



Rural Payments  
Agency

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

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## **Version 2.0**

25 March 2021 – Claim summary does not contain land parcel reference numbers in Section 3 Rotational options. Instructions for keeping a record of land parcel reference numbers for rotational options in 'View and Print' and 'After you've claimed' sections.

# Countryside Stewardship: How to submit a revenue claim online

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

## New in 2021

You can now confirm the locations of your rotational options using the Rotational Options Declaration in the Rural Payments service after you've submitted your claim. For more information read the 'After you've claimed' section.

## Key dates

Date	Information
17 May 2021 (midnight)	Deadline for submitting your CS Revenue Claim online without penalties.
31 May 2021 (midnight)	Deadline to make changes to your CS Revenue Claim (without penalty) after you've submitted it. For more information read the 'After you've claimed' section.
11 June 2021 (midnight)	Deadline for late submissions and changes to your CS Revenue Claim (with penalty). We cannot accept any online claims or changes we receive after this date. For more information read 'When to claim' below.
1 September 2021	Deadline to confirm the locations of your rotational options.

## When to claim

The deadline for the Rural Payments Agency (RPA) to receive your revenue claim and supporting documents is midnight on 17 May 2021. If we receive your claim after this date, late claim penalties apply at 1% reduction to the claim for each working day it is late, until midnight on 11 June 2021. We cannot accept any claims we receive after midnight on 11 June 2021.

## Claiming in 2021

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:



**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

1234567890

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.

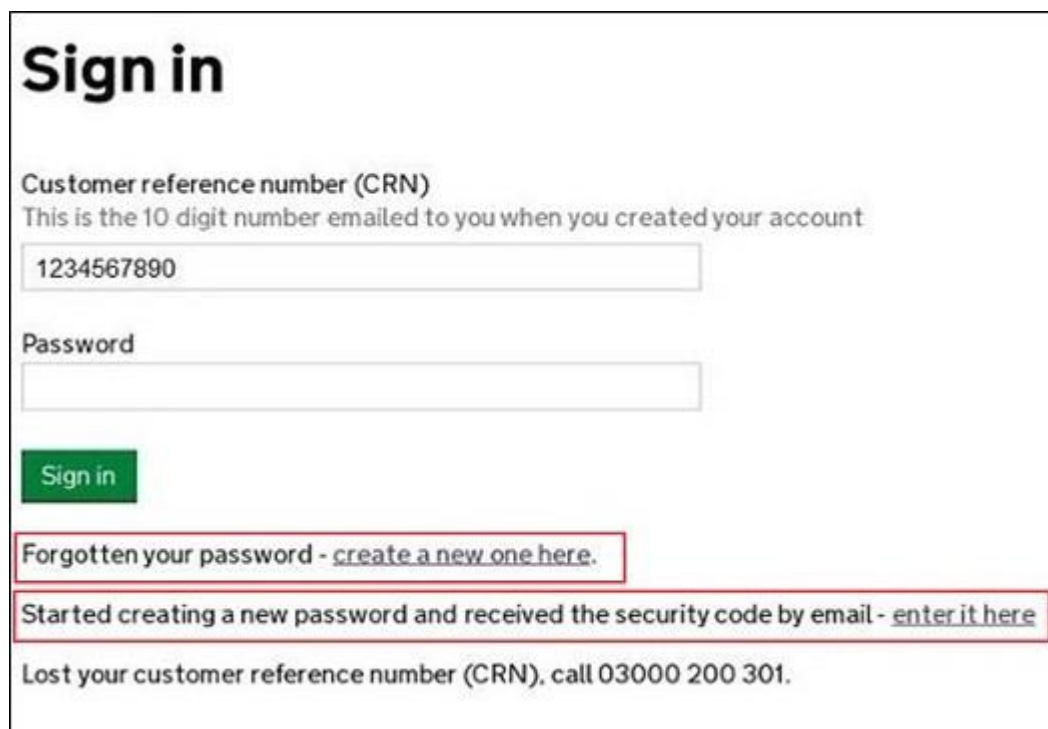
You can leave feedback on the issue using the link on the GOV.UK Verify screen.

