

RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales



Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A simple guide for Agents on how to use RPW Online



How to Use Rural Payments Wales Online

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

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

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Disclaimer

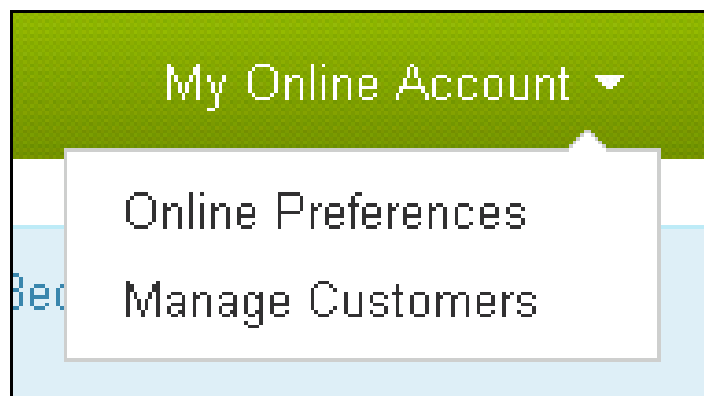
The purpose of this guide is to help you use the Rural Payments Wales Online service. This Guide has been divided into sections with detailed step by step instructions. As the Rural Payments Wales Online facilities are being developed in phases this Guide will change from time to time.

Produced by the Welsh Government

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Agent Home My Online Account

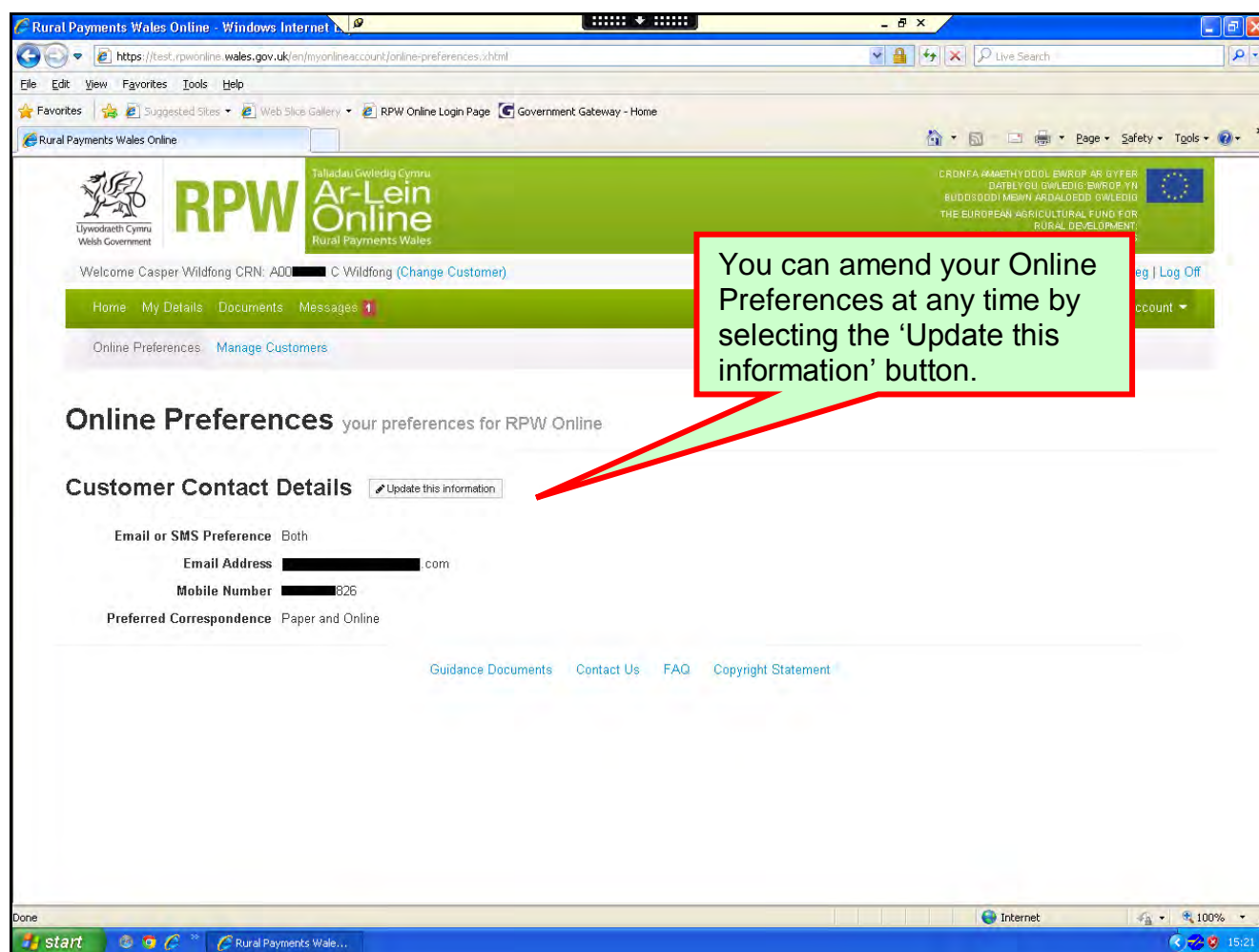
When you select the 'My Online Account' menu option, you will get a new list of options to choose from.



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Online Preferences

When the 'Online Preferences' menu option is selected you will get the following page



Online Preferences your preferences for RPW Online

Email or SMS Preference *

Email Address

Confirm Email Address

Mobile Number

Confirm Mobile Number

Preferred Correspondence *

You will need to decide how, in the future, you would like to receive your notifications and correspondence.

Email or SMS Preference - How RPW Online contacts you to inform you that a new document/letter has been added to your account. You have the choice of Email, SMS (Text Message) or Both.

Preferred Correspondence - How you receive letters from the Welsh Government. You have the choice of only receiving letters 'Online' through your RPW Online Account, or 'Paper and Online' to receive a paper copy in the post as well.

Once you have selected the 'Update this information' button, amend and/or enter your details as required.

You will also find a useful section informing you about Online Preferences and why you need to choose them.

Online Preferences your preferences for RPW Online

Email or SMS Preference *

Email Address

Confirm Email Address

Mobile Number

Confirm Mobile Number

Preferred Correspondence *

Once you have entered your information, select the 'Save Changes' button.

If you decide you no longer wish to amend your Online Preferences, simply select the 'Cancel' button.

