Countryside Stewardship

How to submit a capital claim online

www.gov.uk/rpa/cs
How to submit a capital claim online

Everything you need to know about the Countryside Stewardship (CS) Capital Claim is in the relevant scheme manual at www.gov.uk, search for "Countryside Stewardship".

Why claim online?

- You can use built-in checks to help you get your claim right
- You get an instant onscreen receipt
- You can print an application summary
- It’s quicker

Scan and email your supporting documents and evidence to ruralpayments@defra.gov.uk

It’s quicker than by post

Write your SBI and Claim number on everything you send to us.
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**Version 2.0**
08 April 2019 – Style and format changes
**Fraud**

Fraudsters may target farmers who receive subsidy payments and we’re aware that in the past some customers have received emails, texts and telephone calls claiming to be from RPA or Defra. Links to a website mocked up to look like an RPA or Defra online service are sometimes included in the message. We do not send emails or text messages with links to websites asking you to confirm your personal details or payment information. We strongly advise anyone who receives such a request not to open the link and delete the item.

Never discuss your bank account details with someone you do not know. RPA, your bank or the Police will never ask you to reveal your online password, PIN or bank account details or ask you to make a payment over the telephone. If in doubt, call the organisation back, ideally using a different telephone, on a number you know to be official. You can usually find this on the organisation’s website.

Be cautious about what you share externally. Fraudsters use information such as social media posts to gain knowledge of a person’s circumstances that will help them to scam victims.

If you suspect an attempted fraud or feel you have been the subject of fraud, you can contact:

- **RPA’s Fraud Referral Team** on **0800 347 347** or FraudInConfidence@rpa.gov.uk
- **Action Fraud** (the UK’s national reporting centre for fraud and cyber-crime) on **0300 123 2040**
Getting Started
This guidance explains how to submit your Countryside Stewardship (CS) capital claim online using the Rural Payments service

When to claim
You can submit a capital claim and supporting documents to the Rural Payments Agency (RPA) at any time of year. However, this must be after the capital work is finished and you have paid for it.

Claiming online
There are 3 things you need to do online:
• check and change your information
• complete the details of your claim
• confirm your information and submit

The sections of this guide are laid out in this order.

You also need to scan and email the supporting documents listed in ‘Countryside Stewardship grants’ to RPA – read the ‘Supporting documents and evidence’ section for more information.

Read the scheme rules and other guidance
All the guidance and information you need about a capital claim is in the relevant scheme manual at www.gov.uk, search for ‘Countryside Stewardship’, then choose the link for the relevant scheme.

You can read more information about agreements by searching for ‘Countryside Stewardship grants’ at www.gov.uk.
Sign in to the Rural Payments service

If you’re a new customer
You must verify your identity before you can register with the Rural Payments service. You can do this in one of 2 ways.

1. Online with GOV.UK Verify – this gives you simple, trusted and secure access to an increasing number of public services on GOV.UK.

If you have difficulty verifying your identity with GOV.UK Verify or you are having problems with the Verify service, you should contact your identity provider.

2. Call the Rural Payments helpline on 03000 200 301 and we will help you – this will only give you access to the Rural Payments service, not other government services.

After you’ve verified your identity, you can sign in to the Rural Payments service and start to register. You will need to create a password.

If you’re an existing customer
Sign in to the Rural Payments service at www.ruralpayments.service.gov.uk.

Or you can sign in using the link on the RPA page on GOV.UK at www.gov.uk/rpa and click ‘Sign in to the Rural Payments service’.

Depending how you registered for the service you'll need your:

- ‘Verify’ login details if you registered through GOV.UK ‘Verify’. Click ‘Sign in if you registered online with GOV.UK Verify’ link and follow the onscreen instructions

- customer reference number (CRN) and password, if you registered through RPA. Click ‘Sign in with your customer reference number and password’.

To open the service we recommend you use the latest version of Internet Explorer, Google Chrome, Firefox or Safari.

The best screen resolution to view the service is 1024 x 768.

To view PDF files from the service (such as a claim summary), we recommend you download the latest version of Adobe Acrobat.
Problems signing in to the Rural Payments service

If you make a mistake when signing in to the service you’ll see this message:

Sign in

There is a problem signing in- try the following:
Check that you've entered your 10-digit customer reference number (CRN) correctly
Check that you've entered your password correctly

Customer reference number (CRN)
This is the 10 digit number emailed to you when you created your account

1234567890

Password

Password

Sign in

Still having trouble signing in after you've checked your CRN and password?
Forgotten your password - create a new one here.

