



Rural Payments  
Agency

## **Countryside Stewardship 2021: How to submit a capital claim online**

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# **Countryside Stewardship: How to submit a capital claim online**

This guidance explains how to submit your Countryside Stewardship (CS) capital claim online using the Rural Payments service.

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.

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, and evidence if it needs to be submitted to RPA – read the ‘Supporting documents and evidence’ section for more information.

## Be aware of fraud

How to avoid fraud and what to do if you suspect an attempted 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.

As fraudsters may target farmers who receive subsidy payments, remember:

- never discuss your bank account details with someone you don't know
- we will not ask you to make a payment over the phone
- delete any emails or texts you do not believe are genuine, and do not open any links – our main email addresses are:
  - [ruralpayments@defra.gov.uk](mailto:ruralpayments@defra.gov.uk)
  - [rpa@notifications.service.gov.uk](mailto:rpa@notifications.service.gov.uk)
- be cautious about what information you share externally, particularly on social media.

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](mailto:FraudInConfidence@rpa.gov.uk)
- Action Fraud (the UK's national reporting centre for fraud and cyber-crime) on 0300 123 2040.

## Sign in to the Rural Payments service

If you're new to the Rural Payments service or already a customer this information will help you sign in.

### 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. For security do not share your password with anyone.

### If you're an existing customer

Sign in to the [Rural Payments service](#).

Or you can sign in using the link on the [RPA page](#) on GOV.UK 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 the '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'. For security do not share your password with anyone.

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 an application 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:



The screenshot shows a sign-in page with the following content:

**Sign in**

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

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

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 won't be able to access your account. You'll need to change your password, read 'Registered through RPA' 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 section

## 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 screen.

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.

## Sign in

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

Password

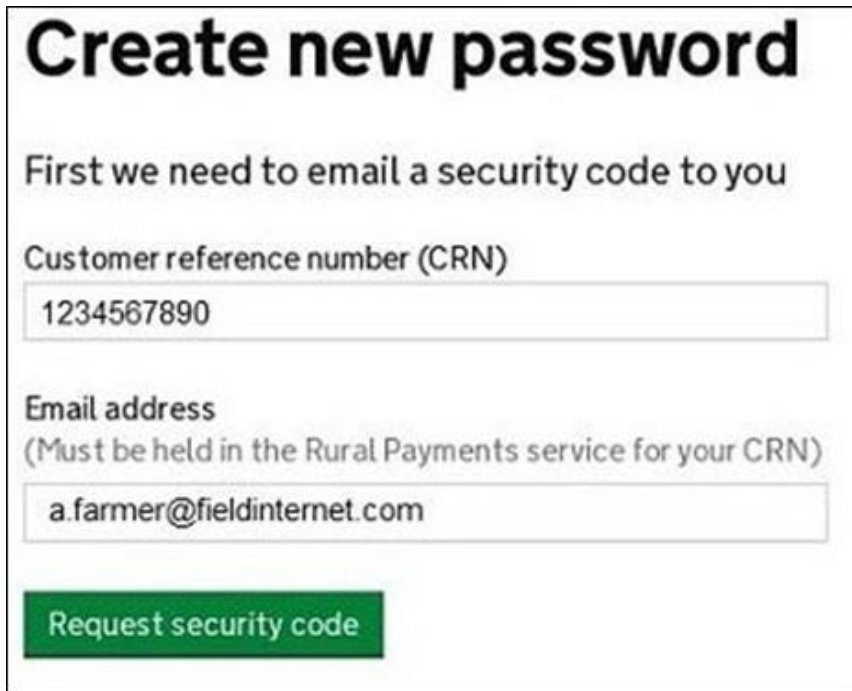
[Sign in](#)

[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.

Enter your CRN and email address, then click 'Request security code'.



**Create new password**

First we need to email a security code to you

Customer reference number (CRN)

Email address  
(Must be held in the Rural Payments service for your CRN)

**Request security code**

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



**Create new password**

Your security code has been emailed to you  
(You must use it within 12 hours)

Enter security code

**Continue**

If you close this screen before you enter your security code, you can enter it from the 'Sign in' screen.

You must use the security code within 12 hours. If you haven't 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 the screen, and read 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 under 'Registered through RPA'.