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.



The screenshot shows a 'Sign in' form with the following elements:

- Sign in** (Section Header)
- Customer reference number (CRN)**  
This is the 10 digit number emailed to you when you created your account.  
Input field containing: 1234567890
- Password**  
Input field (empty)
- Sign in** (Green button)
- Forgotten your password - [create a new one here.](#)** (Link highlighted with a red box)
- Started creating a new password and received the security code by email - [enter it here](#)** (Link highlighted with a red box)
- 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)  
1234567890

Email address  
(Must be held in the Rural Payments service for your CRN)  
a.farmer@fieldinternet.com

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.

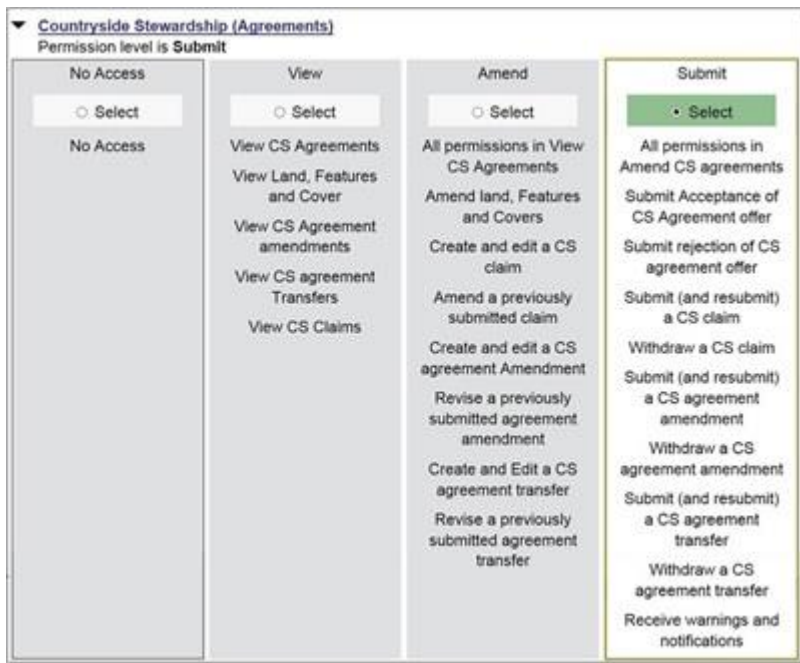
## **Check – your permission levels**

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'.

**Your businesses and messages**

A FARMER

IMPORTANT:  
Check and update or confirm your email address under 'Contact details' in the Personal details screen. Click this [Amend personal details](#) link, to go direct to that screen.

Overview All messages **2 unread**

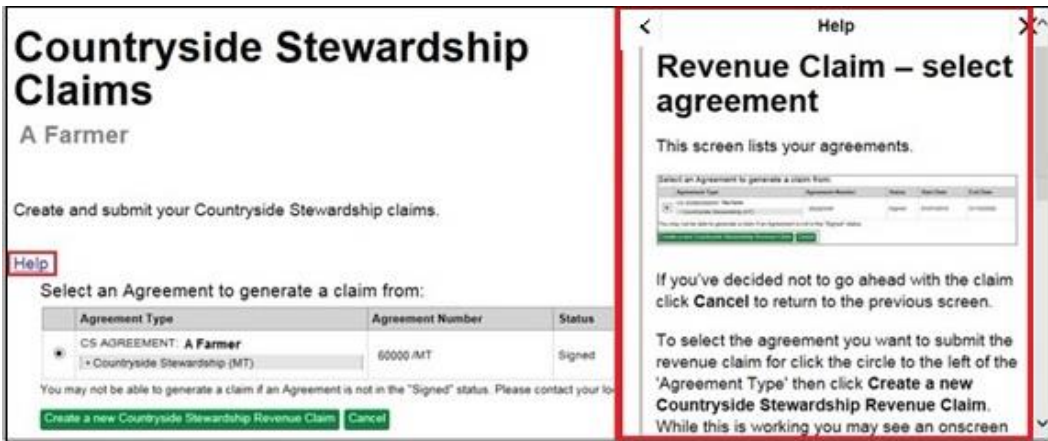
Business	View or check	Messages	
<b>A Farmer</b> SBI: 987654321	<a href="#">View business</a>	<a href="#">View messages</a> <b>2 unread</b>	Account options <a href="#">View and amend personal details</a>
<b>A &amp; B Farmer</b> SBI: 765432109	<a href="#">View business</a>	<a href="#">View messages</a> <b>6 read</b>	<a href="#">Register a business</a>
<b>North Farm</b> SBI: 876543210	<a href="#">View business</a>	<a href="#">View messages</a>	<a href="#">Create or view a query</a>