Save Changes

Cancel

Rural Payments Wales Online - Windows Internet Explorer

https://test.rpwonline.wales.gov.uk/an/myonlineaccount/online-preferences.html

File Edit View Favorites Tools Help

Favorites Suggested Sites Web Slice Gallery RPW Online Login Page Government Gateway - Home

Rural Payments Wales Online

Uywodaeth Cymru Welsh Government

RPW Talhau Gwledig Cymru
Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00 C Wildfong ([Change Customer](#))

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Online Preferences [Manage Customers](#)

Online Preferences your preferences for RPW Online

Customer Contact Details [Update this information](#)

Email or SMS Preference Email

Email Address .com

Mobile Number

Preferred Correspondence Paper and Online

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Done

start Rural Payments Wale... Internet 100% 15:27

RPW Online will save your changes and take you back to your 'Online Preferences' page, which will be updated with your amendments.

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Manage Customers

When the 'Manage Customers' menu option is selected you will see the following page:

The screenshot shows the 'Manage Customers' page in the Rural Payments Wales Online system. The page header includes the RPW logo and navigation links. A welcome message for 'Casper Wildfong' is displayed. Below the navigation bar, the 'Manage Customers' section is active. A table lists three customers: B GANJI LTD, T Hussaini and CO, and P Dulin. Each customer row has buttons for 'Amend Business Details', 'Complete Claims', 'Submit Claims', 'View Payment/Financial Letters', and 'Manage Entitlements'. The 'Manage Entitlements' button is highlighted in red for each customer.

Customer	Amend Business Details	Complete Claims	Submit Claims	View Payment/Financial Letters	Manage Entitlements
A00 B GANJI LTD	✓	✓	✓	✓	Reject View History
A00 T Hussaini and CO	✓	✓	✓	✓	Reject View History
A00 P Dulin	✓	✗	✗	✓	Reject View History

All your association status tabs will display your customers in ascending CRN order.

This close-up view of the customer table shows three rows, each enclosed in a light green box. The first row is for 'A00 B GANJI LTD', the second for 'A00 T Hussaini and CO', and the third for 'A00 P Dulin'. Each row contains buttons for 'Amend Business Details', 'Complete Claims', 'Submit Claims', 'View Payment/Financial Letters', and 'Manage Entitlements'. The 'Manage Entitlements' button is highlighted in red for each customer.

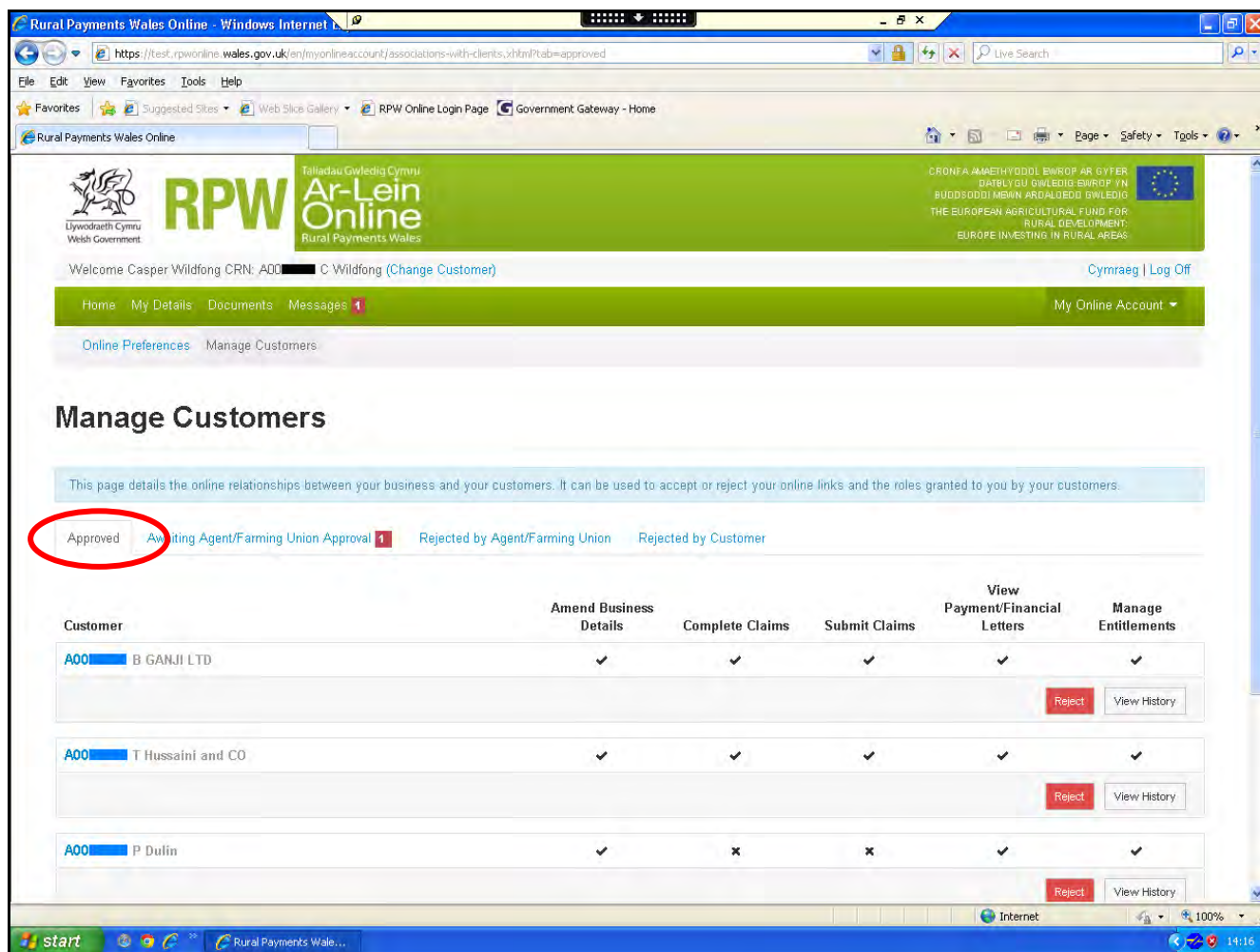
Customer	Amend Business Details	Complete Claims	Submit Claims	View Payment/Financial Letters	Manage Entitlements
A00 B GANJI LTD	✓	✓	✓	✓	Reject View History
A00 T Hussaini and CO	✓	✓	✓	✓	Reject View History
A00 P Dulin	✓	✗	✗	✓	Reject View History

Each of your customers will display within their own boxed area. This area will give you their CRN, Trading Title, Roles allocated to you and then you will have different buttons available to you depending on which tab you are viewing.