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**

Enter your details and security code below

Customer reference number (CRN)

Email address  
(Must be held in the Rural Payments service for your CRN)

Security code

**Continue**

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**

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

### **Check – 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 in to the Rural Payments service you'll see a screen called 'Your businesses and messages'. To check and change your personal details, click 'View and amend personal details' on the right side of the screen. Click 'Amend your details', then after you make any changes, click 'Submit changes'.

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

**IMPORTANT** – if you claim 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 and messages' 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 in 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.

### **Check – your 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.

We'll make payments in sterling only.

We will use the bank account details we already have to pay you. If you want to be paid into a different account, you must call us before 12 November 2021.

To amend your bank account details, call us on 03000 200 301. You cannot change them online or by email. You must have 'Business details: Make legal changes' permission level in the Rural Payments service before you ask us to update your bank account details.

To help prevent fraud, after payments start from 1 December 2021 until the end of December, there are restrictions on updating bank account details. We can only update details if we have asked you for them or if your bank has rejected payment.

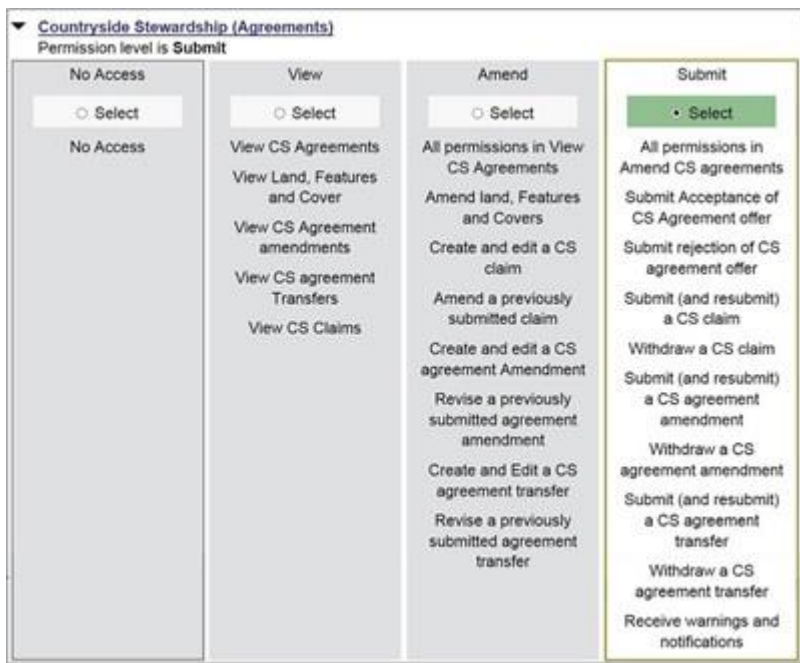
## **Check – your permission levels**

If the 'Countryside Stewardship Claims' link is not visible on 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 levels, click the relevant name under 'Give people permission to act for 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 revenue 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 the relevant name under ‘Give people permission to act for this business’ on the ‘Business overview’ screen. They’ll need Countryside Stewardship (Agreements) ‘Submit’ permission if you want them to claim for you. They must be registered in the Rural Payments service before you can give them access, and you will need their customer reference number (CRN).

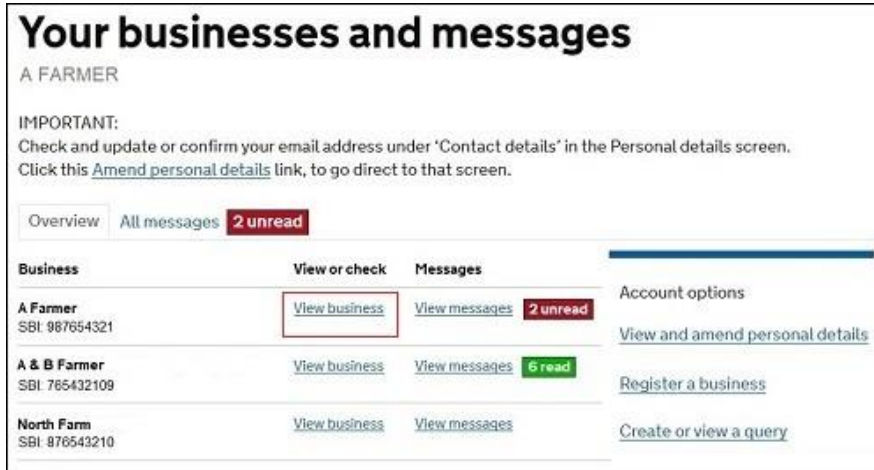
If you prefer you can arrange for someone else to receive payments on your behalf.