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 revenue 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 Revenue Claim'.



The screen shows a list of agreements for your business.

Your agreement must contain at least one revenue option before you can create a revenue claim for that agreement.

Select the agreement you want to submit the claim for.

Then click 'Create a new Countryside Stewardship Revenue 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.

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

## Complete your claim

Using the list on your screen, you can add details to your online revenue 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)

[Agreement Level Options to be claimed](#)

[Parcel Based Options to be claimed](#)

[Rotational Options to be claimed](#)

[Change\(s\) to your claim](#)

[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 of the options sections:

- If your agreement does not contain any of these options a message will tell you this – click 'Close' to return to the Complete your claim section.
- You cannot claim for more than the approved amount of the option.
- If you're claiming for less than the approved amount, give an explanation in the 'Changes to your claim' section.
- If you think that the approved values of any of the options are incorrect, contact RPA **BEFORE** you submit your claim. Read the 'More Information and Contact details' section.

## Add agreement level options

This screen shows a list of options that are in your agreement and that do not relate to specific land parcels. For example, option ED1 – Educational



Access. For more information about any of your agreement level options read [Countryside Stewardship grants](#) on GOV.UK.

Click 'Agreement level options to be claimed'.

You must enter a figure for every option on this screen – or you will not be able to submit your claim.

For an option you want to claim click 'Open' then enter the amount or number under 'Claimed (units)'. Click 'Save', then click 'Back', to return to the list of options.

For an option you do not want to claim, click 'Open' then enter '0' under 'Claimed (units)'. Click 'Save', then click 'Back', to return to the list of options.



Option Code	Option Title	Total Approved	Claimed	
ED1	ED1 - Educational Access	999 Units	0 Units	<input type="button" value="Open"/>

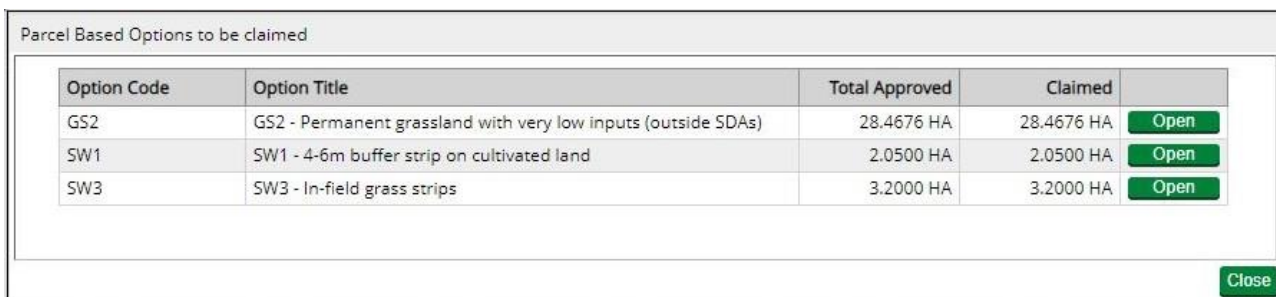
After you've entered either the claimed amount or '0' for each option, click 'Close' to return to the 'Complete your claim' section.

### Add parcel based options

This screen shows a list of options that are in your agreement and that relate to specific land parcels. You can claim for any of these options.

Click 'Parcel Based Options to be claimed'.