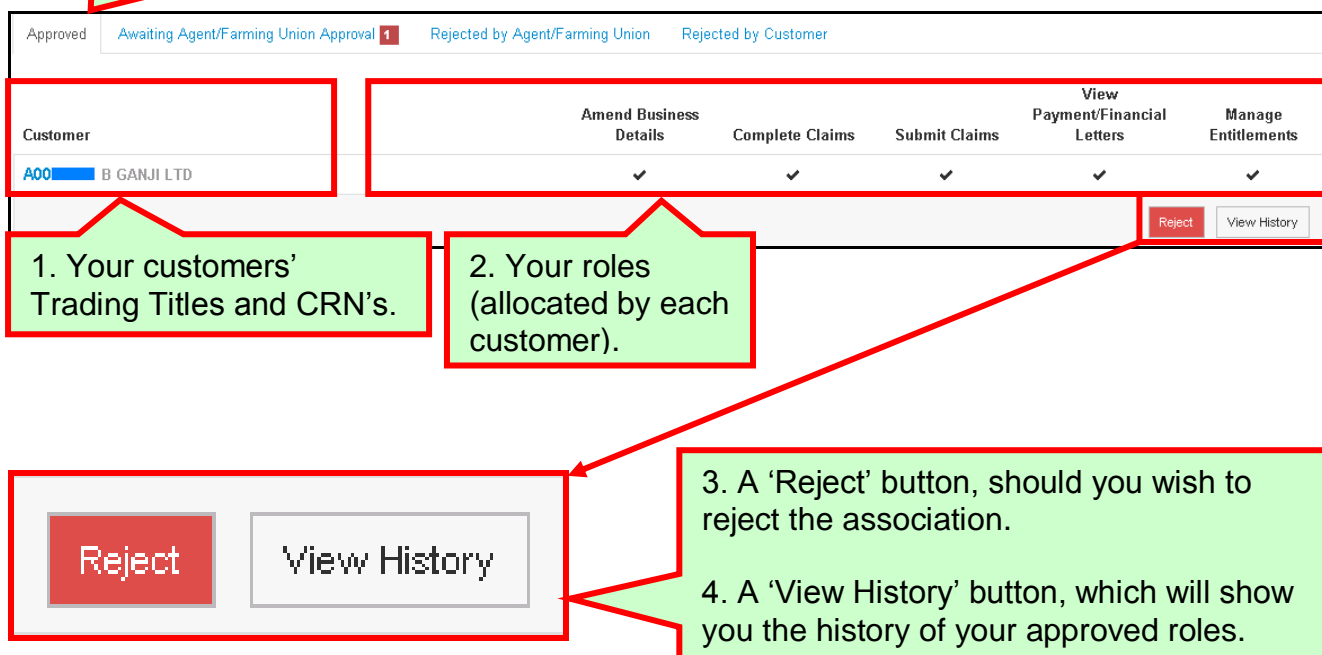
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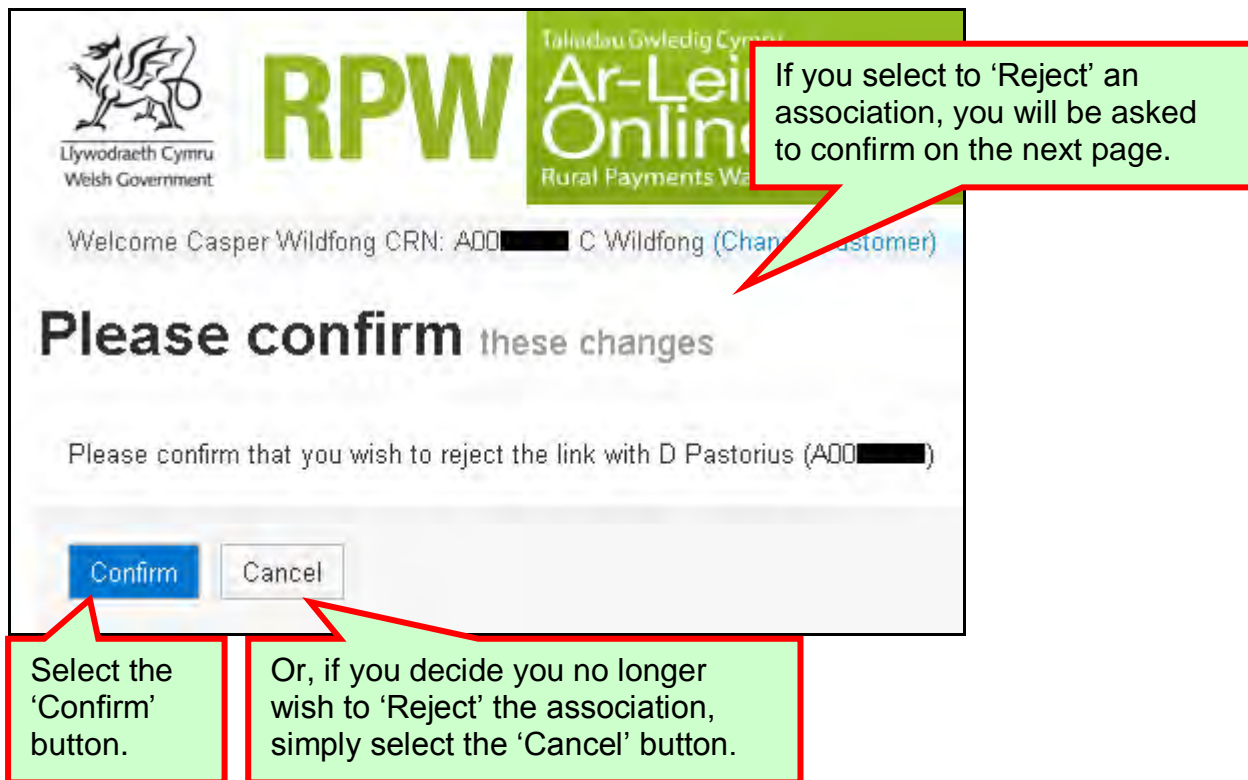
Approved

When the 'Manage Customers' menu option is selected it will automatically open on your 'Approved' associations tab.



Your 'Approved' tab will display:





RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00[REDACTED] C Wildfong (Change Customer)

