

RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales



Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A simple guide for Agents on how to use RPW Online



How to Use Rural Payments Wales Online

The purpose of this document is to give you step-by-step instructions on how to use RPW Online. Below you will see the contents page which has clickable links for ease of use. You will also find 'Back to Contents' links at the end of each section so you can easily move from one instruction to another. Because this document is so detailed, it is primarily intended for online use.

The Welsh Government produces this Guide in Welsh and English as required under the Welsh Government Welsh Language Scheme. Should you require a copy of this Guide in the alternative language, you can access it from our Welsh Government website www.wales.gov.uk/RPWonline by selecting the language switcher at the top of the page and re-opening the document. If you are having problems or are unable to access our website, please contact the RPW Online Helpdesk on 0300 062 5004 or email RPWOnline@Wales.gsi.gov.uk

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Disclaimer

The purpose of this guide is to help you use the Rural Payments Wales Online service. This Guide has been divided into sections with detailed step by step instructions. As the Rural Payments Wales Online facilities are being developed in phases this Guide will change from time to time.

Produced by the Welsh Government

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Using Rural Payments Wales Online

Select Customer Screen

Once you have confirmed you have read and accepted the Terms and Conditions, and entered your Online Preferences, you are now through to your RPW Online Account. The first page you will see is your 'Select Customer' Screen.

Your 'Select Customer' screen will display all of your customers.

You now have two filter options available to you. You have a 'Quick Select' option and a 'Filter Customers' option.

Status	CRN	Customer Name	Address	Action
Not enrolled	A00	D Pastorius	95 Old Blacks Bluff Rd.	Select this customer
Enrolled	A00	B GANJI LTD	11 Corralberry Terrace	Select this customer
Enrolled	A00	J McCluney	51 Lakosee Road	Select this customer
Enrolled	A00	D Trippel	10 Sachems Head Rd.	Select this customer
Enrolled	A00	[Redacted]	[Redacted]	Select this customer
Enrolled	A00	[Redacted]	[Redacted]	Select this customer
Enrolled	A00	[Redacted]	[Redacted]	Select this customer
Enrolled	A00	[Redacted]	[Redacted]	Select this customer
Enrolled	A00	[Redacted]	[Redacted]	Select this customer
Enrolled	A00	K Godsoe	Letty Farm	Select this customer
Enrolled	A00	M GINOZA FARMERS	18 Kupuna Rd.	Select this customer
Enrolled	A00	M Svedine a Pawb	470A Las Naranjas Rd.	Select this customer

Customer Authorisations
Approved: 20
Awaiting Approval: 0
Rejected by Agent/Farming Union: 0
Rejected by Customer: 1

Quick Select
CRN: *

Select Customer

Filter Customers
Partial Trading Title *

Filter Customers Reset

The welcome banner will display:

- The name of the person who has logged in
- The Agent Customer Reference Number (CRN)
- Your Agent/Farming Union Trading Title

Upon first opening, Rural Payments Wales (RPW) Online will display in the preferred language that you identified on your Agent / Farming Union Customer Details (CDW). However, you have the option here to switch between languages whilst using RPW Online.

Note: If you amend the language here it will not change your preferred language as recorded on your CDW, but if you bookmark or add the page to your browser favourites, the page will be stored under the language you were using at the time you saved the page.

Cymraeg | Log Off

Agent Home

The option to Log Off from RPW Online is also displayed at the top of every page.

Select the Customer you want

Showing all Customers

On the left side of the screen your Customers will be displayed in CRN order, with the Trading Title and first line of Address.

Enrolled	32	A00 [REDACTED] B GANJI LTD	11 Corralberry Terrace	Select this customer
Enrolled		A00 [REDACTED] T Hussaini AND CO	64 West Stringtown St.	Select this customer
Enrolled		A00 [REDACTED] P [REDACTED]	45 Judwick Rd.	Select this customer

Your 'Select Customer' screen will also show you if your customer has personally enrolled with RPW Online or not.

The unread message indicator appears against your customers when they have messages from RPW that have not yet been read by you. Your customer may have read the messages themselves, but you, their Agent/Farming Union, have not read them.