You'll see the 'Total Approved' and 'Claimed' amount for each option.



Option Code	Option Title	Total Approved	Claimed	
GS2	GS2 - Permanent grassland with very low inputs (outside SDAs)	28.4676 HA	28.4676 HA	<input type="button" value="Open"/>
SW1	SW1 - 4-6m buffer strip on cultivated land	2.0500 HA	2.0500 HA	<input type="button" value="Open"/>
SW3	SW3 - In-field grass strips	3.2000 HA	3.2000 HA	<input type="button" value="Open"/>

You can change the 'Claimed' amount, click 'Open' for the option code.

You can delete the figure for each land parcel under 'Claimed' and enter the amount you want to claim for.

Click 'Save' then 'Back' to return to the 'Parcel Based Options to be claimed' screen.

### Add rotational options

This screen shows a list of rotational options that are in your agreement. You can claim for any of these options.

Click 'Rotational Options to be claimed'.

If your agreement does not contain any of these options a message will tell you this. However you must answer 'N/A' to the question about the location of options or you cannot submit your claim. Then click 'Close' to return to the 'Complete your claim' section.

Your agreement does not contain any options of this type.

Have you confirmed the location of ALL the Rotational Options that you would like to claim against in this Scheme year?

Yes  No  N/A

If your agreement contains rotational options you'll see a list of them.

If you do not want to claim for any of the rotational options you must answer 'N/A' to the question about the location of options or you cannot submit your claim. Then click 'Close' to save and return to the 'Complete your claim' section.

Have you confirmed the location of ALL the Rotational Options that you would like to claim against in this Scheme year?

Yes  No  N/A

If you want to claim for rotational options listed you'll see the 'Total Approved' and 'Claimed' amounts for each option.

To enter your 'Claimed' amount(s), click 'Open' for the option code you want to claim for.

Rotational Options to be claimed

Option Code	Option Title	Total Approved	Claimed	
AB14	AB14 - Harvested low input cereal	32.0000 HA	0.0000 HA	<input type="button" value="Open"/>
AB9	AB9 - Winter bird food	7.9991 HA	0.0000 HA	<input type="button" value="Open"/>
GS17	GS17 - Lenient Grazing Supplement	1.3601 HA	0.0000 HA	<input type="button" value="Open"/>

Have you confirmed the location of ALL the Rotational Options that you would like to claim against in this Scheme year?

Yes  No  N/A

The screen will show any land parcels that are eligible for the option. If you know where the rotational option will be located in this scheme year, enter the amount you are claiming for each relevant land parcel under 'Claimed'.

If you have not yet decided where your rotational options will be located during this scheme year, you must still indicate how much of the option(s) you intend to claim. This can be against any available land parcel.

For example, if you know that you want to claim 1ha of a rotational option, but you have not yet decided where this will be located:

You could submit your claim with 1ha allocated to land parcel ZZ1915 5079 in the example below.

Then confirm at a later date to reach RPA no later than 1 September in the scheme year, that the 1ha is actually located in land parcel ZZ1915 6694 in the scheme year. For more information read the 'After you've claimed' section.

If you enter a claimed figure that is larger than the area of the land parcel (listed in the Eligible (HA) column), an error message will appear when you click save. You cannot continue until you've corrected the claimed figure.

You cannot claim more than the approved value for each rotational option. At the top of the individual option screen, you'll see the total approved for the option.

The 'Total Claimed' at the bottom of the land parcel list automatically updates as you add in the claimed amount for each land parcel. The 'Total claimed' turns red if the total claimed is larger than the total approved, and an error message will appear when you click save. You cannot continue until you have reduced the total claimed.

**IMPORTANT:** Currently the land parcel reference numbers you add the areas to on this screen do not appear in Section 3 of your claim summary. This does not affect the information you have added and 'saved' in this screen. This information and the land parcel reference numbers are still contained within this screen and the claim itself in the Rural Payments service.

The 'Agreement Area' column in Section 3 of the claim summary does show the area(s) of rotational options you have claimed in this screen. If you want a record of which land parcels you're adding the rotational options information for, we suggest you take screenshots of this rotational options screen after you've added and 'saved' the relevant information and before you submit your claim. You can then save or print the screenshots to keep as a record.

