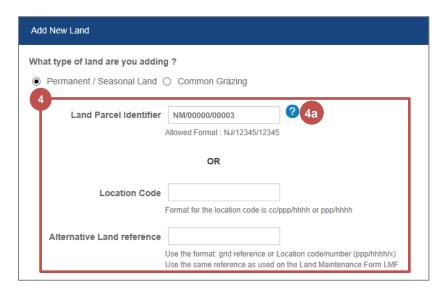
a Example of Seasonal Land being added by Land Parcel Identifier

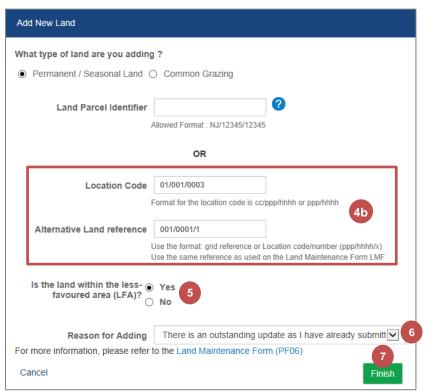
b Example of Permanent Land being added by Location Code and Alternative Land reference

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

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

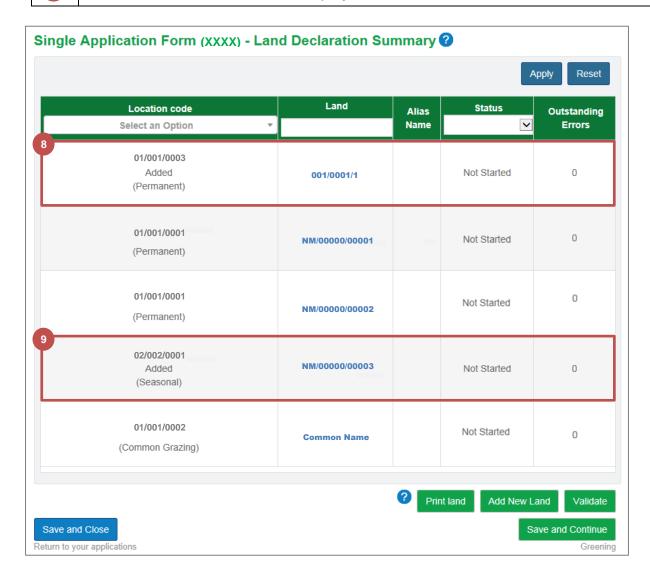
Click the Finish button







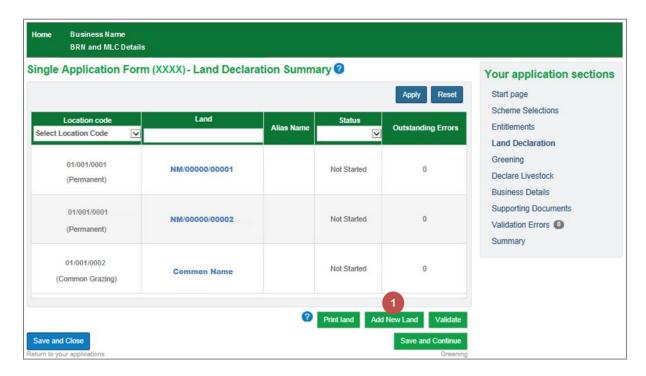
- The added **Permanent Land** is displayed in the Land Declaration table
- 9 The added **Seasonal Land** is displayed in the Land Declaration table





#### 2.3.2 Common Grazing

Click the **Add New Land** button



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

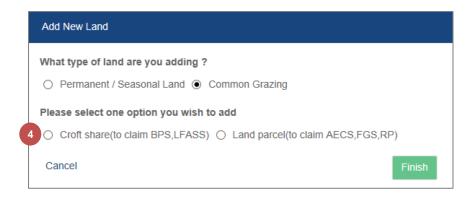


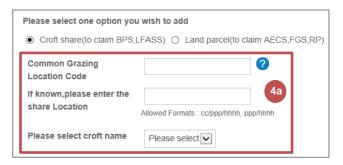
Select whether it is a Croft share or Land Parcel you wish to add

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.