The number in the box corresponds with the number of un-read messages for that customer. If you click directly onto the red box, it will navigate you straight to the 'Messages' tab for that customer. Once you have read all the messages, the red box will disappear.

You have the option of selecting your own online account by selecting your 'Agent Home' button.

Agent Home

Customer Authorisations

Approved: 8

Awaiting Approval: 0

Rejected by Agent/Farming Union: 0

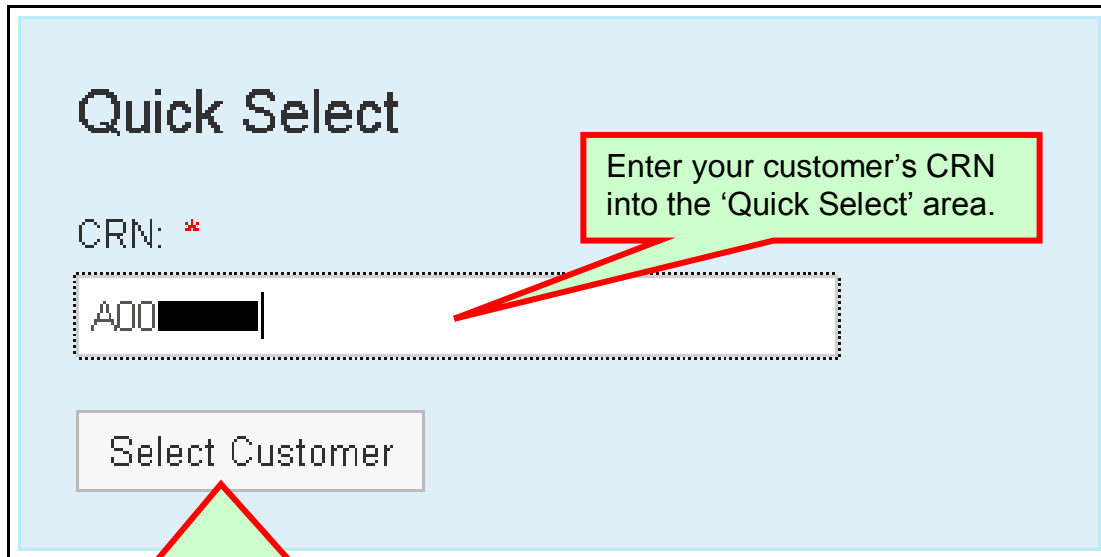
Rejected by Customer: 2

To enable you to keep track of your associated customers, your overall association status is displayed for you in this notification box. These have now been linked to your 'Manage Customers' page. Simply select one of the association statuses to go directly to your 'Manage Customers' page.