We are looking at this and we intend to update the Rural Payments service to include the land parcel references in the summary as soon as we can.

Rotational Options to be claimed

**GS17 - Lenient Grazing Supplement**  
 Total Approved: 1.3601 HA

Sheet Number	Parcel Number	Eligible (HA)	Claimed (HA)
ZZ1915	5079	1.2745	0
ZZ1915	6694	2.3772	0
ZZ1915	7189	0.9680	0
ZZ1914	8499	1.0783	0
Total Claimed			0.0000

Save Back

Close

After you've added the claimed amount, click 'Save' then 'Back' to return to the 'Rotational options to be claimed' screen.

**IMPORTANT: Now answer the location of rotational options question.**

**If you know the location of all the rotational options you are claiming,** answer 'Yes' to the question.

Then click 'Close' to save and return to the 'Complete your claim' section.

**If you do not know the location of all the rotational options you are claiming for,** answer 'No' to the location of rotational options question.

You must confirm the locations of your rotational options as soon as this information is available, to reach RPA no later than 1 September in the scheme year.

You can do this in the Rural Payments service by completing the Rotational Options Declaration. Or you can write or send an email to RPA confirming the locations. For more information read the 'After you've claimed' section.

Then click 'Close' to save and return to the 'Complete your claim' section.

Rotational Options to be claimed

Option Code	Option Title	Total Approved	Claimed	
AB14	AB14 - Harvested low input cereal	32.0000 HA	0.0000 HA	Open
AB9	AB9 - Winter bird food	7.9991 HA	0.0000 HA	Open
GS17	GS17 - Lenient Grazing Supplement	1.3601 HA	0.0000 HA	Open

Have you confirmed the location of ALL the Rotational Options that you would like to claim against in this Scheme year?

Yes  No  N/A

Close

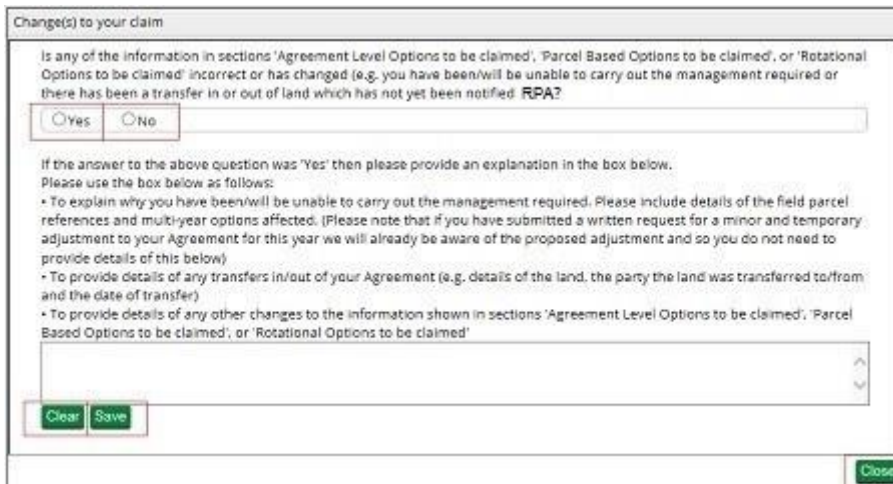
## Changes to your claim

This section asks you to answer 'Yes' or 'No' to confirm whether you have made any changes to your claim. You must answer this question before you can submit your claim.

If you answer 'Yes', you must also give details about any changes you have made in the box provided.