Please confirm these changes

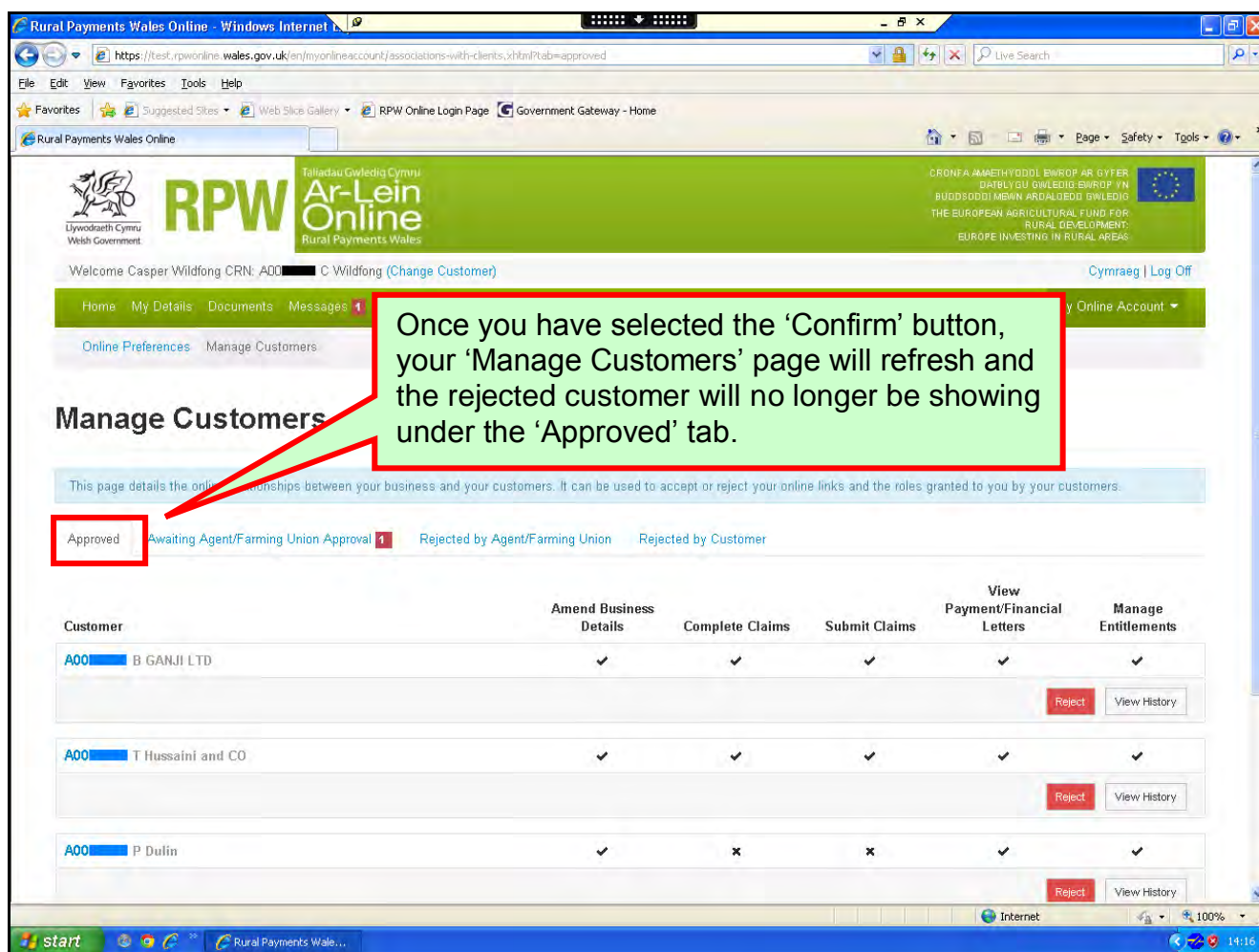
Please confirm that you wish to reject the link with D Pastorius (A00[REDACTED])

[Confirm](#) [Cancel](#)

If you select to 'Reject' an association, you will be asked to confirm on the next page.

Select the 'Confirm' button.

Or, if you decide you no longer wish to 'Reject' the association, simply select the 'Cancel' button.



RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00[REDACTED] C Wildfong (Change Customer)

Cymraeg | Log Off

Home My Details Documents Messages

Online Preferences Manage Customers

Manage Customers

This page details the online relationships between your business and your customers. It can be used to accept or reject your online links and the roles granted to you by your customers.

Approved Awaiting Agent/Farming Union Approval Rejected by Agent/Farming Union Rejected by Customer

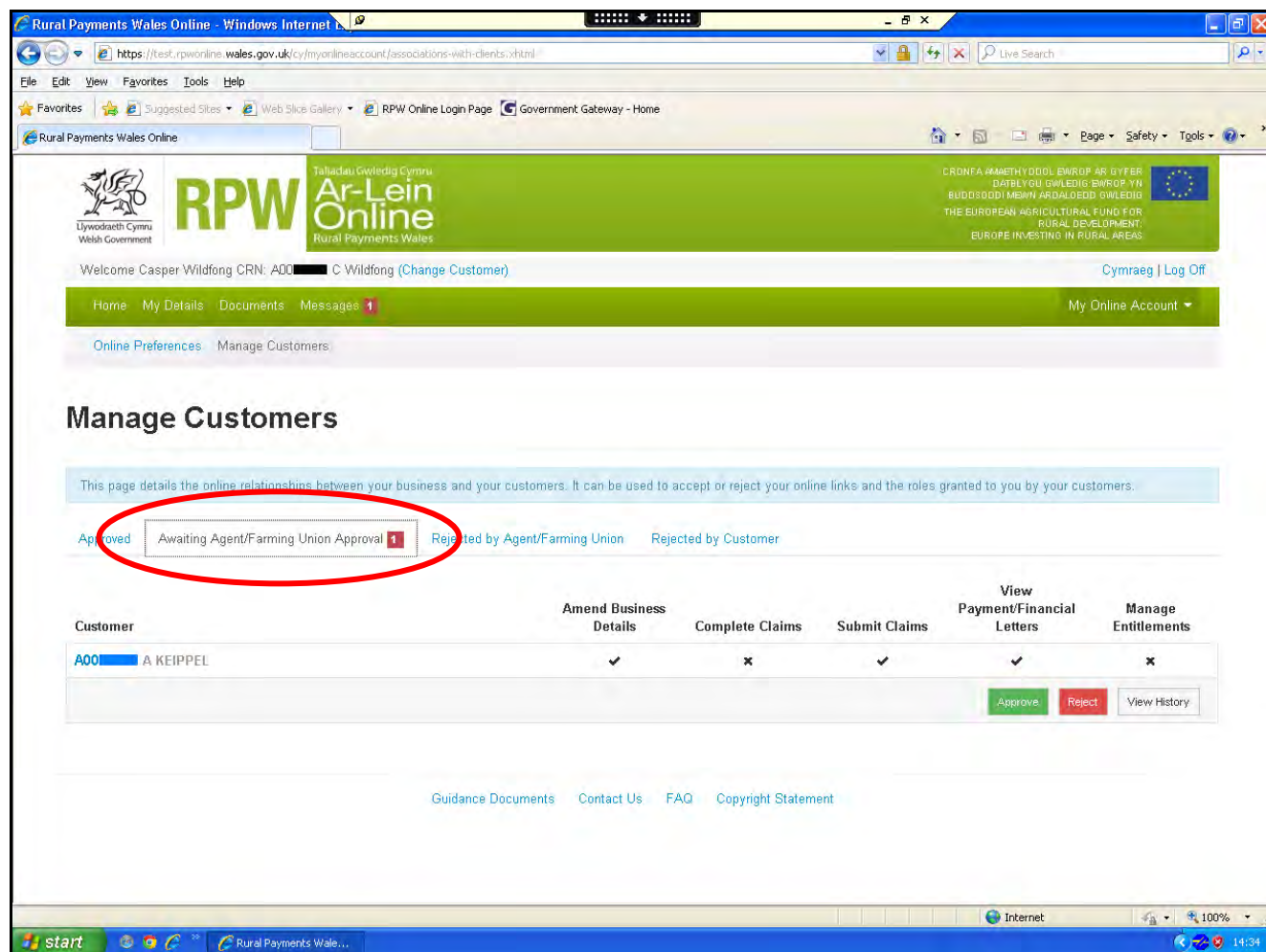
Customer	Amend Business Details	Complete Claims	Submit Claims	View Payment/Financial Letters	Manage Entitlements
A00[REDACTED] B GANJI LTD	✓	✓	✓	✓	✓
A00[REDACTED] T Hussaini and CO	✓	✓	✓	✓	✓
A00[REDACTED] P Dulin	✓	✗	✗	✓	✓

Once you have selected the 'Confirm' button, your 'Manage Customers' page will refresh and the rejected customer will no longer be showing under the 'Approved' tab.