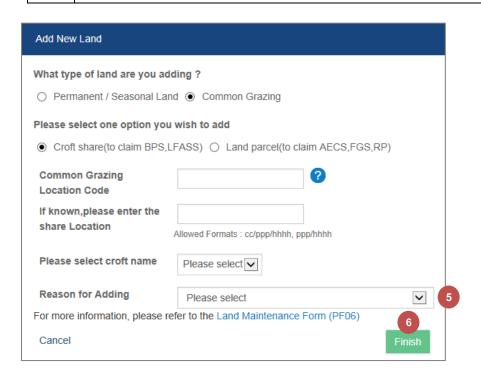








- Select the **Reason for Adding** from the drop-down list
- 6 Click the **Finish** button





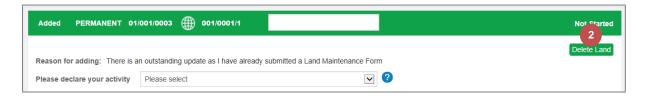
#### 2.4 Delete Land

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



Location code	Land	Alias	Status	Outstanding
O1/001/0003 Added (Permanent)	001/0001/1	Name	Not Started	<b>Errors</b>

Click on the **Delete Land** button



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



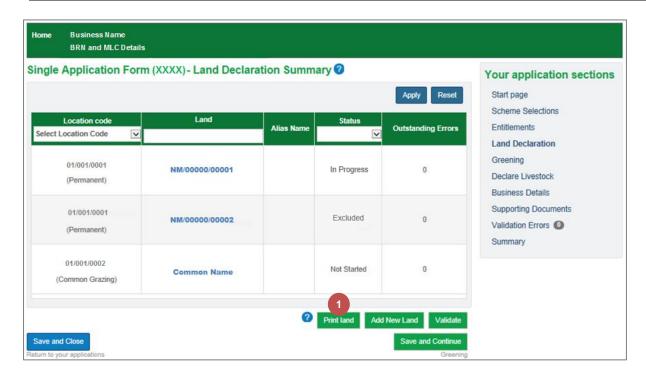


#### 2.5 Print Land

You can produce a PDF document that can be printed at any point in the application. This is a very useful summary containing land parcel information, land use details, scheme and contract details and status. NB. This function may not work for applications with large numbers (300+) of land parcels on the SAF application.

1

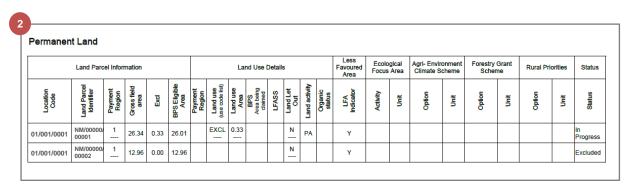
Click on the Print Land button on the Land Declaration screen



2

#### The Land Summary is opened in a new window

You can scroll through the land or print this document as it is now. This example shows just a snapshot of some permanent land.





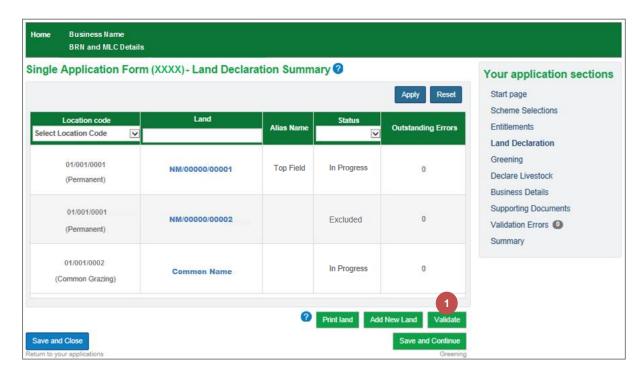
#### 2.6 Validate Land

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.

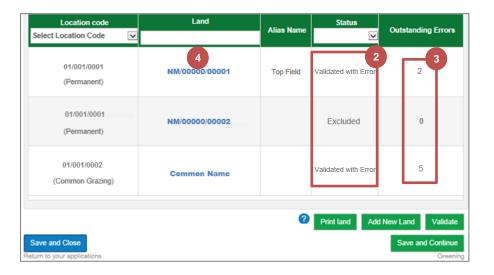
Land with a status of Not Started or Excluded will not be validated.