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

# Complete your claim

Use this section to help you complete your claim

After you've signed in to the Rural Payments service, click 'View business'. Scroll down the 'Business overview' screen and click 'Countryside Stewardship Claims'.

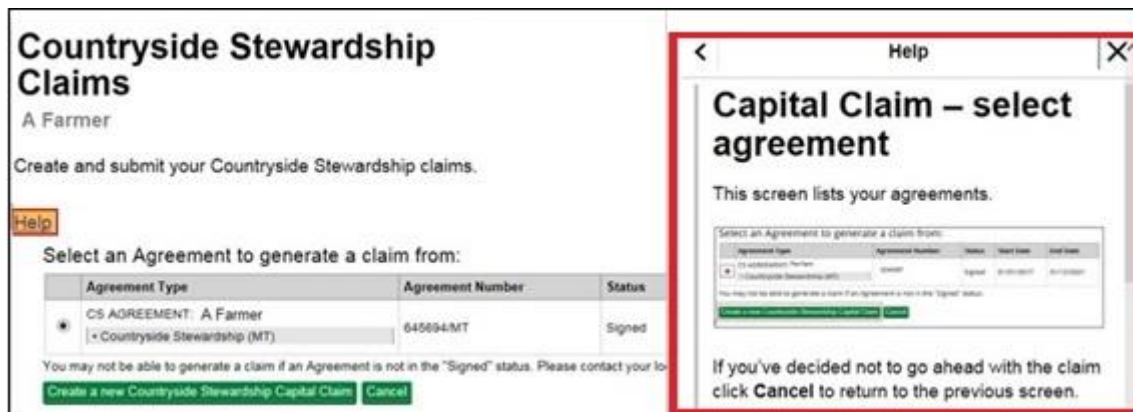


If you cannot see the 'Countryside Stewardship Claims' link, you should check that you have the correct permission level to create a claim. For more information read the 'Check your permission levels' section. If you still cannot see the link after your permission level has been updated in the Rural 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](#) on 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.



## Create 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'.

Select an Agreement to generate a claim from:

Agreement Type	Agreement Number	Status	Start Date	End Date
<input type="checkbox"/> CS AGREEMENT: A Farmer • Countryside Stewardship (MT)	654321/MT	Signed	01/01/2019	31/12/2023

You may not be able to generate a claim if an Agreement is not in the "Signed" status. Please contact your local office for assistance.

[Create a new Countryside Stewardship Capital Claim](#) [Cancel](#)

A message will appear when your claim is created 'Successfully'.

Click 'Close' to return to the previous screen where you can open your claim.

Claim Number: 654321  
Date: 01/04/2021 12:11:02 PM  
Your claim has been **SUCCESSFULLY** created. Please click on 'Close' to proceed.

[Close](#)

## 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.

Claim Reference	Agreement	Type	Active	Submit Date	Status	
654321		CS Capital Only Claim 2021	Yes		Created	<a href="#">Open</a>

## Complete your claim

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

Click 'Complete your claim'.

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

Complete your claim (Please review all sections of your claim before submitting it for processing)

[ANNEX I Details of Capital Item Claim for Standard Cost Items](#)

[ANNEX II Details of Capital Item Claim for Items Paid on the Basis of Actual Cost](#)

[Claim Profile](#)

[Other Public Funding](#)

[Supporting Documents](#)

[Declarations](#)

▶ View and print your Claim Summary

▶ View and print your Evidence Checklist

▼ Submit Your Claim

**SUBMIT** **WITHDRAW**

If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim.

**Back**

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 and Contact details' section.

### 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.

ANNEX I Details of Capital Item Claim for Standard Cost Items

Item Code	Item Title	Total Approved	Total Remaining	Applied for	
BN11	BN11 - Planting new hedges	1191 Meters	1191 Meters	0 Meters	<input type="button" value="Open"/>
BN12	BN12 - Stone Wall Restoration	75 Meters	0 Meters	0 Meters	<input type="button" value="Open"/>
BN6	BN6 - Hedgerow Coppicing	95 Meters	95 Meters	0 Meters	<input type="button" value="Open"/>
FG2	FG2 - Sheep netting	2372 Meters	2372 Meters	0 Meters	<input type="button" value="Open"/>
RP1	RP1 - Resurfacing of gateways	3 Units	3 Units	0 Units	<input type="button" value="Open"/>
RP15	RP15 - Concrete yard renewal	0.0283 HA	0.0283 HA	0.0000 HA	<input type="button" value="Open"/>
TE1	TE1 - Planting Standard Hedgerow Tree	41 Units	41 Units	0 Units	<input type="button" value="Open"/>

If you believe the numbers (length, area etc) are incorrect contact the Rural Payments Agency BEFORE submitting your 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.

