



---

Llywodraeth Cymru  
Welsh Government

# **Food Business Accelerator Scheme How to Claim**

# Contract Claim Form – How to Complete Guidance

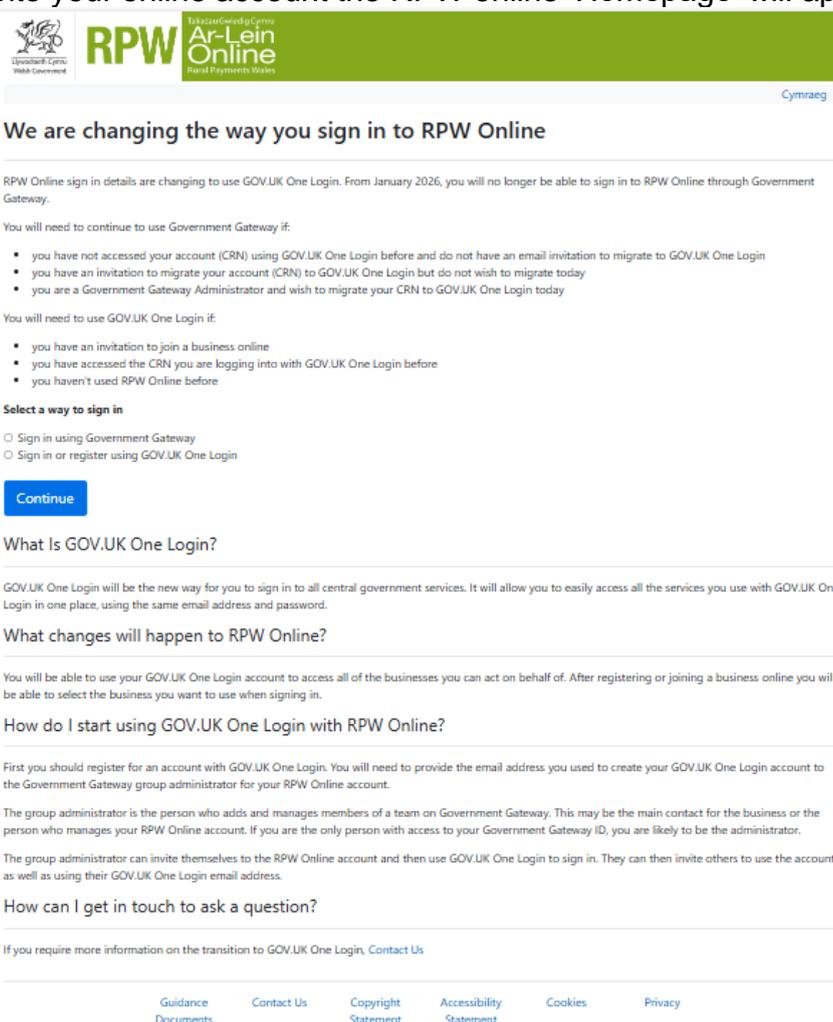
## Important Notice

This guide explains how to complete a Contract Claim Form and the documentary evidence required in support of a claim.

If you are encountering problems or are unable to access your online account, please contact the Customer Contact Centre on 0300 062 5004 (Open Monday to Friday 09:00 to 16:00).

## RPW Online Account

The Contract Claim Form can be accessed via your RPW online Account. Once you have logged into your online account the RPW online 'Homepage' will appear.



The screenshot shows the RPW Online homepage with a green header bar. The header contains the Welsh Government logo, the RPW Online logo, and the text 'Rheolwr Cymraeg Cymru' and 'Rheolwr Cymraeg Cymru'. Below the header, the main heading reads 'We are changing the way you sign in to RPW Online'. The content explains that RPW Online sign-in details are changing to use GOV.UK One Login from January 2026. It lists conditions for using Government Gateway or GOV.UK One Login. A 'Continue' button is visible. The page also includes sections for 'What is GOV.UK One Login?', 'What changes will happen to RPW Online?', 'How do I start using GOV.UK One Login with RPW Online?', and 'How can I get in touch to ask a question?'. At the bottom, there are links for 'Guidance Documents', 'Contact Us', 'Copyright Statement', 'Accessibility Statement', 'Cookies', and 'Privacy'.