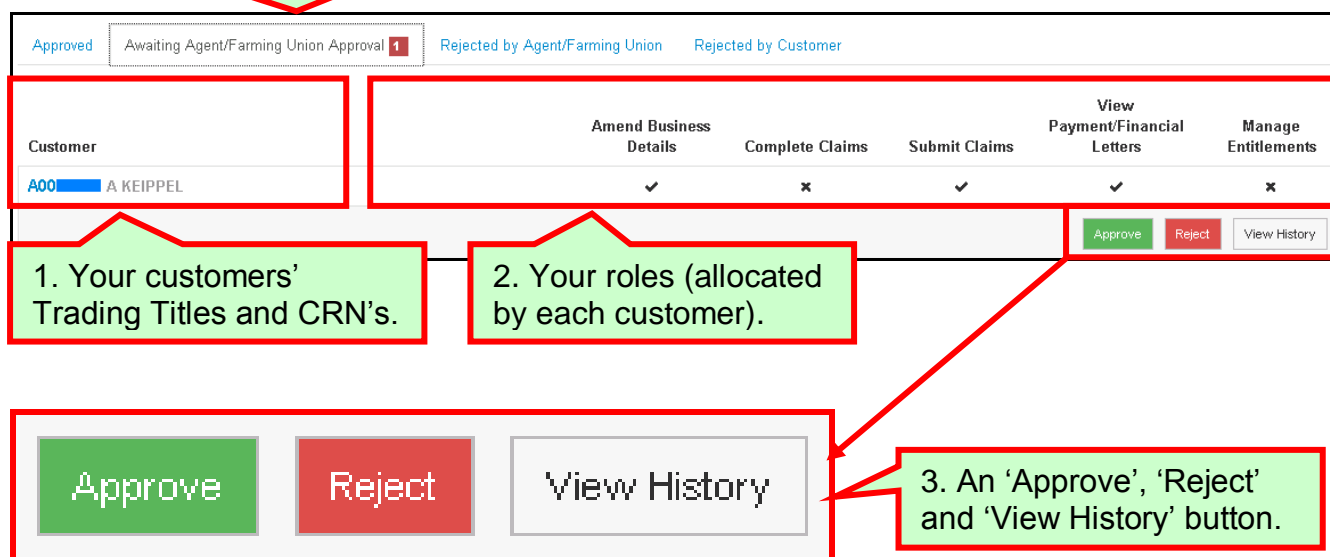
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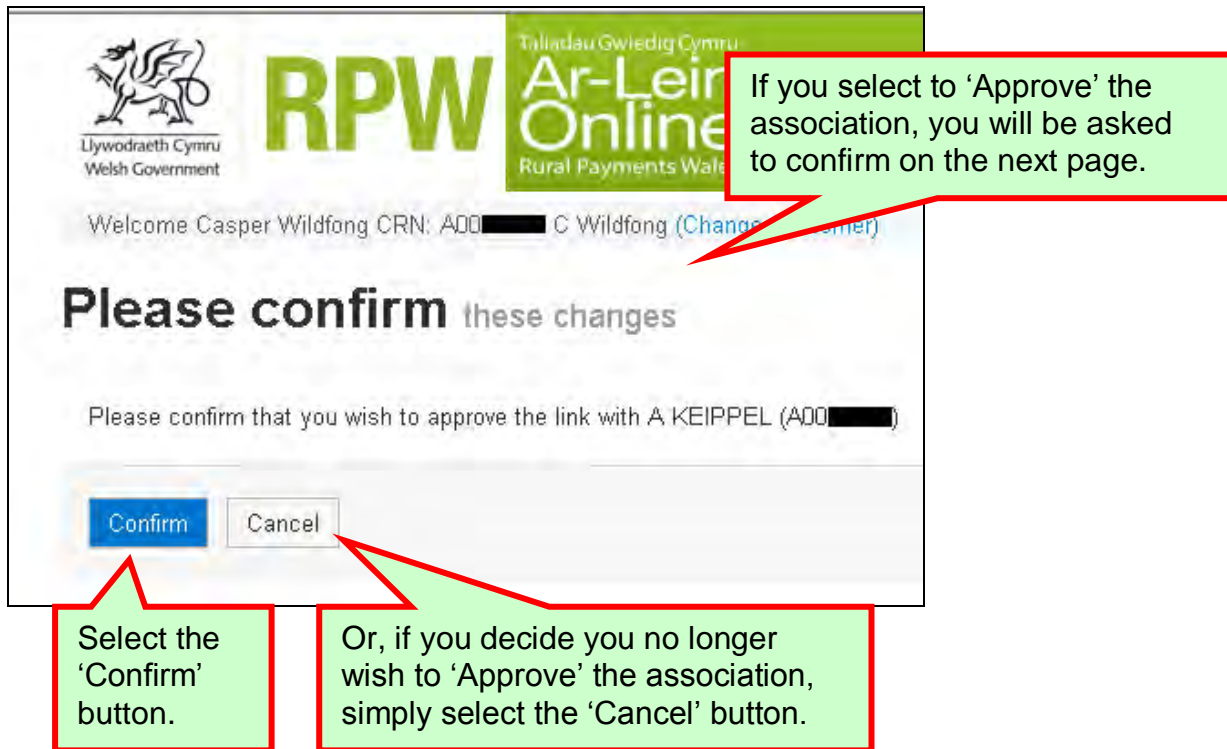
Awaiting Agent/Farming Union Approval

When the 'Awaiting Agent/Farming Union Approval' tab is selected, you will see the following page:



Your 'Awaiting Agent/Farming Union Approval' tab will display:





RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00... C Wildfong (Change User)