1

Click the Validate button on the Land Declaration Summary screen

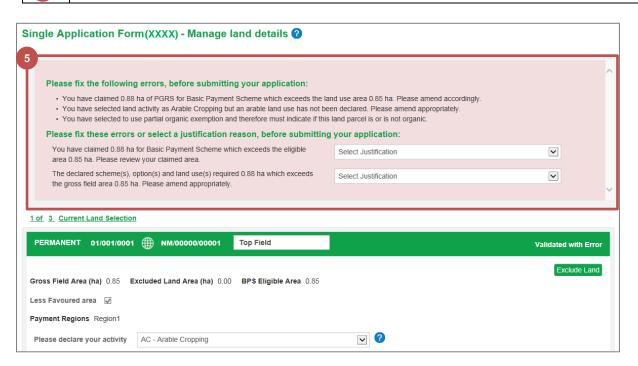


- In this example both land parcels that were in progress are now showing the status **Validated with Error**
- The Error count is also displayed
- 4 Click on the Land Parcel Identifier





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



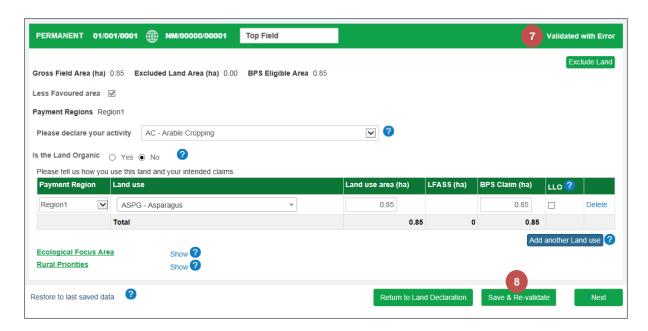
6 For some errors, you will be able to choose a **justification reason**.



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

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

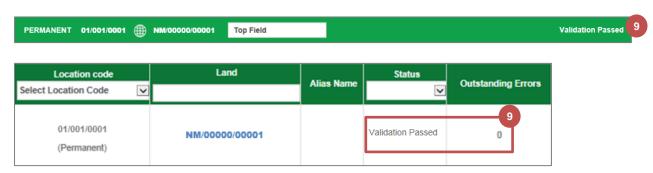




9

# The status has been updated to ${f Validation\ Passed}$ and the ${f Outstanding\ Errors\ to\ 0}$

This can be viewed in the Manage Land Details screen and the Land Declaration table



10

Repeat **steps 4-8** for any other parcels with errors



#### 3. Greening

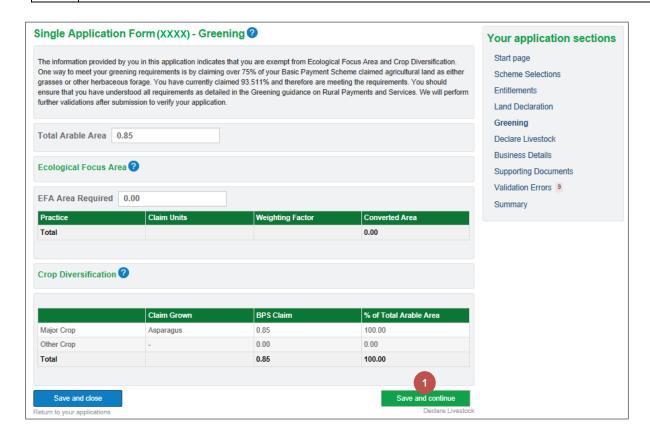
The Greening screen is read-only. It is based on BPS claim areas and other information already provided by you within the application.

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

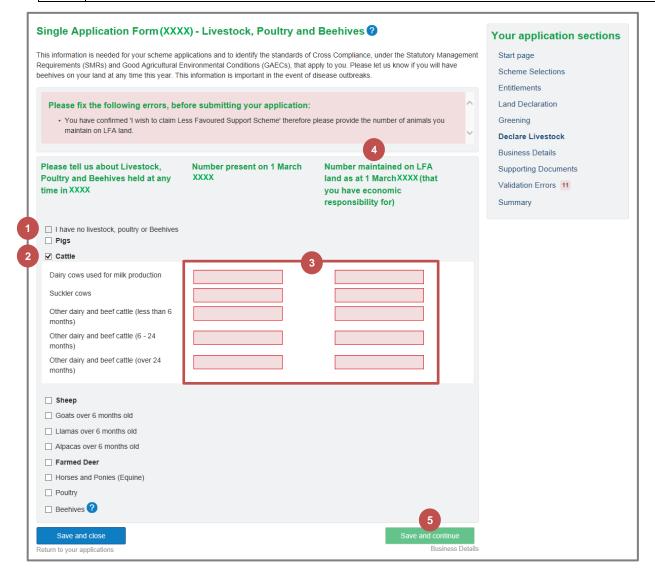




#### 4. Declare Livestock

You must tell us whether you intend to have livestock on your holding in the scheme year.