Started creating a new password and received the security code by email - enter it here

Lost your customer reference number (CRN), call 03000 200 301.

- Check that you've entered your CRN correctly.
- Then make sure you're using the correct password.

You have 3 attempts to sign in to the service. If you make a mistake at each attempt you will not be able to access your account. You’ll need to change your password, read from page 8 for more information.

If someone else makes a mistake when signing in to their account by accidentally using your customer reference number (CRN), they’ll also see this message but it will count towards failed attempts to access your account. If this happens, then the next time you try to sign in to your account you may not get 3 attempts and may need to follow the same instructions above to get access.
What to do if you still cannot access the Rural Payments service

Registered through GOV.UK Verify
If you registered through GOV.UK Verify and cannot access your account, you need to contact your chosen provider.

You can leave feedback on the issue using the link on the GOV.UK Verify page.

The Government Digital Services (GDS) team will investigate your issue and reply to you if you requested a response.

Registered through RPA
You’ll need your CRN and the password you created when you activated your account. If you have forgotten your CRN, call us on 03000 200 301.

If you've forgotten your password or need to change it, click the ‘create a new one here’ link on the Sign in screen.
Enter your CRN and email address, then click ‘Request security code’.

You’ll receive a security code by email. You’ll need to enter the code on the next screen.

You must use the security code within 12 hours. If you have not used it by then, you’ll have to request another one.

Important: Keep the 'Create new password' screen open while you access your emails so that you can enter the security code.

The easiest way to do this is either:

- open a 'new tab' by clicking the right button on your mouse or pad with the cursor over the existing tab at the top of your screen, and access your emails in the new tab
- access your emails from another device, for example, your mobile phone.

If you close the 'Create new password' screen before you enter the security code, you can enter it from the Sign in screen. Click the 'Started creating a new password and received the security code by email - enter it here' link near the bottom of the
screen. We've shown this link in the screenshot on page 8. Then at the 'Create new password' screen you'll need to enter your CRN, email address and the security code, then click 'Continue'.

![Create new password form]

After you've entered your security code you can create a new password. You must not use your email address as your password as it will not be accepted.

Use the new password when you want to Sign in to the Rural Payments service.

After you've successfully changed your password, if you still cannot sign in, call us on 03000 200 301.
Check and change

...anything that needs to be updated

- Personal details
- Business details
- Permission levels
Check and change anything that needs to be updated

Check your personal details, business details, permission levels and land use, and change them if needed

Check that your details are up to date

Before you start to create your claim, you must check that the personal and business details you’ve already registered are still correct. We’ll use them to contact you about your claim so please make sure they are up to date.

Check your personal details

As soon as you sign into the Rural Payments service you’ll see a screen called ‘Your Businesses’. To check and change your personal details, click ‘View and amend personal details’ on the right side of the screen. After you make any changes, click ‘Amend your details’.

Check that your address, email address and phone number are up to date.

If you apply online, we’ll contact you by email whenever possible, so it’s important that your email address is up to date.

Check your business details

To check your business details, choose the business from the ‘Your businesses’ screen. On the ‘Business overview’ screen, click ‘View full business details’ on the right side of the screen. To make any changes, click the appropriate ‘Amend’ link.

The main business address that we have on the Rural Payments service is the address that we’ll use to send certain types of information to you, such as the remittance advice after a payment is made.

If you have not been paid in euros before and you want to be paid in euros for CS 2019, you must give us your euro bank account details before 14 November 2019.

Bank account details

It’s important that your bank account details are up to date and valid or we will not be able pay you for CS and any other schemes you are claiming payment for. To amend your bank account details, call us on 03000 200 301. You cannot change them online or by email.
Check your permission levels

If the ‘Countryside Stewardship Claims’ link is not visible in the Countryside Stewardship screen, or you’re not able to do something in the claim screens, check you’ve got the correct permission level.

To check your permission level, click ‘Give access to this business’ on the ‘Business overview’ screen. If you do not have the right permission level in the service you’ll need to get someone with ‘Business Details: Full Permission’ level for the business to change your permission level.

There are 4 different permission levels. To create a Capital claim you must have either ‘Amend’ or ‘Submit’ permission level under ‘Countryside Stewardship (Agreements). To submit a claim, it must be set to ‘Submit’.