**We are changing the way you sign in to RPW Online**

RPW Online sign in details are changing to use GOV.UK One Login. From January 2026, you will no longer be able to sign in to RPW Online through Government Gateway.

You will need to continue to use Government Gateway if:

- you have not accessed your account (CRN) using GOV.UK One Login before and do not have an email invitation to migrate to GOV.UK One Login
- you have an invitation to migrate your account (CRN) to GOV.UK One Login but do not wish to migrate today
- you are a Government Gateway Administrator and wish to migrate your CRN to GOV.UK One Login today

You will need to use GOV.UK One Login if:

- you have an invitation to join a business online
- you have accessed the CRN you are logging into with GOV.UK One Login before
- you haven't used RPW Online before

**Select a way to sign in**

Sign in using Government Gateway

Sign in or register using GOV.UK One Login

[Continue](#)

**What is GOV.UK One Login?**

GOV.UK One Login will be the new way for you to sign in to all central government services. It will allow you to easily access all the services you use with GOV.UK One Login in one place, using the same email address and password.

**What changes will happen to RPW Online?**

You will be able to use your GOV.UK One Login account to access all of the businesses you can act on behalf of. After registering or joining a business online you will be able to select the business you want to use when signing in.

**How do I start using GOV.UK One Login with RPW Online?**

First you should register for an account with GOV.UK One Login. You will need to provide the email address you used to create your GOV.UK One Login account to the Government Gateway group administrator for your RPW Online account.

The group administrator is the person who adds and manages members of a team on Government Gateway. This may be the main contact for the business or the person who manages your RPW Online account. If you are the only person with access to your Government Gateway ID, you are likely to be the administrator.

The group administrator can invite themselves to the RPW Online account and then use GOV.UK One Login to sign in. They can then invite others to use the account as well as using their GOV.UK One Login email address.

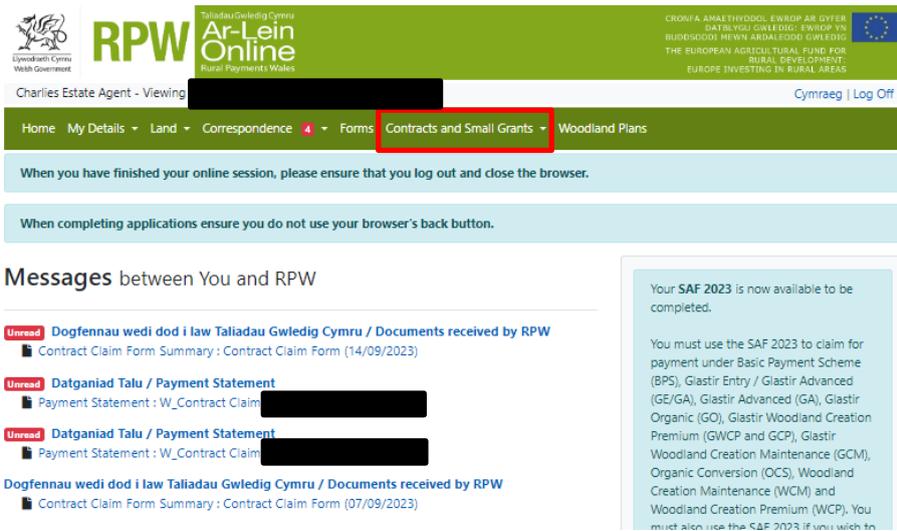
**How can I get in touch to ask a question?**

If you require more information on the transition to GOV.UK One Login, [Contact Us](#)