1	If you have <b>no livestock, poultry or beehives</b> , 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
	Business Details section.

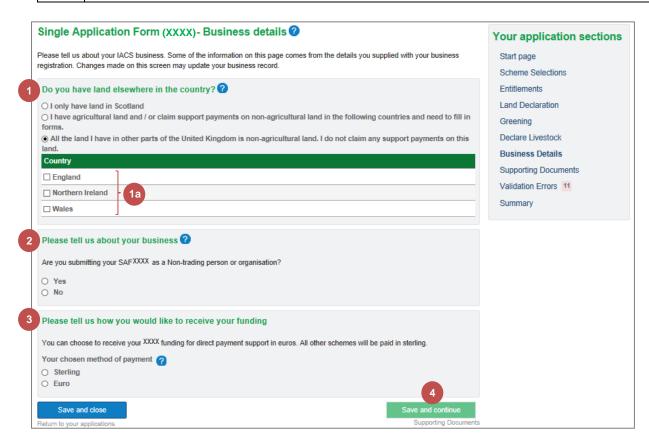




#### 5. Business Details

Information about your business is populated from your business information provided on Rural Payments and Services. If your business information has changed, you will have to update your information.

If the selected option no longer applies to your business, please select the correct option. If you have selected the 2<sup>nd</sup> or 3<sup>rd</sup> option, please select each country that applies and reference number as prompted. 2 Please select whether you are submitting your SAF as a **Non-trading person** or organisation? Please note that all schemes will be paid in sterling following the withdrawal 3 of the UK from the European Union in January 2020. It was not possible to update the computer program to remove the euro option for SAF 2020. Please select sterling as your payment currency. If you select "Euro", you will be paid in sterling. 4 Once completed, click the Save and continue button to advance to the Supporting Documents section.





#### 6. Supporting Documents

Based on the information you have supplied within 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 15 May to avoid penalty.

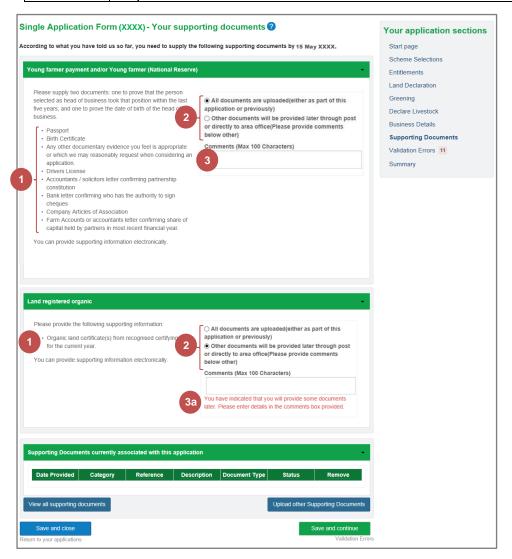
## 6.1 Evidence Requirement

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 all documents are uploaded, no comment is required.
  - If you have selected to provide the documents later, a **comment** is required.

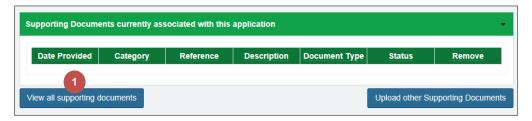




#### 6.2 View All Supporting Documents

You can check the documents that have been previously uploaded for this application or any other application. There is no need to upload another copy if that document has been uploaded previously.

Click on the View all supporting documents button



Select the Display option
This example has no documents uploaded for this application only

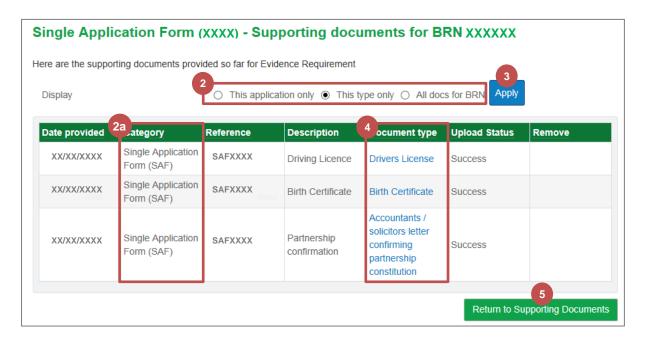
This type only has been selected
Shows all documents uploaded for this type of application (SAF)

All docs for BRN has been selected
Shows all documents uploaded for any type of application. This example has a number of documents spanning a few pages.