After your permission level has been updated in the Rural Payments service if you still cannot see what you need to see or the link, you should ‘sign out’ then ‘sign in’ again, to refresh your account.
Check any permission levels you’ve given to other people

If you want someone else to have access to your business so they can help you claim online, you need to check that you’ve given them the right permission level. You must have ‘Business Details: Full Permission’ level for the business to be able to change their permission level.

Click ‘Give access to this business’ from the ‘Business overview’ screen. They’ll need Countryside Stewardship (Agreements) ‘Submit’ permission if you want them to claim for you. They must be registered on the Rural Payments service before you can give them access, and you will need their customer reference number (CRN).

If you prefer you can arrange for someone else to receive payments on your behalf.

After you’ve updated the permission level, scroll to the bottom of the page and click ‘Save and return’.
Complete

...your claim

- Start and Open your claim
- Standard cost items
- Actual cost items
- Claim profile
- Other public funding
- Supporting documents
- Declarations
- View and print documents
Complete your claim


If you cannot see the ‘Countryside Stewardship Claims’ link, you should check that you have the correct permission level to create a claim. For more information read the ‘Check your permission levels’ section. If you still cannot see the link after your permission level has been updated in the Rural Payments service, you should ‘sign out’ then ‘sign in’ again, to refresh your account.

Use these screens to submit your capital claim online. Before you start your claim you must read the relevant scheme manual, search for ‘Countryside Stewardship’ at www.gov.uk, and choose the relevant link.

Help is available

There’s a ‘Help’ link on many of the screens that will take you through each process step-by-step. You can print or save a copy of all the onscreen help at www.gov.uk, search for ‘Online Claims for Countryside Stewardship’. Or you can call us on 03000 200 301 if you get stuck.
Start your claim

On the ‘Countryside Stewardship Claims’ screen, click the green button to ‘Create a new Countryside Stewardship Capital Claim’.

The screen shows a list of agreements for your business.

Your agreement must contain at least one capital item eligible for payment before you can create a capital claim for that agreement. Select the agreement you want to submit the claim for.

Then click ‘Create a new Countryside Stewardship Capital Claim’.

A message will appear when your claim is created ‘Successfully’. Click ‘Close’ to return to the previous screen where you can open your claim.

Open your claim

The screen shows the claim status as ‘Created’ and the unique ‘Claim Reference’ number.

If the status shows as ‘Claim Held’ call RPA on 03000 200 301.

Click ‘Open’ to continue your claim
Complete your claim

Using the list on your screen, you can add details to your online capital claim using ‘Complete your claim’, you can create your ‘Claim Summary’.

Click ‘Complete your claim’.

A list of everything you need to do in your claim appears.

The following applies for each capital item section:

- If your agreement does not contain any relevant capital items a message will tell you this.
- You cannot claim for items after the ‘claim by’ deadline date shown in your agreement document.
- Remember to click Save where you see that button as you go through your claim, so you don’t lose any information when you leave those screens.
- If you think the numbers (for example, quantity, length or area) for any of the items are incorrect, contact RPA BEFORE you submit your claim. Read the More Information section for contact details.
Add standard cost items

Click ‘Annex I Details of Capital Item Claim for Standard Cost Items’.

This screen shows a list of standard cost items that are in your agreement.

Payment for standard cost items is based on the number, length or area shown in the ‘Applied for’ column (for example, as items, metres, hectares).

You’ll see the amounts under the headings ‘Total Approved’, ‘Total Remaining’ and ‘Applied for’.

Click ‘Open’ for the item code you want to claim.

Enter the amount you’re claiming for under ‘Quantity Claimed’.

The ‘Payment Claimed’ amount will automatically update after you’ve entered the quantity claimed, and will also update if you make any changes to the quantity claimed.

If you’re claiming for the full amount shown under ‘Quantity Remaining To Complete’ you must tick the ‘Final Claim’ box, before you click ‘Save’.

If you’re not claiming for the full amount under ‘Quantity Remaining To Complete’ but you are not submitting any further claims for this item, you should tick ‘Final Claim’, before you click ‘Save’. You’ll need to provide further details in the ‘Claim profile’ screen.

Do not tick ‘Final Claim’ if you intend to submit a further claim for any remaining quantity of the item.
Click ‘Save’, then ‘Back’ to return to the Standard Cost Items screen.

Repeat this process for each Standard Cost Item you want to claim for.

**Add actual cost items**

Click ‘Annex II Details of Capital Item Claim for Items Paid on the basis for Actual Cost’

This screen shows a list of actual cost items that are in your agreement.