Please confirm these changes

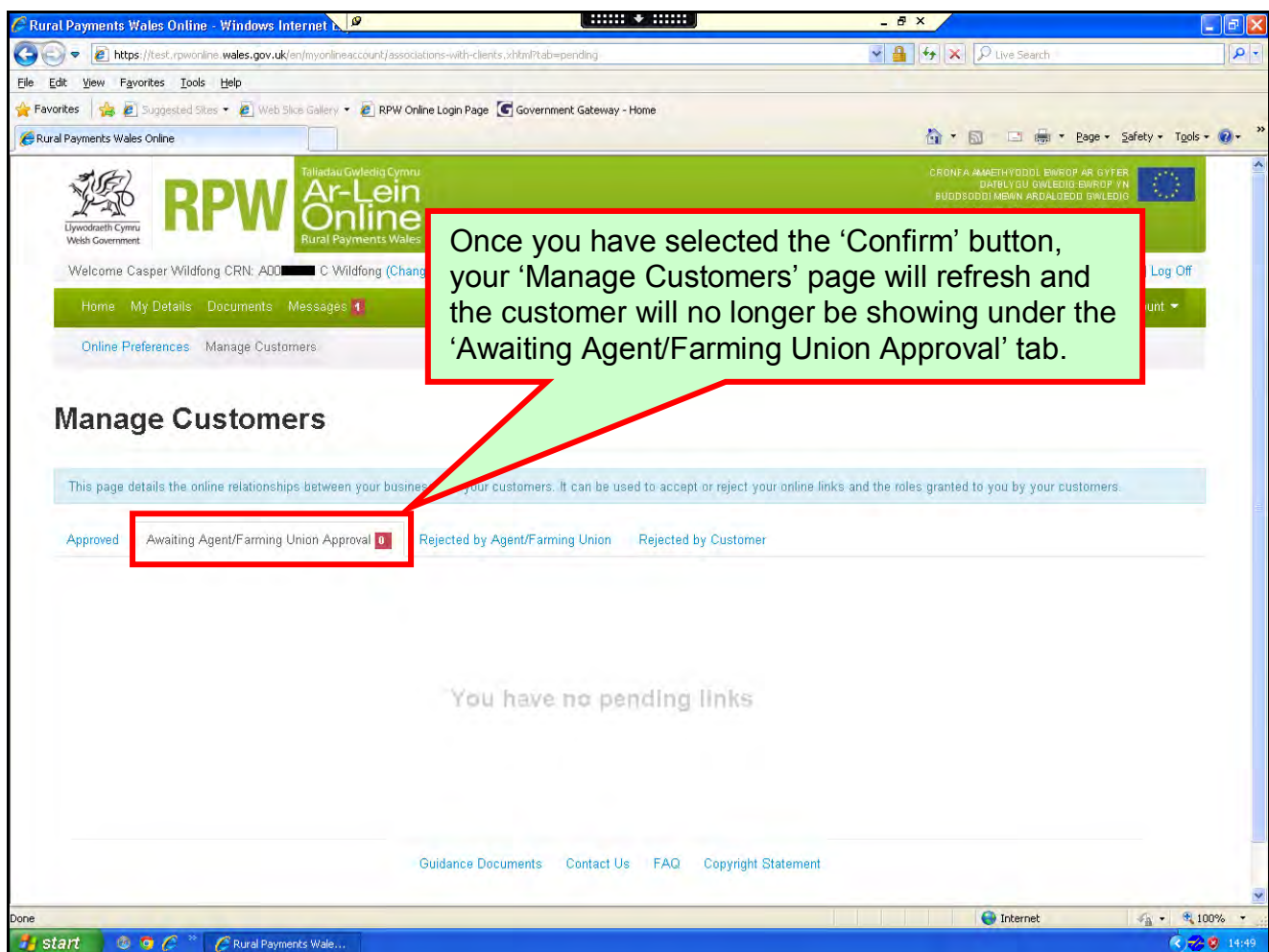
Please confirm that you wish to approve the link with A KEIPPEL (A00...)

[Confirm](#) [Cancel](#)

If you select to 'Approve' the association, you will be asked to confirm on the next page.

Select the 'Confirm' button.

Or, if you decide you no longer wish to 'Approve' the association, simply select the 'Cancel' button.



RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00... C Wildfong (Change User)

Home My Details Documents Messages 1

Online Preferences Manage Customers

Manage Customers

This page details the online relationships between your business and your customers. It can be used to accept or reject your online links and the roles granted to you by your customers.

Approved	Awaiting Agent/Farming Union Approval 0	Rejected by Agent/Farming Union	Rejected by Customer
You have no pending links			

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Once you have selected the 'Confirm' button, your 'Manage Customers' page will refresh and the customer will no longer be showing under the 'Awaiting Agent/Farming Union Approval' tab.

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This screenshot shows the 'Please confirm these changes' page on the RPW Ar-Lein Online portal. The page header includes the Welsh Government logo and the text 'Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales'. A welcome message for Casper Wildfong is visible. The main heading is 'Please confirm these changes'. Below it, a message states: 'Please confirm that you wish to reject the link with A KEIPPEL (ADD [redacted])'. At the bottom, there are two buttons: 'Confirm' and 'Cancel'. A red speech bubble points to the 'Confirm' button with the text: 'Select the 'Confirm' button.' Another red speech bubble points to the 'Cancel' button with the text: 'Or, if you decide you no longer wish to 'Reject' the association, simply select the 'Cancel' button.' A third red speech bubble points to the top right of the page with the text: 'If you select to 'Reject' an association, you will be asked to confirm on the next page.'

Please confirm these changes

Please confirm that you wish to reject the link with A KEIPPEL (ADD [redacted])

[Confirm](#) [Cancel](#)

Select the 'Confirm' button.

Or, if you decide you no longer wish to 'Reject' the association, simply select the 'Cancel' button.

If you select to 'Reject' an association, you will be asked to confirm on the next page.

This screenshot shows the 'Manage Customers' page on the RPW Ar-Lein Online portal. The page header includes the Welsh Government logo and the text 'Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales'. A welcome message for Casper Wildfong is visible. The main heading is 'Manage Customers'. Below it, a message states: 'This page details the online relationships between your business and your customers. It can be used to accept or reject your online links and the roles granted to you by your customers.' At the bottom, there are four tabs: 'Approved', 'Awaiting Agent/Farming Union Approval', 'Rejected by Agent/Farming Union', and 'Rejected by Customer'. The 'Awaiting Agent/Farming Union Approval' tab is highlighted with a red box. A red speech bubble points to this tab with the text: 'Once you have selected the 'Confirm' button, your 'Manage Customers' page will refresh and the customer will no longer be showing under the 'Awaiting Agent/Farming Union Approval' tab.'

Manage Customers

This page details the online relationships between your business and your customers. It can be used to accept or reject your online links and the roles granted to you by your customers.