ANNEX I Details of Capital Item Claim for Standard Cost Items

FG12 - Wooden Field Gate

Sheet Num.	Parcel Num.	Payment Rate (Pounds/Units)	Total Quantity Approved (Units)	Quantity Remaining To Complete (Units)	Eligible Grant Remaining (Pounds)	Work Must be Completed by	Tick If Final Claim	Quantity Claimed (Units)	Payment Claimed (Pounds)
ZZ0514	3011	390.00	1	1	390.00	00/00/00	<input type="checkbox"/>	<input type="text" value="0"/>	0.00
ZZ0514	0197	390.00	1	1	390.00	00/00/00	<input type="checkbox"/>	<input type="text" value="0"/>	0.00
Total Claimed Amount									0.00

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 on GOV.UK. Or read the 'Eligibility Requirements and Specifications for Capital Items' section in your agreement documents.

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.

ANNEX II Details of Capital Item Claim for Items Paid on the Basis of Actual Cost

Item Code	Item Title	Total Approved	Total Remaining	Applied for	
LV2	LV2 - Livestock handling facilities	7928.00 Pounds	7928.00 Pounds	0.00 Pounds	<a href="#">Open</a>

If you believe the numbers (length, area etc) are incorrect contact the RPA BEFORE submitting your claim.

To enter the amount you want to claim, click 'Invoices' in the individual capital item screen.

ANNEX II Details of Capital Item Claim for Items Paid on the Basis of Actual Cost

LV2 - Livestock handling facilities

Agreed Maximum Grant (Pounds)	Already Claimed (Pounds)	Eligible Grant Remaining (Pounds)	Work Must be Completed by	Tick If Final Claim	Quantity Claimed (Pounds)	
7928.00	0.00	7928.00	00/00/00	<input type="checkbox"/>	0.00	<a href="#">Invoices</a>
Total						0.00

[Save](#) [Back](#) [Close](#)

When you first open 'Invoices', it will show 'No data found'.

This will update when you add your invoice details.

Click 'Add New Invoice'.

ANNEX II Details of Capital Item Claim for Items Paid on the Basis of Actual Cost

LV2 - Livestock handling facilities

Agreed Maximum Grant (Pounds)	Already Claimed (Pounds)	Eligible Grant Remaining (Pounds)	Work Must be Completed by	Tick If Final Claim	Quantity Claimed (Pounds)	
7928.00	0.00	7928.00	00/00/00	<input type="checkbox"/>	0.00	<a href="#">Invoices</a>

Invoices

Receipt Invoice Reference	Total Invoice Amount Ex. VAT for Approved Works (Pounds)	Total Invoice VAT for Approved Works (Pounds)	Agreed Payment Rate (%)	Total Claimed Value Ex. VAT (Pounds)	Total VAT Claimed (if applicable) (Pounds)
No data found					

[Add New Invoice](#) [Back](#) [Close](#)

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 the '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.

Agreed Maximum Grant (Pounds)	Already Claimed (Pounds)	Eligible Grant Remaining (Pounds)	Work Must be Completed by	Tick If Final Claim	Quantity Claimed (Pounds)
5000.00	0.00	5000.00	31/12/2019	<input type="checkbox"/>	900.00

Receipt Invoice Reference	Total Invoice Amount Ex. VAT for Approved Works (Pounds)	Total Invoice VAT for Approved Works (Pounds)	Agreed Payment Rate (%)	Total Claimed Value Ex. VAT (Pounds)	Total VAT Claimed (if applicable) (Pounds)
INVOICE 1	1,000.00	0.00	80.00	800.00	0.00
INVOICE 2	200.00	0.00	80.00	160.00	0.00

Click 'Back' to return to the capital item screen, and then 'Save'.