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

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



The screenshot shows a dialog box titled "Change(s) to your claim". It contains a question: "Is any of the information in sections 'Agreement Level Options to be claimed', 'Parcel Based Options to be claimed', or 'Rotational Options to be claimed' incorrect or has changed (e.g. you have been/will be unable to carry out the management required or there has been a transfer in or out of land which has not yet been notified RPA)?". Below the question are two radio buttons: "Yes" and "No". A text area is provided for an explanation if "Yes" is selected. The text area contains instructions: "Please use the box below as follows:" followed by three bullet points: "• To explain why you have been/will be unable to carry out the management required. Please include details of the field parcel references and multi-year options affected. (Please note that if you have submitted a written request for a minor and temporary adjustment to your Agreement for this year we will already be aware of the proposed adjustment and so you do not need to provide details of this below)", "• To provide details of any transfers in/out of your Agreement (e.g. details of the land, the party the land was transferred to/from and the date of transfer)", and "• To provide details of any other changes to the information shown in sections 'Agreement Level Options to be claimed', 'Parcel Based Options to be claimed', or 'Rotational Options to be claimed'". At the bottom of the dialog box are three buttons: "Clear", "Save", and "Close".

## 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 terms and conditions and make the declaration.

Then click 'Close' to return to the previous screen.



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

If the date and time beside the download button is green, then the information in the summary is up to date. If you’ve changed any information in your claim, for example, added or changed options, since the last time you generated

and downloaded this summary, the date and time will be red, which indicates the summary is not up to date.

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.

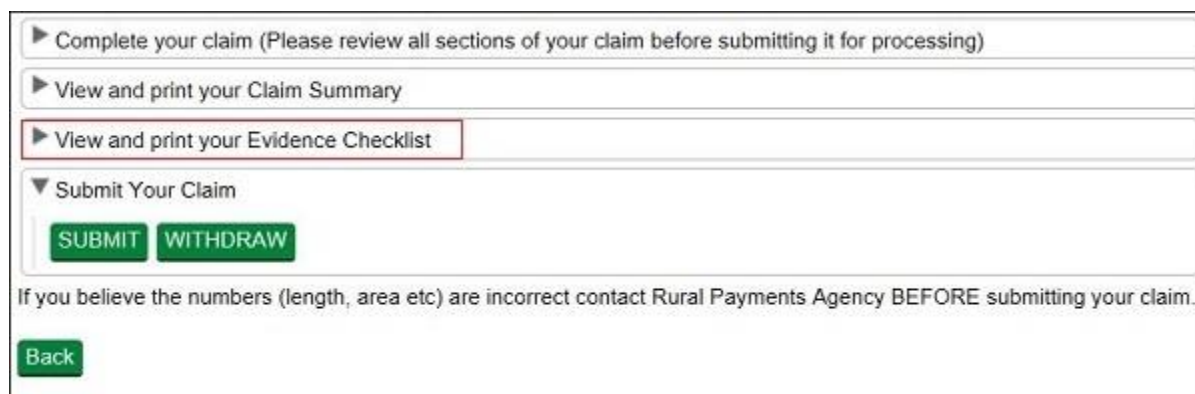
**IMPORTANT:** If you're claiming for rotational options you should read about how to keep a record of the land parcel reference numbers you've used in the 'Add rotational options' section before you submit your claim. Or if you have already submitted your claim read the 'After you've claimed' section.

## Evidence Checklist

This checklist shows all the evidence needed for your claim. It tells you which evidence you need to submit to RPA by the claim deadline 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 for claim submission. It features a list of options: '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' (highlighted with a red box), and 'Submit Your Claim'. Below the 'Submit Your Claim' option are two buttons: 'SUBMIT' and 'WITHDRAW'. At the bottom, there is a note: 'If you believe the numbers (length, area etc) are incorrect contact Rural Payments Agency BEFORE submitting your claim.' and a '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