Payment for actual cost items is based on a percentage of the actual cost shown in the invoices you provide. For more information search for [Countryside Stewardship grants](https://www.gov.uk) at www.gov.uk.

You’ll see the amounts under the headings ‘Total Approved’, ‘Total Remaining’ and ‘Applied for’ amounts.

Click ‘Open’ for the item code you want to claim.

To enter the amount you want to claim, click ‘Invoices’ in the individual capital item screen.
When you first open ‘Invoices’, it will show ‘No data found’.

This will update when you add your invoice details.

Click ‘Add New Invoice’.

Enter the details from the invoice(s) you’re using to support the claim for this item. You must enter details in the boxes marked with an asterisk (*) or you cannot save the details and leave the screen.

For more information about what to enter on this screen click the Help link on the screen or read your agreement documents.

If you’re claiming for the full amount of the ‘Eligible Grant Remaining’, you must tick the ‘Final Claim’ box before you click ‘OK’, or you cannot save the information.

If you’re not claiming for the full amount of the ‘Eligible Grant Remaining’, but you’ll not be submitting any further claims for this item, you should tick the ‘Final Claim’ box to confirm this. You’ll need to provide further details about this in ‘Claim Profile’ screen.

Do not tick ‘Final Claim’ if you intend to submit a further claim for any remaining quantity of the item.
After you’ve entered the details, click ‘OK’ to save and return to the capital item screen. If you’ve more than one invoice, repeat this process for each invoice you have.

If you need to amend any of the invoice details you’ve entered, you can ‘Open’ or ‘Delete’ the details you’ve previously entered as shown below.

The ‘Quantity Claimed (Pounds)’ will automatically update after you’ve entered the invoice details, to show the amount you’re claiming for.

Click ‘Back’ to return to the capital item screen, and then ‘Save’. Then click ‘Back’ to return to the actual cost items screen:

Repeat this process for each actual cost item you want to claim for. After you've updated the claimed amount for each item, scroll down to the bottom of the actual cost items screen to click ‘Close’ to return to the ‘Complete your claim’ section.

**Claim profile**

This screen asks you to confirm the following 2 points:

- Are there any capital items in your agreement that you have not claimed for by the ‘claim by’ deadline date in your agreement? If you answer ‘Yes’, give the details of those items in the box below the question.
• If you do not intend to make a further claim for capital items in your agreement that you have not already claimed for, answer ‘Yes’ and give details of those items in the box below the question.

Please note that if the answer to either point is ‘Yes’, you must enter the details into the box below the question of the capital items in your agreement that you are not claiming for.

Click ‘Clear’ to delete all information if you’ve made a mistake.

Click ‘Save’, then ‘Close’ to return to the ‘Complete your claim’ section.

You must answer this question before you can submit your claim.

Other public funding
You cannot use Countryside Stewardship to pay for capital work that you’re receiving other funding for. Therefore, you must tell us about any other funding you’re receiving or have received so that we can assess the eligibility of your claim.
You must answer ‘Yes’ or ‘No’ to this question.

If you answer ‘Yes’ you must give more information in the box provided about what work you’re receiving funding for, from which organisation and the amount of money involved.

Then click ‘Save’, then ‘Close’ to return to the ‘Complete your claim’ section.
You must answer this question before you can submit your claim.
Supporting documents

After you’ve submitted your capital claim online, you need to send supporting documents and evidence to RPA. This screen asks you to confirm which documents you’re sending.

You must answer all of the questions before you can submit your claim.

- **Are you VAT registered?** – Answer ‘Yes’ or ‘No’
  If you answer ‘Yes’, then your answer to the next question should be ‘No’, as you cannot claim the VAT under the scheme if you’re VAT registered.

- **VAT declaration for those capital items which are paid on the basis of actual costs**
  If you answered ‘No’ to the previous question, and you want to claim the VAT for any actual cost capital items you’re claiming for, you must submit a letter from your accountant confirming you’re not VAT registered. And answer ‘Yes’ to confirm you’re submitting that confirmation.

  If you’re not VAT registered and you do not want to claim the VAT, answer ‘No’.

  If you’re not claiming for any actual cost capital items you must enter ‘No’ or you cannot submit your claim.

- **Receipted invoices/receipts**
  If you’re claiming for any actual cost capital items, enter the number of receipted invoices/receipts you’re sending to RPA to support your claim.

  If you’re not claiming for any actual cost capital items you must enter ‘0’ or you cannot submit your claim.