Then click 'Back' to return to the actual cost items screen:

Agreed Maximum Grant (Pounds)	Already Claimed (Pounds)	Eligible Grant Remaining (Pounds)	Work Must be Completed by	Tick if Final Claim	Quantity Claimed (Pounds)
5000.00	0.00	5000.00	31/12/2019	<input type="checkbox"/>	960.00
Total					960.00

Operation successfully completed.

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.

**Claim Profile**

Are there any capital items that you:

- have not fully claimed by their "Claim By" date, as set out in the Agreement Documentation
- do not intend to make a further claim on

Yes  No

If the answer to the above question is Yes then please identify the items and give reasons in the box below:

## 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 for capital work completed under this agreement 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.

**Other Public Funding**

Has the work under this agreement attracted any support from other public funds (including the National Lottery, or Inheritance Tax Relief subject to a Heritage Land Management Plan, but not including the Basic Payment Scheme) or other grant schemes in addition to that which you have previously declared to Rural Payments Agency or Natural England in your application for the above agreement or in subsequent claims for aid?

Yes  No

If You have answered Yes to the above question please provide details in the box below of what work has attracted funding, from which organisation and the amount of money involved.

## 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.

Supporting Documents

Before you submit your claim form, please indicate that you have included the following important documents where applicable.  
**Failure to do so could result in a delay or withholding of payment of your claim and the potential application of penalties.**

Are you VAT registered?

Yes  No

**VAT declaration for those capital items which are paid on the basis of actual costs**  
 If you are not VAT registered and wish to claim the VAT element as agreed, have you enclosed a letter from HMRC or your accountant confirming your VAT status?

Yes  No  Not applicable

**Received invoices/receipts**  
 Please confirm the number of received invoices/receipts that you have sent to Rural Payments Agency to support your claim for the items that are paid on the basis of actual costs.

Number of received invoices/receipts:

**Capital item supporting evidence**  
 Have you sent Rural Payments Agency the required evidence to support your capital claim (as set out under the individual requirements for those items, e.g. photographs)?

Yes  No

You **must** answer **all** 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 ‘Not applicable’, 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 ‘Not applicable’.

If you’re not claiming for any actual cost capital items, or you are VAT registered, **you must enter ‘Not applicable’ or you cannot submit your claim.**

- **Received invoices/receipts**

If you’re claiming for any actual cost capital items, enter the number of received 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](#) on GOV.UK.

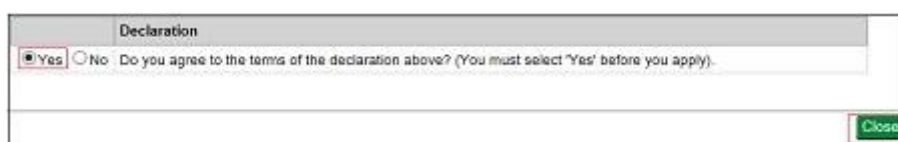
After you've answered **all** the questions, click 'Save', then 'Close' to return to the 'Complete your claim' section.

## **Declarations**

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

Read all of the declarations and undertakings. Use the scroll bar at the side of the declaration to read it all.

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



The screenshot shows a web form titled 'Declaration'. It contains a question: 'Do you agree to the terms of the declaration above? (You must select "Yes" before you apply)'. There are two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom right of the form is a green 'Close' button.

**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 **before you submit it**:

- claim summary – shows all the information you've added to your claim – create it after you've filled in your claim
- evidence checklist – shows all the evidence needed for your claim – create it after you've filled in your claim – if this is not visible on your screen read [Countryside Stewardship grants](#) on GOV.UK for more information.

## **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.

Complete your claim (Please review all sections of your claim before submitting it for processing)

View and print your Claim Summary

Click 'Download' to view and print your Claim Summary.  
This document was last updated on 12/04/2021 2:09:26 PM

Download

Click the 'Generate' button below to create/update your Claim Summary to include the latest information.  
When the document has been updated, the date and time above will change.

Generate

View and print your Evidence Checklist

Submit Your Claim

SUBMIT WITHDRAW

If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim.

Back

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 your claim.