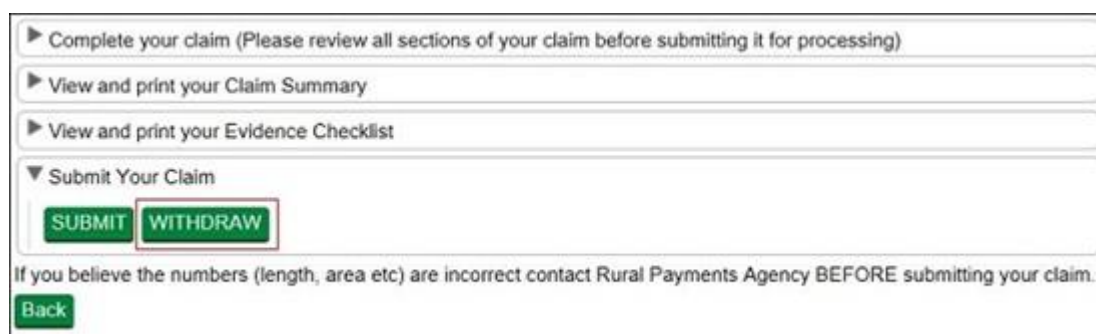
To confirm the information in your claim is correct, check it before you submit it online.

### 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 submission. 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'. The 'WITHDRAW' button is highlighted with a red rectangular box. 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 revenue 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 <b>FAILED</b>	
New application status: <b>IN PROGRESS</b>	
Verification details:	
Rule for CS MA claims to submit	<b>FAILED</b>
Check for CS MA contract Closed/Early Closed	✓
Check for CS MA Rotational Options Question in Submit Information	✗
Please complete the Rotational Options Question in Submit Information	
Check for CS MA Date & Claimant Name in Submit Information	✓
Check for CS MA Changes to Your claim in Other Info	✗
Changes to your claim 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:

**You have not entered a value for one or more agreement level options if you do not have a value then you must enter 0 (zero)**

Your agreement contains at least one agreement level option. You must enter the amount claimed (or 0 if you do not wish to claim any of the option).

Read the 'Agreement Level Options' section for more information.

**Please complete the Rotational Options Question in Submit Information**

You have not answered the location of rotational options question. If your agreement contains rotational options, you must answer the question with 'Yes' or 'No'.

If your agreement does not contain rotational options, you must answer 'N/A'.

Read the 'Rotational Options' section for more information.

**Changes to your claim form in Other Claim Information is not complete**

You have **either** not answered the question under Changes to your claim, **or** you have answered 'Yes' to the question but have not entered the requested details in the box provided.

Read the 'Changes to your claim' section for more information.

**You must select 'Yes' in the Declarations section to be able to proceed with your claim**

You have 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 the following green buttons beside your submitted claim details.

Claim Reference	Agreement	Type	Active	Submit Date	Status	
654321		CS Revenue Payment Claim 2021	Yes	30/04/2021 4:08:36 PM	Submitted	<a href="#">Summary</a> <a href="#">Evidence Checklist</a>
654322	For claim: 654321	Rotational Options Declaration 2021	Yes		Created	<a href="#">Open</a>

If you feel that you have not received payment or that payment has been delayed, please contact RPA.

## **Making changes to your claim**

If you need to make changes to your claim after you've submitted it send an email to [ruralpayments@defra.gov.uk](mailto:ruralpayments@defra.gov.uk), use 'Countryside Stewardship 2021 Revenue Claim' as the email subject heading. Or you can write to us using the address in the 'More information and contact us' section.

Claims can be changed until midnight on 31 May 2021 without penalty. For each working day after this, a 1% penalty will be applied to the land parcel and the option the change relates to. Claims cannot be changed after 11 June 2021.

## **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.

Evidence checklist – 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.

Claim summary – you may want to print or save your summary to keep it for your records.

Important information if you have rotational options in your claim – currently Section 3 of the claim summary does not show the land parcel reference numbers you've added the areas to for your rotational options. We are looking into this and we intend to include the land parcel references in the summary as soon as we can.

If you want a record of the land parcels and have not already taken screenshots of the rotational options screens as explained in the 'Add rotational options' section, we suggest you write the land parcel reference numbers into the 'Parcel numbers(s)/area(s)' column in the summary.

This does not affect the information you've added and 'saved' in the rotational options screen. The information and the land parcel reference numbers are still contained within the screen and the claim itself in the Rural Payments service.

The 'Agreement Area' column in Section 3 of the claim summary does show the area(s) of rotational options you have claimed.