- **Capital item supporting evidence**
  Answer ‘Yes’ or ‘No’ to confirm whether you’re sending the required evidence to RPA. Read more information about evidence for each item in ‘Countryside Stewardship grants’ at www.gov.uk.

After you’ve answered all of the questions, click ‘Save’, then ‘Close’ to return to the ‘Complete your claim’ section.
Declarations and Undertakings

You must complete this declaration or you cannot submit your claim.

Read all of the declarations and undertakings. You may need to use the scroll bar at the side of the declaration to do this.

Click ‘Yes’ to confirm that you accept the declarations and responsibilities, then click ‘Close’.

You should create (generate and download) your claim summary before submitting your claim to RPA.

View and Print documents

Using the list on your screen, you can ‘View and Print’ details about your online claim. You can do this by generating and downloading your claim summary.

Claim Summary

Before you submit your claim, create (generate and download) your claim summary.

This summary shows the information you’ve entered into your claim. It’s important that you use it to check that you’ve given the correct information before you submit your claim. Then if needed you can go back into your claim and change it.

(After you’ve submitted your claim to RPA you get another opportunity to create your claim summary. Keep this as a record of the claim you’ve submitted.)
Click ‘View and print your Claim Summary’.

Click ‘Generate’ to create (or update) this summary.

The first time you generate the document the ‘Download’ button will not be clearly visible. When the document is ready the ‘Download’ button turns green and the button will now always be visible. The date and time that appears next to the ‘Download’ button tells you when the document was last updated with the information in your claim.

After you’ve generated the document, click ‘Download’ to see the document. If you always click ‘Generate’ before you click ‘Download’, you’ll always see the most up to date information in to your claim.

You can read the summary on screen by scrolling down the pages or you can print or save it by using the buttons that appear when you place the cursor near the middle point at the bottom of the screen.

Save a copy to your computer or print it for your own records. Do not send the document to us as a paper claim – we cannot accept it.
Confirm

...your information and claim

- View and print your claim summary
- Confirm and claim
Confirm your information and claim

To confirm the information in your claim is correct, check it before you submit it online.

Claim summary

When you’ve completed your claim you need to check that the information in it is correct. To do this, create or update your claim summary by following the instructions in the ‘Complete’ section under ‘Claim Summary’. Then if needed, you can go back into your claim and change it.

Withdraw your Claim

If you decide that you do not want to submit your claim, click ‘Withdraw’. A message appears to check that you do want to withdraw the claim.

Click ‘No’ if you do not want to withdraw it.

Click ‘Yes’ if you do want to withdraw it. You’ll see a screen message confirming that you’ve successfully withdrawn your claim. This claim will not be submitted to RPA, and you cannot open it again but you can create a new claim while the relevant green button is available.

Click ‘Back’ to return to the claim screen (where you’ll see the claim status is now ‘Withdrawn’ and the claim is no longer ‘Active’).
Submit your claim

If you have checked your claim summary and the information in your capital claim is correct, click ‘Submit’.

You’ll be asked to confirm that you’ve completed all the sections of the claim before you submit. Click ‘Cancel’ if you want to return to your claim to amend something, or click ‘OK’ if you want to continue to submit your claim.

The screen will confirm that your claim has submitted successfully to RPA.

Click ‘Print’ if you want to print and keep the confirmation for your records. Click ‘Back’ to return to the claims screen (where you’ll see that the status of your claim has changed to ‘Submitted – Awaiting Evidence’. It also shows the date and time your claim was submitted.

For more information read ‘Supporting documents and evidence’.
Claim fails to submit

If your claim fails to submit, a screen message will tell you this. It will also show the reasons why it did not submit with a red warning box beside it.

Read this message fully by using the scroll bar to the right of the message. You may find it useful to print and save the message. You may be able to do this by clicking the button on the right side of the ‘mouse’ or ‘touchpad’, and choosing the print or save options.

Click ‘Back’ to return to the claims screen.

Check and correct all of the sections detailed in the message before you ‘Submit’ your claim again.