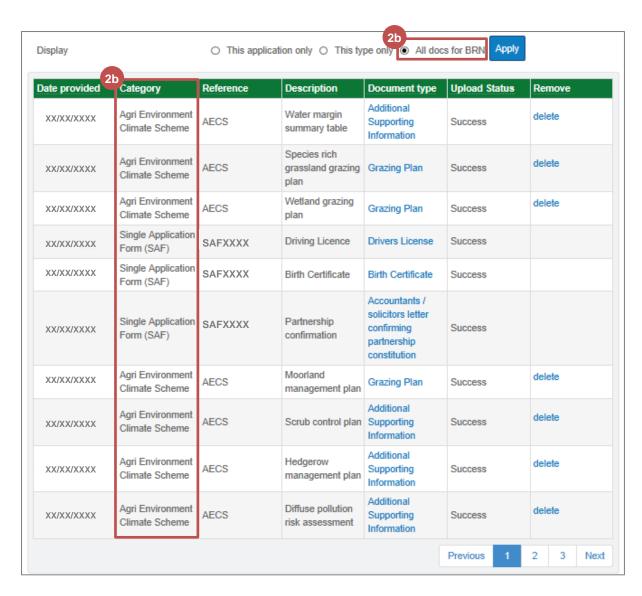
Click on the Apply button

You can click on the Document type link to view the uploaded document The document will open in a new window

Click on the Return to Supporting Documents button when finished





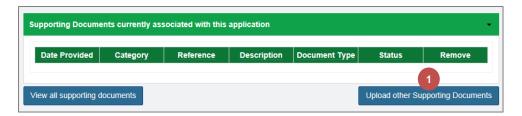




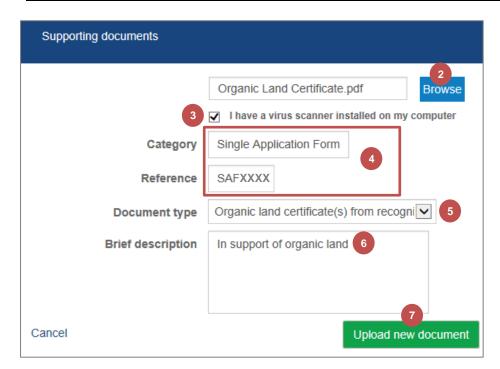
#### 6.3 Upload New Document

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.

Click on the Upload other Supporting Documents button



2 Click on the **Browse** button and select the document to be uploaded Tick the option I have a virus scanner installed on my computer to confirm 3 you have a virus scanner installed 4 The **Category** and **Reference** are read only Select the **Document type** from the drop-down list Make sure that you select a document type that is appropriate for the evidence requirement and describes 5 what you are uploading. In this example, an organic land certificate has been chosen to meet the evidence requirement. 6 Enter a **Brief description** Click on the **Upload new document** button 7 The button is not active until you click away from the Brief description text box





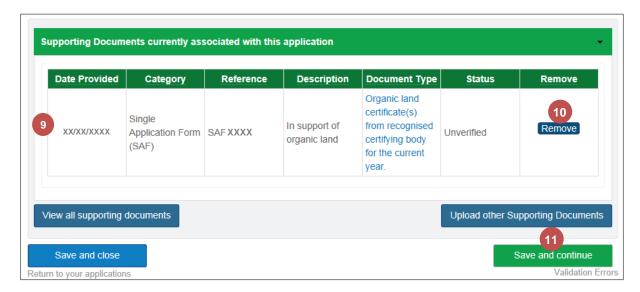
8 Click on the **OK** button to close the confirmation dialog box



The uploaded document is now visible on the screen
Repeat steps 1-8 for any other documents to be uploaded

There is a Remove button if you want to remove the document

Once completed, click the Save and continue button to advance to the Validation Errors section.



Documents upload into Rural Payment & Services better during quieter periods of system use. It is best to avoid uploading documents nearer the 15 May submission deadline. Ultimately it is your responsibility to ensure that your document(s) has uploaded correctly and that you can see it on your application. If you can't upload your supporting documentation successfully, you will need to make separate arrangements to get it to the Area Office that deals with your business before the SAF submission deadline.