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

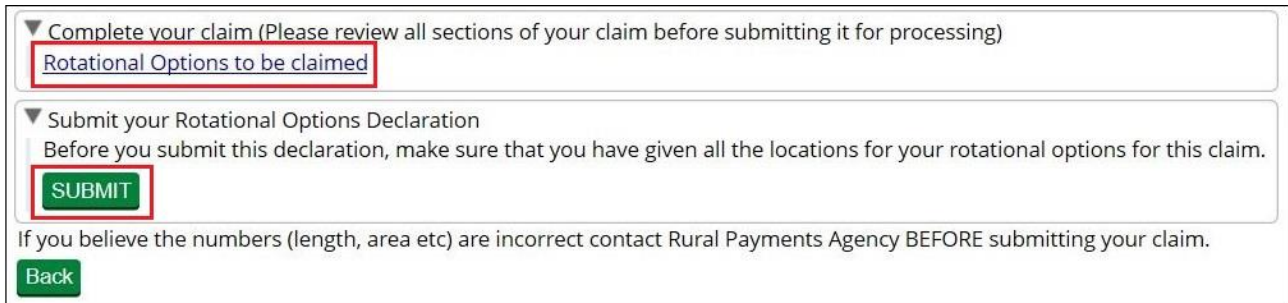
## Rotational Options Declaration

After you've submitted your claim the Rotational Options Declaration only appears if, at the rotational options screen, you clicked 'No' telling us you have not confirmed all the locations of your rotational options.

Use this declaration to confirm the locations of your rotational options.

Click 'Open'.

Then click 'Rotational Options to be claimed'. If this is not visible in the list on your screen you may need to click 'Complete your claim' first.



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

Rotational Options to be claimed

▼ Submit your Rotational Options Declaration

Before you submit this declaration, make sure that you have given all the locations for your rotational options for this claim.

**SUBMIT**

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

**Back**

Enter the locations as explained in the 'Add rotational options' section.

You can enter or amend the information as many times as you need to. Click Save each time you leave the screen to save the information you've entered.

You can only 'submit' your locations once using this declaration, then the Rotational Options Declaration button disappears from the claim screen. Therefore, it is important that you make sure you have entered all the locations for your rotational options before you click Submit.

After you're sure you've entered all the locations, and clicked 'Yes' that you've confirmed the locations of all your rotational options, click 'Submit' to send the information to RPA.

After you submit your rotational options declaration you'll see a screen message confirming that you've submitted the declaration successfully. Click 'Print' to print and keep this confirmation for your records.

Click 'Back' to return to the main screen (where the Rotational Options Declaration is no longer visible).

**IMPORTANT:** You must send this confirmation of the locations as soon as the information is available, to reach RPA no later than 1 September in the scheme year.

If you need to make any further changes to the information after you've submitted the locations in this rotational options declaration, write or send an email to reach RPA no later than 1 September in the scheme year.

## Supporting documents and evidence

RPA must receive your online claim, supporting documents, and any evidence that needs to be submitted, by midnight on 17 May 2021.

### Supporting documents

For example,

- [Land Ownership Control form](#) (if required), on GOV.UK
- [Whole Business Claim Declaration form](#) (if required), on GOV.UK

For more information about supporting documents read the relevant scheme [manual](#) or [Countryside Stewardship grants](#) on GOV.UK.

### Evidence

Some evidence RPA must receive by midnight on 17 May 2021, 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 option or item in [Countryside Stewardship grants](#) on GOV.UK.

### 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 Revenue Claim' as the email subject heading.

If we request photos, 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 now make one single payment for a revenue claim. We normally start making payments in December following the claim, and continue until June the following year.

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 your claim in the Rural Payments service. As your claim progresses, the claim status will change in the Countryside Stewardship claims screen.

### **Submitted**

You have submitted your claim online and now need to send your supporting documents to RPA before the claim deadline.

### **Claim validation**

Your claim, supporting documents and evidence are being checked to confirm eligibility.

When submitting a claim based on the draft agreement, the status will show as 'claim validation'. This means that the claim has been submitted but will remain here until the agreement has been set live.

### **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 revenue 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 any queries about your online claim or about submitting your supporting documents, 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'.