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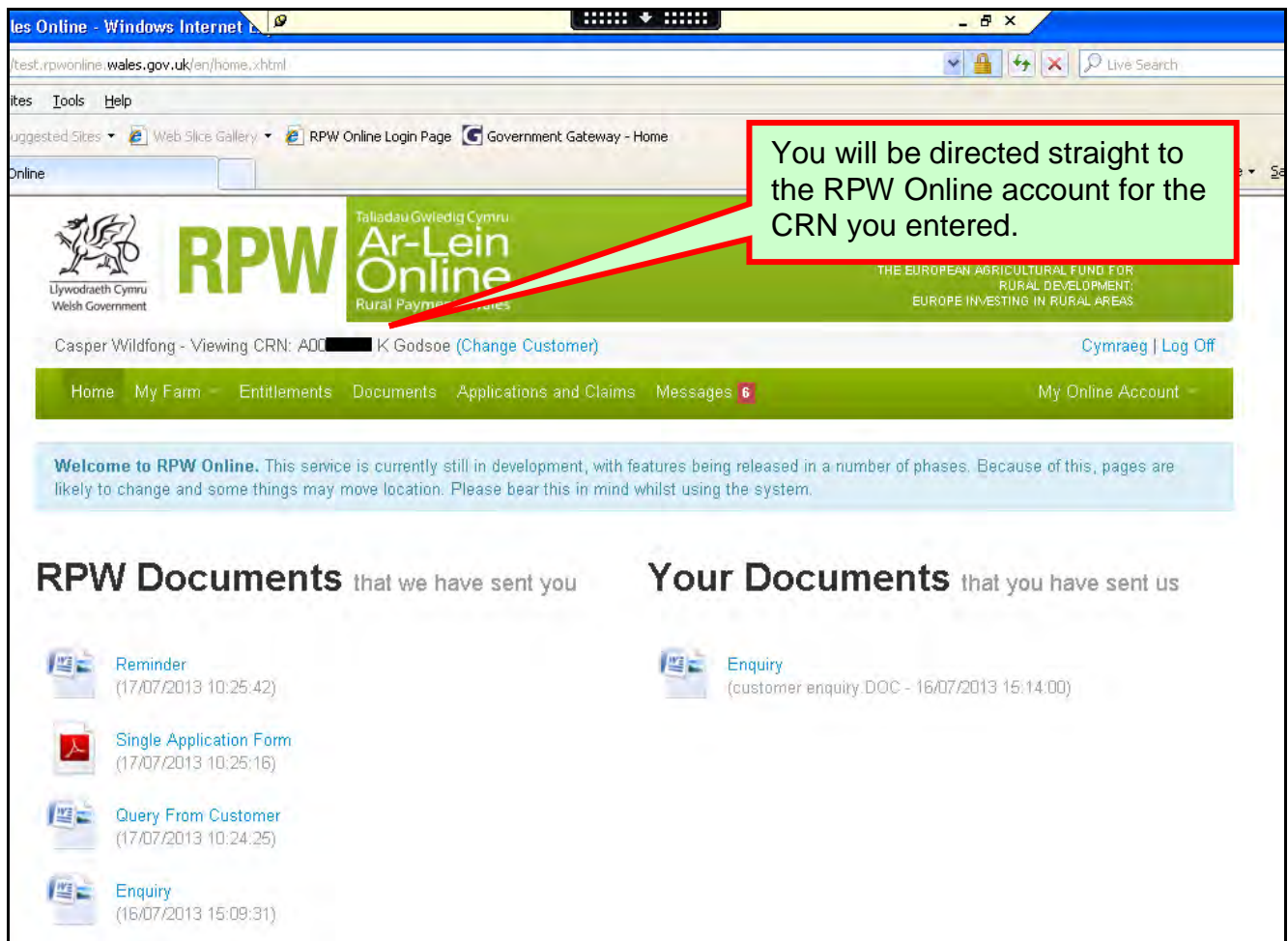
Quick Select

Your 'Quick Select' option will allow you to enter your customer's CRN and go directly into their RPW Online account.



The screenshot shows a light blue form titled "Quick Select". It contains a label "CRN: *" followed by a text input field with a dotted border. The input field contains the text "ADD" followed by a blacked-out area. Below the input field is a button labeled "Select Customer". A red callout box with a green background points to the input field, containing the text "Enter your customer's CRN into the 'Quick Select' area." Another red callout box with a green background points to the "Select Customer" button, containing the text "Select the 'Select Customer' button."

Select the 'Select Customer' button.



The screenshot shows a web browser window displaying the RPW Online account page. The browser address bar shows "test.rpwonline.wales.gov.uk/en/home.xhtml". The page features the RPW logo and the text "Ar-Lein Online Rural Payments Schemes". Below the logo, it says "Casper Wildfong - Viewing CRN: ADD [blacked out] K Godsoe (Change Customer)". A green navigation bar contains links for "Home", "My Farm", "Entitlements", "Documents", "Applications and Claims", "Messages 6", and "My Online Account". A blue banner below the navigation bar reads: "Welcome to RPW Online. This service is currently still in development, with features being released in a number of phases. Because of this, pages are likely to change and some things may move location. Please bear this in mind whilst using the system." The main content area is divided into two sections: "RPW Documents that we have sent you" and "Your Documents that you have sent us". The "RPW Documents" section lists four items: "Reminder (17/07/2013 10:25:42)", "Single Application Form (17/07/2013 10:25:16)", "Query From Customer (17/07/2013 10:24:25)", and "Enquiry (16/07/2013 15:09:31)". The "Your Documents" section lists one item: "Enquiry (customer enquiry DOC - 16/07/2013 15:14:00)". A red callout box with a green background points to the "Enquiry" document in the "Your Documents" section, containing the text "You will be directed straight to the RPW Online account for the CRN you entered."