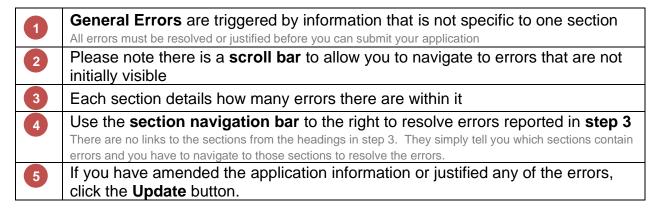
Please note that the PF27 form, notifying the seasonal use of a common grazing share, no longer needs to be uploaded as a supporting document with your application. This change applies from the SAF 2025 onwards. Our system will continue to prompt the requirement, as you still need to have permission from the permanent shareholder to use their share. We will check you hold that permission during an inspection.

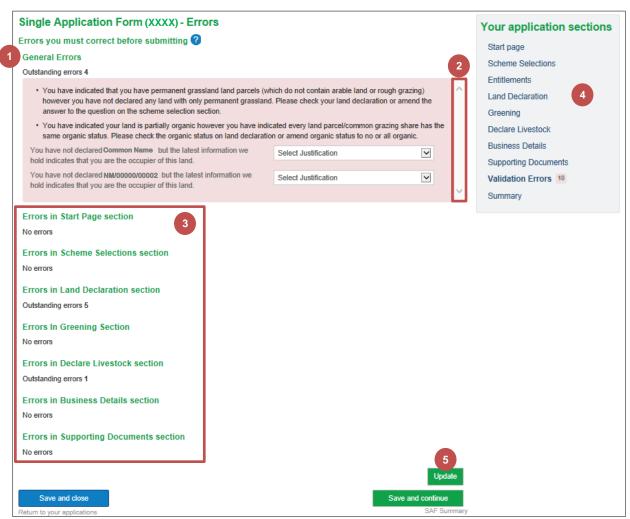


#### 7. Validation Errors

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.

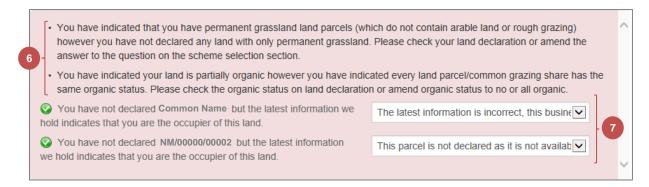
Errors are resolved by either amending your information or by providing a justification reason.



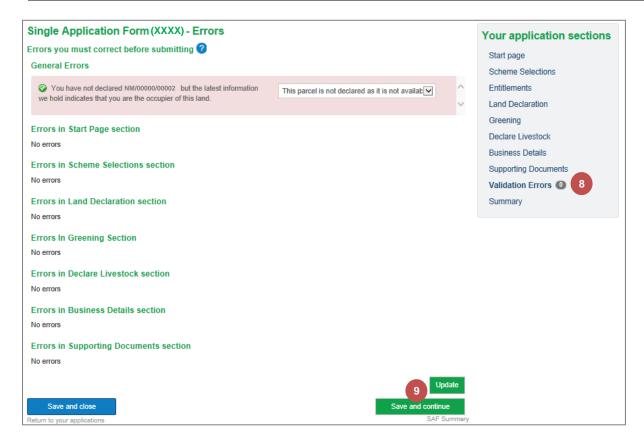




- Errors that **cannot be justified** will only be resolved by amending the application data
  - Once the data has been amended, click the **Update** button again (step 5)
- This example shows that the last 2 errors have been justified and the **tick** now appears to indicate that



- All errors have now been resolved/justified and the count updated to display 0
- Once completed, click the **Save and continue** button to advance to the **SAF Summary** section.





#### 8. Summary

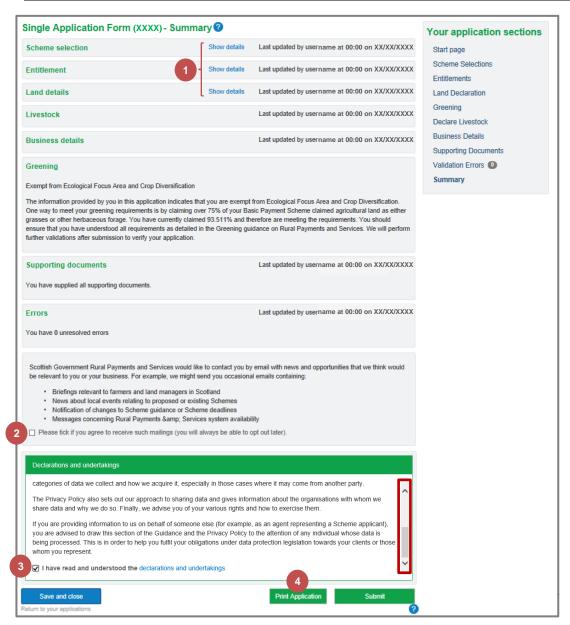
Now that you have completed your application, please take some time to review the information you have provided.