The table below will help you to identify what you need to do before submitting your claim again:

<table>
<thead>
<tr>
<th>Warning</th>
<th>How to resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td>No claimed items entered</td>
<td>You need to add at least 1 capital item to your claim. Read ANNEX I Details of Capital Item Claim for Standard Cost Items and ANNEX II Details of Capital Item Claim for Items Paid on the basis of Actual Cost. Read pages 19 and 20</td>
</tr>
<tr>
<td>Claim profile form in Other Claim Information is not complete</td>
<td>You’ve either not answered the question under Claim Profile, or you’ve answered ‘Yes’ to the question but have not entered the details in the box provided. Read page 22.</td>
</tr>
<tr>
<td>Other public funding form in Other Claim Information is not complete</td>
<td>You’ve either not answered the question under Other Public Funding, or you’ve answered ‘Yes’ but have not entered the details in the box provided. Read page 23.</td>
</tr>
<tr>
<td>Supporting documentation form in Other Claim Information is not complete</td>
<td>You’ve not answered all of the questions under Supporting Documents. Read page 24.</td>
</tr>
</tbody>
</table>
You must select ‘Yes’ in the Declarations section to be able to proceed with your claim. You’ve not answered ‘Yes’ to confirm that you accept the declaration under Declarations. Read page 25.

After you’ve claimed

After you’ve submitted your claim and returned to the claim screen, you’ll see a new green button beside your submitted claim details.

<table>
<thead>
<tr>
<th>Claim Reference</th>
<th>Agreement</th>
<th>Type</th>
<th>Active</th>
<th>Submit Date</th>
<th>Status</th>
</tr>
</thead>
</table>

Summary – you may have already generated the summary at the ‘Complete your claim’ section, while you were completing your claim. You should ‘generate’ and ‘download’ it again after you submit your claim to make sure it contains everything you’ve put into your claim, as explained earlier in the ‘Complete’ section.

You may want to print or save your summary and keep it for your records.

Read the ‘Supporting documents and evidence’ section for details about how to send your supporting documents and evidence to RPA.

Supporting documents and evidence

RPA must receive your online claim, supporting documents and evidence by the ‘Claim by’ date outlined in your agreement document. Late claims will be rejected.

Depending on the items you’re claiming for, the supporting documents and evidence you need to send to RPA may vary. Therefore, it’s important that you read about each item in ‘Countryside Stewardship grants’ at www.gov.uk, and the relevant scheme manual, search for ‘Countryside Stewardship’.

You may need to send:

- Receipted invoices/receipts
- Photographs at different stages and on completing the work
- Contacts or other documents outlining the technical specification of the work.

You can scan and email all the documents above to ruralpayments@defra.gov.uk. You must put your SBI and Claim number in the email and on all the documents. Also use ‘Claim – CS – Capital’ as the email subject heading.
You can submit digital photos by email, but do not scan photos as the quality if not good enough.

Or you can post all the documents to RPA using the address in the ‘More information and Contact us’ section. We recommend you get ‘proof of posting’.

**Next steps**

We’ll contact you if we have any queries.

We’ll make all payments directly into the bank account we have details for, so it’s important that this information is up to date.

After you’ve submitted your claim, you can check the progress of it in the Rural Payments service. As your claim progresses, the claim status will change in the Countryside Stewardship claims screen:

<table>
<thead>
<tr>
<th>Submitted – awaiting evidence</th>
<th>You’ve submitted your claim online and now need to send your evidence and supporting documents to RPA before the <strong>claim deadline</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim validation</td>
<td>Your claim, evidence and supporting documents are being checked to confirm eligibility</td>
</tr>
<tr>
<td>Final checking</td>
<td>Your claim is awaiting final check and authorisation to pay</td>
</tr>
<tr>
<td>Preparing for payment*</td>
<td>Your claim is being sent for payment, or has been paid</td>
</tr>
</tbody>
</table>

*The claim status will still show ‘Preparing for payment’ after it has been paid. Please check your nominated bank account to confirm whether payment has been made. If your claim has been at ‘Preparing for Payment’ for longer than one month and you’ve not received your payment contact RPA using details from the ‘More Information and Contact us’ section.*
More Information and Contact us

Contact us

Rural Payments Agency (Countryside Stewardship)
PO Box 324
WORKSOP
S95 1DF

Rural Payments helpline: 03000 200 301

Email: ruralpayments@defra.gov.uk

Follow us on Twitter @ruralpay

Open (Monday to Friday 8.30am to 5pm, closed at weekends and on public holidays).

For all queries about your online claim or about submitting your supporting documents or evidence, contact RPA. Please quote your Single Business Identifier (SBI) for all enquiries.

Complaints about service

If you are an applicant for Countryside Stewardship, or an Agreement Holder, and you want to complain about the level of service you have received or the way that you have been treated, you should use the appropriate organisation’s complaints procedure below:

Rural Payments Agency: www.gov.uk/rpa, then scroll down the page to ‘Complaints procedure’ under ‘Corporate information’.