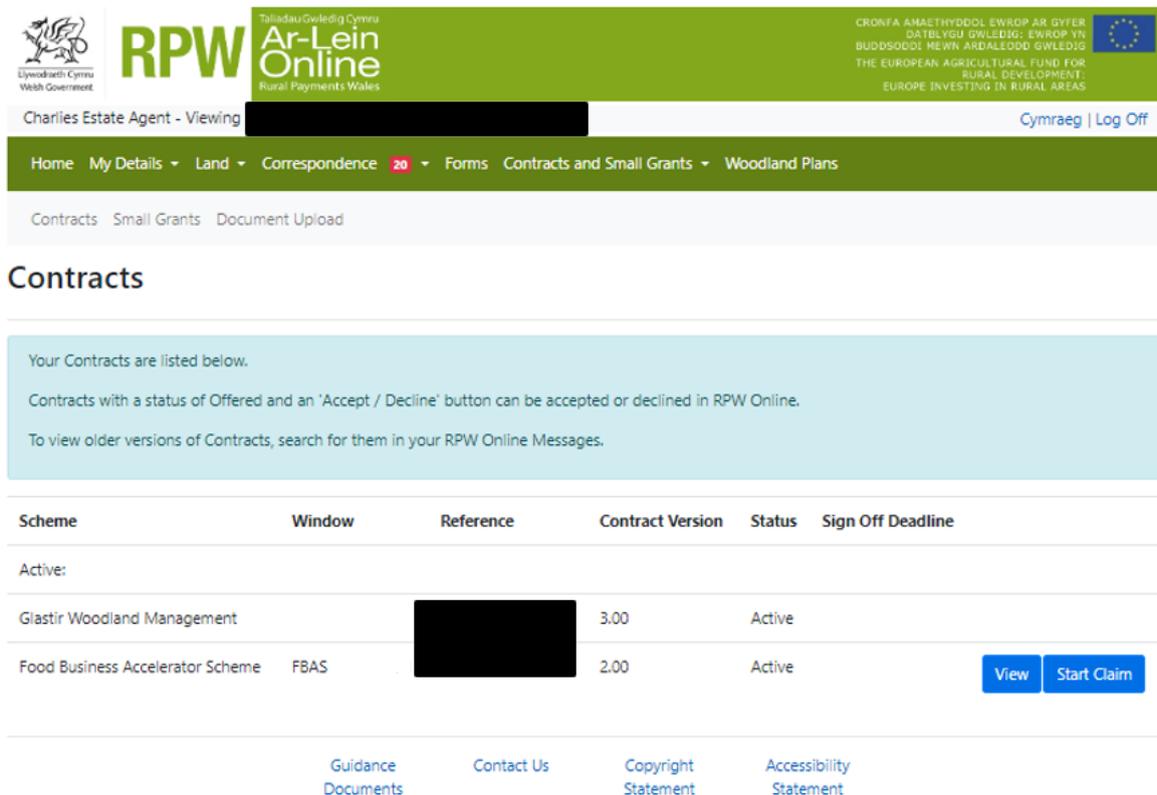
[Guidance Documents](#) [Contact Us](#) [Copyright Statement](#) [Accessibility Statement](#) [Cookies](#) [Privacy](#)

# Accessing the Contract Claim Form

The Contract Claim Form can be accessed via the Contracts and Small Grants at the top of the form on the Home screen (as shown below).



From the dropdown box select Contracts. A page will appear with your active contracts, as shown below.



Click on Start Claim and you will be taken to the Claim Form Introduction page.

Help

- Privacy Notice
- Claim Items
- Project Report
- Supporting Documents
- Submission

Contract Reference	Type of Contract	Form Reference
[REDACTED]	Food Business Accelerator Scheme	[REDACTED]

Please note the following key messages before progressing with your claim for grant:

- You can use this on-line facility to claim the grant included in your contract.
- You can only claim once the contract has been signed and quotes approved.
- You must submit all supporting documentation where required otherwise your claim will not be valid and cannot be progressed. The on-line screen prompts will tell you which items require supporting documentation.
- If required, you must provide geotagged photographs. These can be provided when the Claim is submitted or afterwards using the Document Upload menu option under 'Contracts and Small Grants' on the RPW Online Home Page.
- You can only claim for items once the works have been fully completed.
- For items which are based on non-standard costs you must provide evidence that services / items have been paid for (e.g. bank statement) along with your claim.
- Where appropriate, you must take into account any Special Conditions when submitting your claim.
- Where appropriate, you must submit claims in line with the dates provided on your Delivery Profile.

For help with completing your grant claim, please read the **'How to Complete'** Guidance. Please see the Welsh Government website for information about the schemes:

<https://gov.wales/rural-grants-payments>

If you have any problems completing your grant claim you can contact the Customer Contact Centre using your RPW Online account or on 0300 062 5004 for further guidance.