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Filter Customers

Your 'Filter Customers' option will allow you to enter all or part of your Customer's Trading Title. This is useful if you don't have the CRN to hand but do remember all or part of the Trading Title for your customer.

The screenshot shows a form titled 'Filter Customers'. It has a text input field labeled 'Partial Trading Title *' containing the text 'co'. Below the input field are two buttons: 'Filter Customers' and 'Reset'. Three callout boxes provide instructions: one points to the input field, another points to the 'Filter Customers' button, and a third points to the 'Reset' button.

Enter all or part of the Trading Title into the box.

Select the 'Filter Customers' button.

Or select the 'Reset' button if you no longer wish to continue.

The screenshot shows the RPW Online interface. The main heading is 'Select the Customer you wish to view'. Below this, it says 'Showing filtered Customers for - 'co''. There are two customer entries listed, each with a 'Select this customer' button. A callout box points to the list of customers.

After selecting the 'Filter Customers' button, any Customers that match the search criteria will appear. Then just select your required customer as normal to access their RPW Online account.

Enrolled	CRN	Customer Name	Address	Action
Enrolled	A00	S' Cea a Co Farming inc	338B Teklas St.	Select this customer
Enrolled	A00	T Hussaini AND CO	64 West Stringtown St.	Select this customer

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Useful Links

Services available through the Government Gateway

You may wish to note some of the other services that you can access through the Government Gateway.

These services will be listed in alphabetical order once you have logged into the Government Gateway. However, for quick reference, please see the list of websites below:

- **British Cattle Movement Service (BCMS) - CTS Online =**
www.secure.services.defra.gov.uk/wps/portal/ctso
- **Department for Environment Food and Rural Affairs (Defra) =**
www.defra.gov.uk/
- **Rural Payments Agency (RPA) SPS Online =**
www.spsonline.rpa.gov.uk/RPARegAndEnrol/secure!unsecured.action
- **The Scottish Government's Rural Payments Online =**
www.scotland.gov.uk/Topics/farmingrural/Agriculture/grants/Online-Services/18909
- **Department of Agriculture and Rural Development (DARD) Online Service =**
<http://www.dardni.gov.uk/index/online-services/saf-online.htm>
- **Welsh European Funding Office (WEFO) Online =**
www.wefo.wales.gov.uk/wefo-online/?lang=en

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Other Services

The following is a list of links that are not displayed on the Government Gateway, which you may find useful:

- **Welsh Government** = www.wales.gov.uk/?lang=en
- **Welsh Government – Farming and Countryside** = www.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/?lang=en
- **Welsh Government – Farmers Guide to Cross Compliance** = www.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/farming/crosscompliance/?jsessionid=q58rP2RJs0YWxhsbyMcZJbLwRRJpMSDSmlLhXcnNFGVYpmQ9T6sf!-278964247?lang=en
- **Welsh Government – Bovine TB** = www.new.wales.gov.uk/topics/environmentcountryside/ahw/disease/bovinetuberculosis/?lang=en
- **Welsh Government – Farm Animal Movements and Identification** = www.new.wales.gov.uk/topics/environmentcountryside/ahw/farmanimaltracing/?lang=en
- **Welsh Government – Farming Connect** = www.new.wales.gov.uk/topics/environmentcountryside/farmingconnect/?lang=en
- **Welsh Government – Office Maps** = www.new.wales.gov.uk/topics/environmentcountryside/helpandadvice/officemap/?lang=en
- **Welsh Government – Farm Liaison Service** = www.new.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/farming/farmliaisonservice/?lang=en
- **Gwlad Online** = www.gwladonline.org/?lang=en
- **Welsh Government – Rural Stress Support Groups** = www.wales.gov.uk/topics/environmentcountryside/helpandadvice/rssg/?lang=en
- **Farmers Union of Wales** = www.fuw.org.uk/
- **National Farmers Union (NFU) Online** = www.nfuonline.com/
- **Forestry Commission Wales** = [/www.forestry.gov.uk/wales](http://www.forestry.gov.uk/wales)
- **Animal Movements Licensing system (AMLS)** = www.aml.defra.gov.uk/

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