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

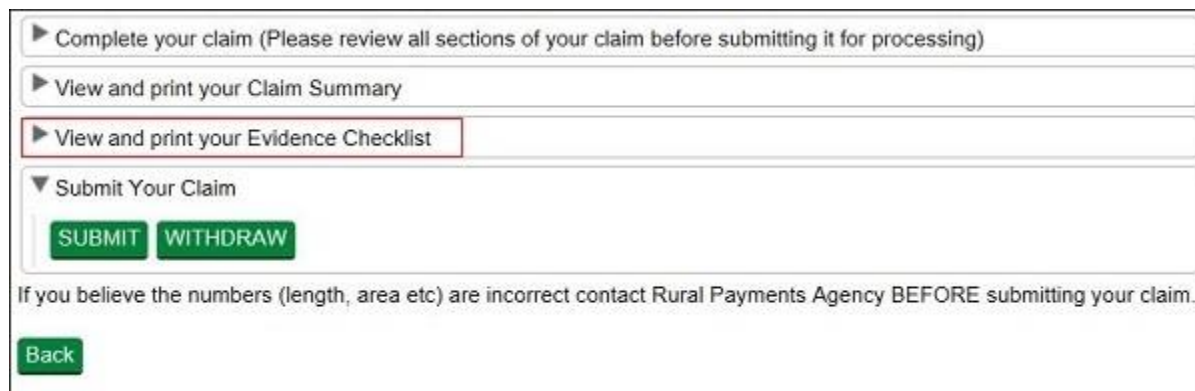
Do not send the document to us as a paper claim – we cannot accept it.

## Evidence Checklist

This checklist shows all the evidence needed for your claim. It tells you which evidence you need to submit to RPA when you submit your claim (to reach RPA at the very latest by the 'Claim by' date outlined in your agreement document), and which evidence you must keep until you're asked for it.

If it is not visible on your screen read [Countryside Stewardship grants](#) on GOV.UK for information about what evidence is needed for your claim.

## Click 'View and print your Evidence Checklist'



The screenshot shows a web interface with several navigation options in a list:

- ▶ Complete your claim (Please review all sections of your claim before submitting it for processing)
- ▶ View and print your Claim Summary
- ▶ View and print your Evidence Checklist (This option is highlighted with a red border)
- ▼ Submit Your Claim

Below the 'Submit Your Claim' section, there are two green buttons: **SUBMIT** and **WITHDRAW**.

At the bottom of the interface, there is a text instruction: "If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim." and a green **Back** button.

To create your checklist follow the instructions in the 'Claim Summary' section.

If you make any updates to your claim after you've created your evidence checklist, you should generate and download a new checklist to make sure you have the most up to date information.

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



## Confirm your information and claim

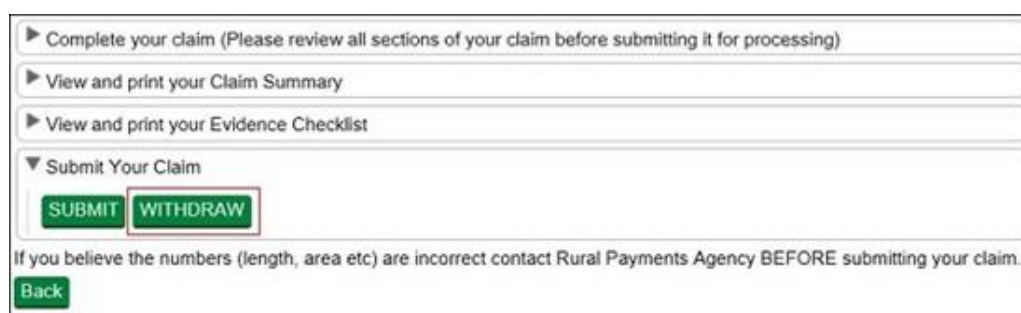
To confirm the information in your claim is correct, check it before you submit it online.

### 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.



The screenshot shows a web interface for claim management. It features a list of actions: 'Complete your claim (Please review all sections of your claim before submitting it for processing)', 'View and print your Claim Summary', and 'View and print your Evidence Checklist'. Below these is a section titled 'Submit Your Claim' which contains two green buttons: 'SUBMIT' and 'WITHDRAW'. At the bottom of the interface, there is a note: 'If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim.' and a green 'Back' button.

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'.

Complete your claim (Please review all sections of your claim before submitting it for processing)

View and print your Claim Summary

View and print your Evidence Checklist

Submit Your Claim

**SUBMIT** **WITHDRAW**

If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim.

**Back**

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' and RPA has received your claim.

Submission date and time: 23-April-2021 12:30

SBI: 987654321

Claim Number: 654321

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'. It also shows the date and time your claim was submitted).