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 agree to receive the mailings

Please scroll down and **tick** to confirm you have read and understood the **declarations and undertakings**You can 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 chapter <u>Submit the Completed Application</u> starting on page <u>45</u> once you have reviewed your information and are ready to submit your completed application.



# Chapter 4 - Submit the Completed Application

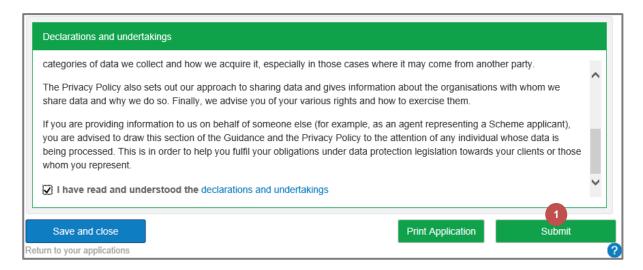
Once you have completed your application and resolved any validation errors, you can submit your application. You must submit it by 15 May to avoid any penalties.

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 can upload a request letter detailing the changes. Please see <a href="Chapter 5 - Upload">Chapter 5 - Upload</a> <a href="Amendment Request">Amendment Request</a> starting on page <a href="47">47</a>.

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



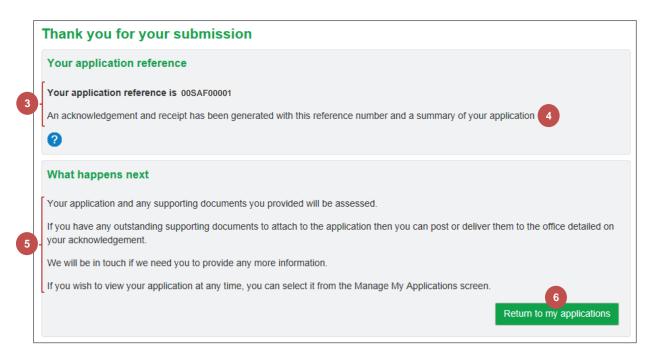
2

## Click the Yes, submit my application button

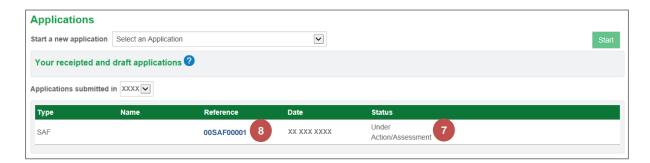


3	Your confirmation of submission and your application reference number
4	Confirmation that an acknowledgement and receipt and summary of this application has been created in the Communications Log
5	Please read What happens next carefully
6	Click the Return to my applications button





- The application status is now Under Action/Assessment If you need to amend your application after submission, you can upload an amendment request. You can view your application or upload supporting documents by clicking 8
- the SAF Reference



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





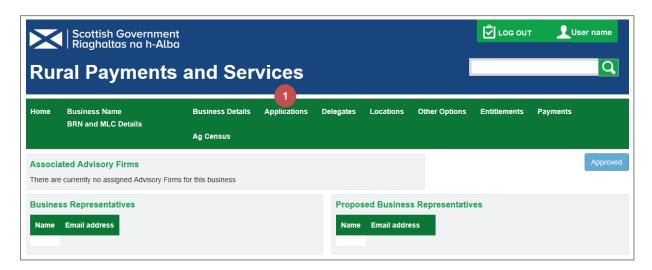
# Chapter 5 - Upload Amendment Request

Once you have submitted your completed SAF application, no further changes can be made to the information contained within it. If you need to notify us of a withdrawal, an amendment or an error, you can upload a document containing your request.

This document must have been created and saved ready to be uploaded before continuing.