Llywodraeth Cymru  
Welsh Government

# Introduction Page

This page provides key messages about the Contract Claim Form. Please ensure you have read them thoroughly before you begin. You can access the Contract Claim Form How to Complete Guidance on the Welsh Government website (this will open a new tab on your Internet Browser) by clicking the 'How to Complete' link.

Click on the Next button situated at the top right and bottom right of the page, this will take you to Privacy notice: Welsh Government grants. Please read and understand this before proceeding to the next page.

Click on the Next button and this will take you to the Claim Items page where you can start your claim. If you have several items to claim for you can use the Find Items search box.

ID	Name / Description	Available (£)	Transaction ID	Payee	Invoice Date	Net Invoice Cost (£)	Eligible Net Cost (£)	Item Complete?
FA204	Professional Fees	1,488,890.00	A1	Text	23/09/2023	10.00	10.00	<input type="checkbox"/>

Please ensure that all details for your items are completed. If an item is complete please tick the Item Complete box. If you fail to complete any of the boxes you will receive an error message to prompt you to fill in the missing information. When you are happy you have completed all your claim items click on Next and this will take you to the Progress Report page.

Name / Description	Contract Target	Previous Achieved to Date	Achieved to Date	Progress
Food Hygiene Rating Scheme	1	1	1	Text
Carbon reduction	1	1	1	Text

You will need to complete all the boxes here, if you fail to complete any of the boxes you will be prompted to fill in the missing information. When you have completed the Progress report click on Next and you will be taken to the Supporting Documents page.

## Supporting Documents – Evidencing your Claim



Here you will be able to upload all required documents to support your claim. Section F of the scheme guidance details the documentation you need to provide to support your claims.

<https://www.gov.wales/food-business-accelerator-scheme-window-2-general-rules-booklet>

**Where insufficient evidence is provided, payment will be withheld.**

**Please note:** You must submit your first claim no later than 4 months from the grant award start date. Prior to submitting your first claim you must also submit a Schedule 6 Assurance Statement: Counter Fraud and Governance form. This will have been issued to you along with your contract.

We will not be able to pay your first claim until we are in receipt of this.

When you have completed this section click Next and you will be taken to the Submission page.

### Submission

The first section you will be taken to is Errors and Information and Summary

#### Errors and Information and Summary

This section lists any Errors or Information Messages contained in your Contract Claim Form. You **must** correct any errors before you can submit the Grant Claim Form.

Information Messages are to prompt you on any action you may need to take, but do not prevent you from submitting your claim.

The Summary lists the details you have inputted for your claim.

When you are content all is correct here click Next and you will be taken to the Declarations and Undertakings page.

# Declarations and Undertakings

The screenshot shows a web interface for a 'Contract Claim Form'. The main heading is 'Declarations and Undertakings'. A pink banner at the top says 'Please tick the box to accept the declarations and undertakings.' Below this is a scrollable text area containing several paragraphs of legal text. At the bottom of the text area is a checkbox with the label 'I have read and agree to the above Declarations and Undertakings.' The left sidebar shows a navigation menu with items like 'Introduction', 'Privacy Notice', 'Claim Items', 'Project Report', 'Supporting Documents', 'Submission', 'Errors, Information & Summary', 'Declarations and Undertaking', and 'Submit'.

You must read all the Declarations and Undertakings to ensure you comply with these. Once you are happy you have read, understood, and complied with these, tick the box at the bottom to proceed.

If you do not tick the box to confirm you have read, understood, and complied with the Declarations and Undertakings, you will encounter an error message and will not be able to submit your claim until you have ticked this box. Click Next and you will be taken to the Submit page.

## Submit

Your Grant Claim is now ready for submission. If you are ready to submit you must press the blue submit button. You must ensure you submit your Contract Claim Form by the deadline contained in the contract. If you fail to claim by this deadline, you will not receive payment.

There is a prompt here to remind you that all the supporting documentation must be submitted to support your claim.

## Contact Details

### General Enquiries – Customer Contact Centre

Your first point of contact for all telephone enquiries and email correspondence should be the Customer Contact Centre where staff are on hand to provide information and answer queries.

You can use the 'Messages' page on your RPW Online account to send an enquiry to the Customer Contact Centre. Alternatively, you can use the following contact details:

Tel: 0300 062 5004

PO Box address:  
Rural Payments Wales,  
PO Box 251,  
Caernarfon,  
LL55 9DA