For more information read the 'Supporting documents and evidence' section.

## 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.

Transition **FAILED**

New application status: **IN PROGRESS**

Verification details:

Rule on CAP claim Inprogress to Submit	<b>FAILED</b>
CAP Claim Data Entry Business Rule 1	✓
Check for CAP value, date and claimant name	✗
CAP Claim Data Entry Business Rule 2	✓
CAP Claim Data Entry Business Rule 3	✓
CAP Claim Transition Progress to Submitted Actual Cost Applied for	✓
Check for mandatory fields in Supporting Documents	✗

Supporting documentation form in Other Claim Information is not complete

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 information below will tell you what you need to do before you submit your claim again:

**No claimed items entered**

You need to add at least 1 capital item to your claim. Read the 'Add standard cost items' and the 'Add actual cost items' sections for more information.

**Claim profile form in Other Claim Information is not complete**

You have **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 the 'Claim profile' section for more information.

**Other public funding form in Other Claim Information is not complete**

You have **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 the 'Other public funding' section for more information.

**Supporting documentation form in Other Claim Information is not complete**

You have not answered all of the questions under 'Supporting documents'. Read the 'Supporting documents' section for more information.

**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 the 'Declarations' section for more information.

## After you've claimed

After you've submitted your claim and returned to the claim screen, you may see 2 green buttons beside your submitted claim details.

Claim Reference	Agreement	Type	Active	Submit Date	Status	
654321	CS AGREEMENT (123456 /MT) • NELMS - (MT) Countryside Stewardship	CS Capital Only Claim 2021	Yes	29/01/2021 9:56:53 AM	Submitted	<a href="#">Summary</a> <a href="#">Evidence Checklist</a>

## Summary and Evidence checklist

You may have already generated these at the 'Complete your claim' section. You should 'generate' and 'download' them again after you submit your claim to make sure they contain everything you've put into your claim. The checklist tells you which evidence you need to submit with your claim and which you need to keep until you're asked for it. As explained earlier in the 'Complete' section. If the evidence checklist is not visible on your screen read [Countryside Stewardship grants](#) on GOV.UK for more information about evidence.

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

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

## Supporting documents and evidence

RPA must receive your online claim, supporting documents, and any evidence that needs to be submitted, 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 the relevant scheme [manual](#) and [Countryside Stewardship grants](#) on GOV.UK.

Some evidence you must submit to RPA and some evidence you must keep until you're asked for it. Your evidence checklist will show this. If the checklist is not visible on your screen you can read the same information for each individual item in [Countryside Stewardship grants](#) on GOV.UK.

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.

### **How to submit your supporting documents and evidence**

You can scan and email your supporting documents and evidence to [ruralpayments@defra.gov.uk](mailto:ruralpayments@defra.gov.uk). The maximum size of emails we can accept is 32MB. For security reasons, we cannot accept discs, USB pen drives or other external storage media.

You must put your SBI and Claim number in the email and on all documents. Also use 'Countryside Stewardship 2021 Capital Claim' and your SBI as the email subject heading.

You can submit digital photos by email, but do not scan printed photos as the quality is not good enough.

Or you can post documents to RPA using the address in the 'More information and Contact details' 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:

#### **Submitted**

You've submitted your claim online and now need to send your supporting documents and any evidence that needs to be submitted, to reach RPA before the **'claim by' date in your agreement document**.

**Claim validation**

Your claim, supporting documents, and any evidence that needed to be submitted are being checked to confirm eligibility.

**Final checking**

Your claim is waiting for final check and authorisation to pay.

**Preparing for payment\***

Your claim is being sent for payment, or has been paid.

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

## **Scheme rules and other guidance**

All the guidance and information you need about a capital claim is in the relevant scheme manual on GOV.UK.

For guidance and information read [How to claim for payment on an existing CS agreement](#).

For the scheme rules and information about agreements read the relevant [Countryside Stewardship scheme manual](#).

## **More Information and Contact details**

### How to contact us

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

Rural Payments helpline: 03000 200 301

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

Email: [ruralpayments@defra.gov.uk](mailto:ruralpayments@defra.gov.uk)

Follow us on Twitter @ruralpay

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:

For more information search for [Rural Payments Agency](#) on GOV.UK then scroll down the screen to 'Complaints procedure' under 'Corporate information'.