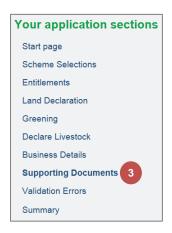
Select **Applications** from the Business Menu Bar



Click the **Reference** for your submitted SAF application



3 Click on the Supporting Documents section

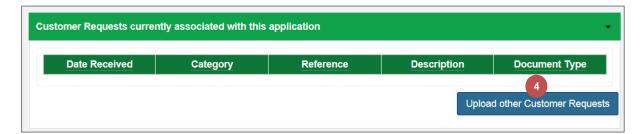




4

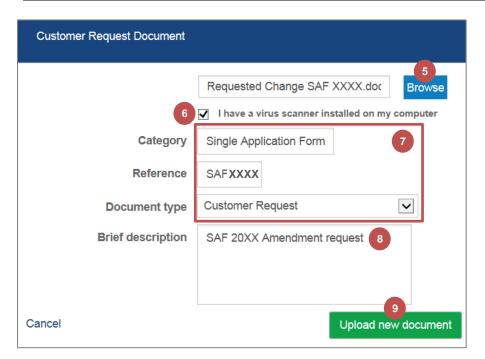
## Scroll down and click the **Upload other Customer Requests** button

This is only available once you have submitted your application



Click on the Browse button and select the document to be uploaded
Tick the option I have a virus scanner installed on my computer
The Category, Reference and Document Type are read only
Enter a descriptive Brief description
Make sure that you describe what you are requesting

Click on the Upload new document button







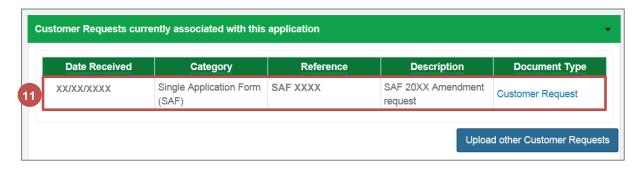
# Click on the **OK** button to accept the confirmation dialog box





#### The **Customer Request** is now associated with this application

Your local area office will be notified when a request is successfully uploaded so they can take the appropriate action





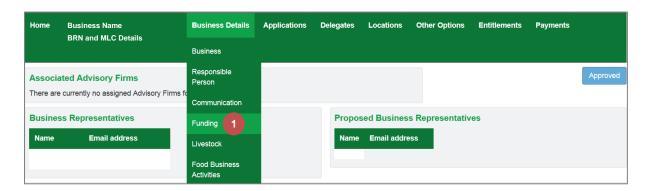
# Chapter 6 - Head of Business

If you are intending to claim Young Farmers Payment or the Young Farmer category in your application for National Reserve entitlements, the head of business information needs to be completed within your business information on Rural Payments and Services.

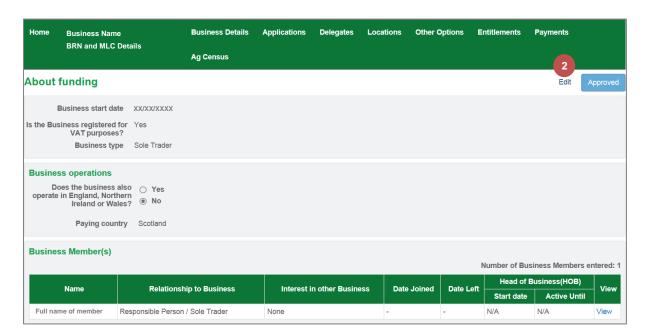
If you have selected these options and there is no information prepopulated for the head of business, follow the steps below to complete it and then you can continue with your single application form.

1

Select Business Details > Funding from the Business menu bar



Select the **Edit** link at the top of the page







# Select the **Edit** link for the **Business Member** you want to set as the **Head of Business**



Select the This member is the Head of Business checkbox



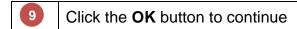
- Select the Date became Head of Business from the date picker icon
- 6 Click the Save Business Member button

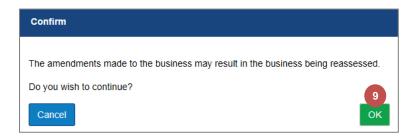


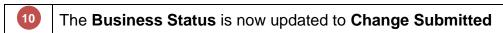
- Select the check box I confirm that I have added all Business Members
- 8 Click the Save button













This information will now be automatically updated in your Single Application Form.



# Chapter 7 - Customer Support

## 1. Telephone Support

Please remember your local RPID 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 get assistance from our staff to help guide you through your application.

Contact your local area office for support with your application

#### 4. Other support

You can find out how to learn, develop and improve your computer and internet skills through Connecting Scotland.

Connecting Scotland - supporting everyone to get online

The Farm Advisory Service also provides support and advice for farmers and crofters.

The Farm Advisory Service