[Approved](#) [Awaiting Agent/Farming Union Approval](#) [Rejected by Agent/Farming Union](#) [Rejected by Customer](#)

You have no pending links

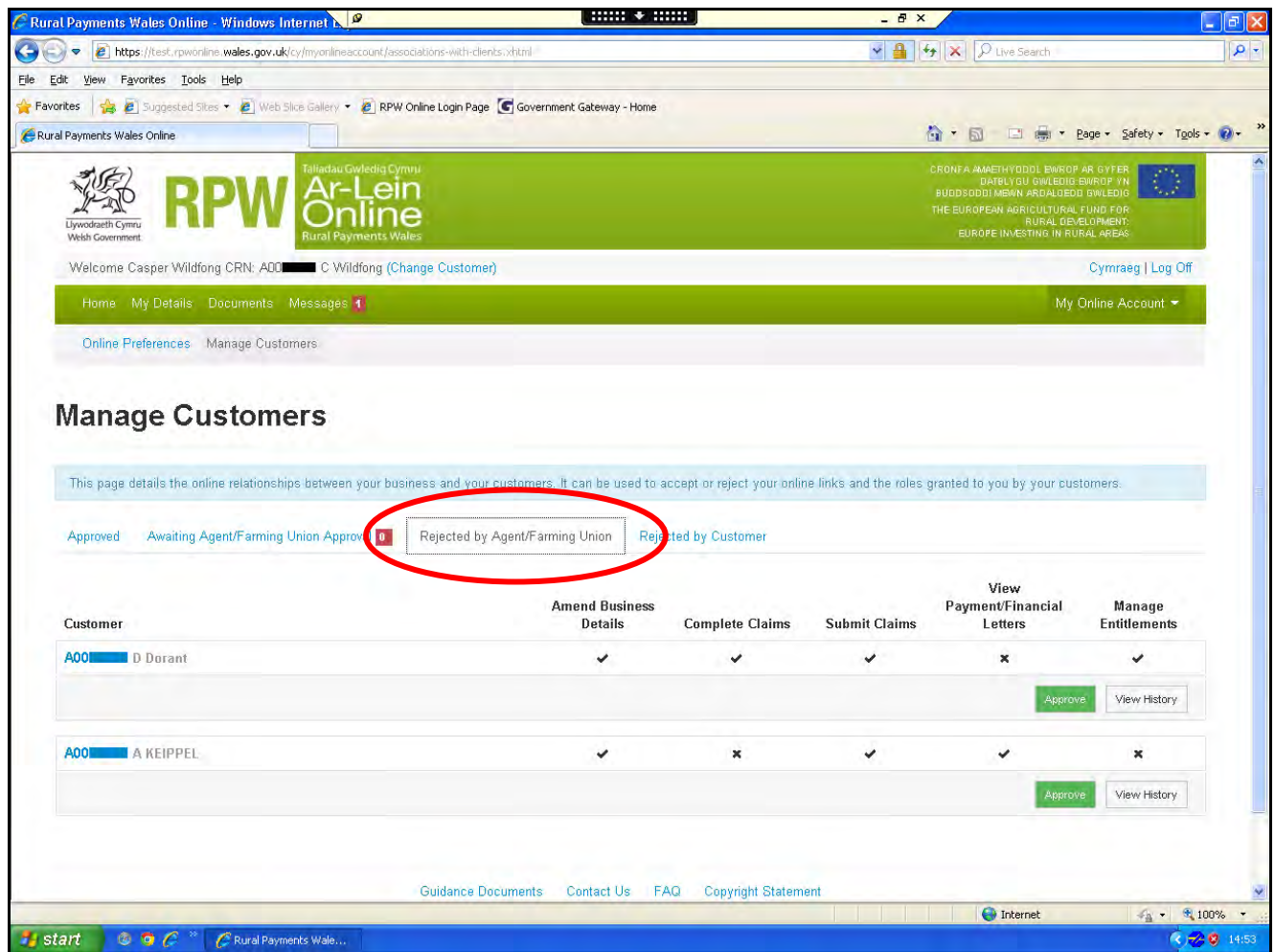
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Once you have selected the 'Confirm' button, your 'Manage Customers' page will refresh and the customer will no longer be showing under the 'Awaiting Agent/Farming Union Approval' tab.

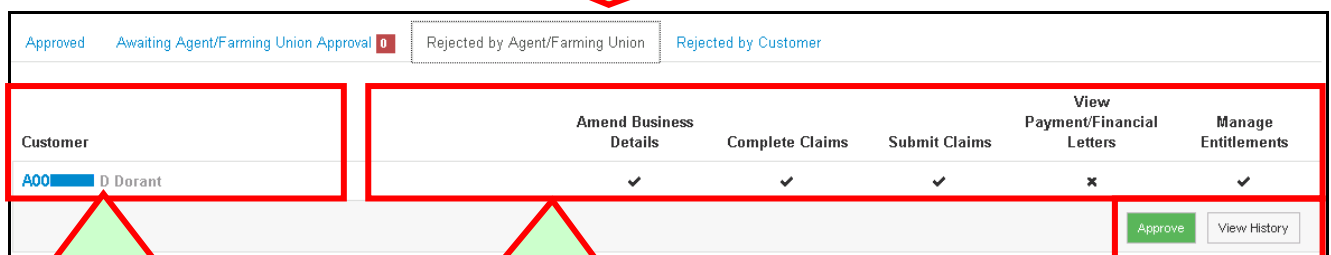
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Rejected by Agent/Farming Union

When the 'Rejected by Agent/Farming Union' tab is selected, you will see the following page:



Your 'Rejected by Agent/Farming Union' tab will display:



1. Your customers' Trading Titles and CRN's.

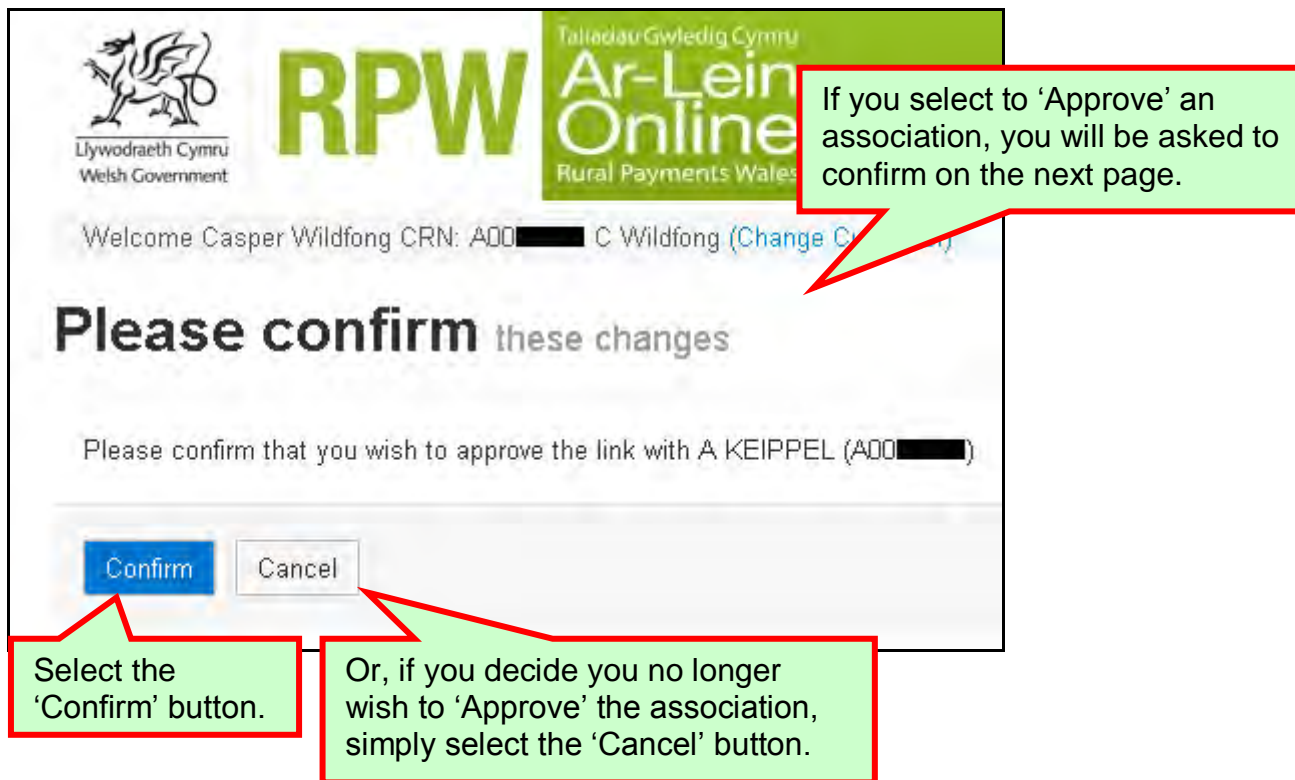
2. Your roles (allocated by each customer).

Approve

View History

3. An 'Approve' button, should you wish to un-reject the association.

4. A 'View History' button, which will show you the history of your approved roles.



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Welcome Casper Wildfong CRN: ADD [redacted] C Wildfong (Change C)

Please confirm these changes

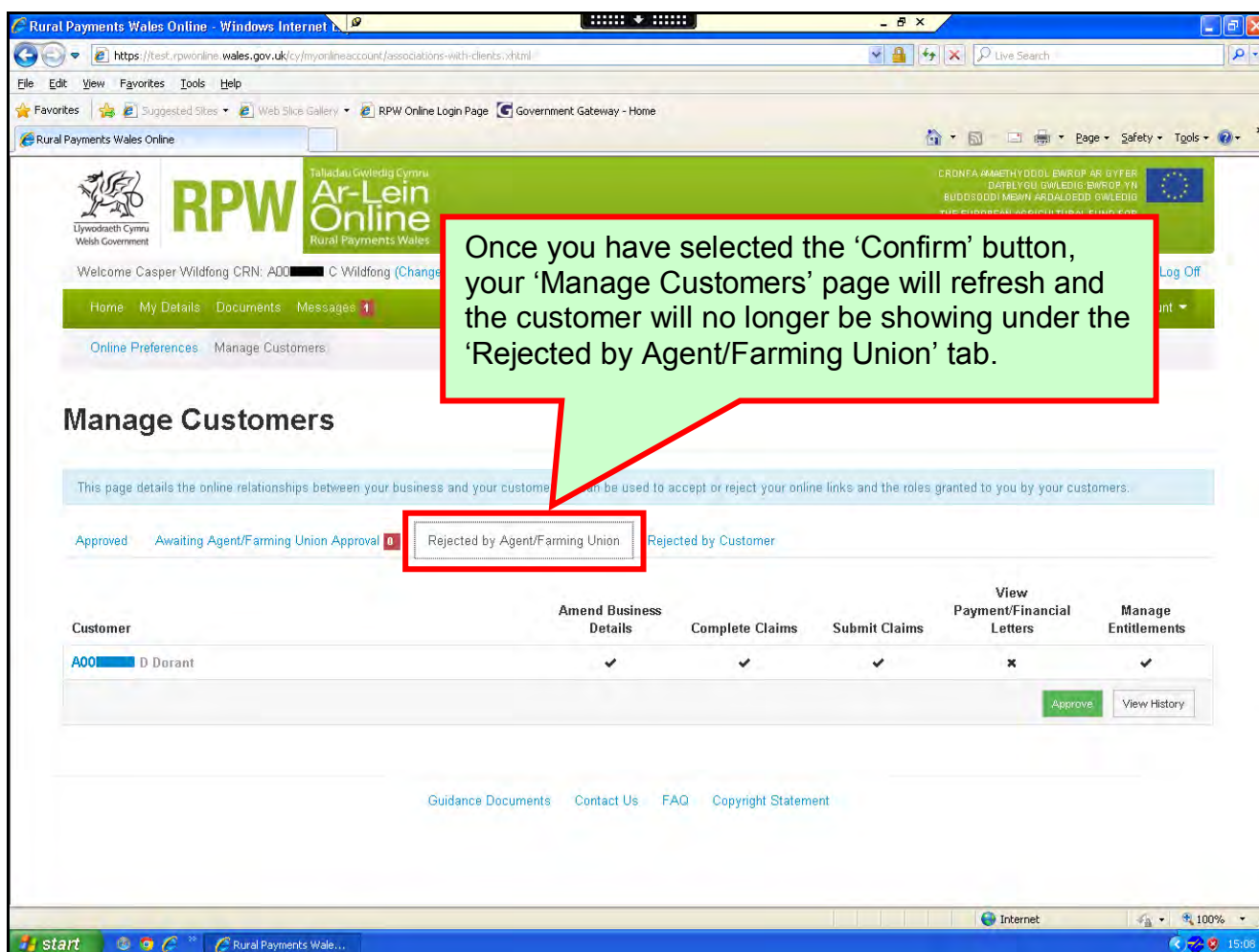
Please confirm that you wish to approve the link with A KEIPPEL (ADD [redacted])

[Confirm](#) [Cancel](#)

If you select to 'Approve' an association, you will be asked to confirm on the next page.

Select the 'Confirm' button.

Or, if you decide you no longer wish to 'Approve' the association, simply select the 'Cancel' button.



RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: ADD [redacted] C Wildfong (Change C)

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Online Preferences Manage Customers

Manage Customers

This page details the online relationships between your business and your customers. You can be used to accept or reject your online links and the roles granted to you by your customers.

Approved Awaiting Agent/Farming Union Approval **Rejected by Agent/Farming Union** Rejected by Customer

Customer	Amend Business Details	Complete Claims	Submit Claims	View Payment/Financial Letters	Manage Entitlements
A00 Dorant	✓	✓	✓	✗	✓

[Approve](#) [View History](#)

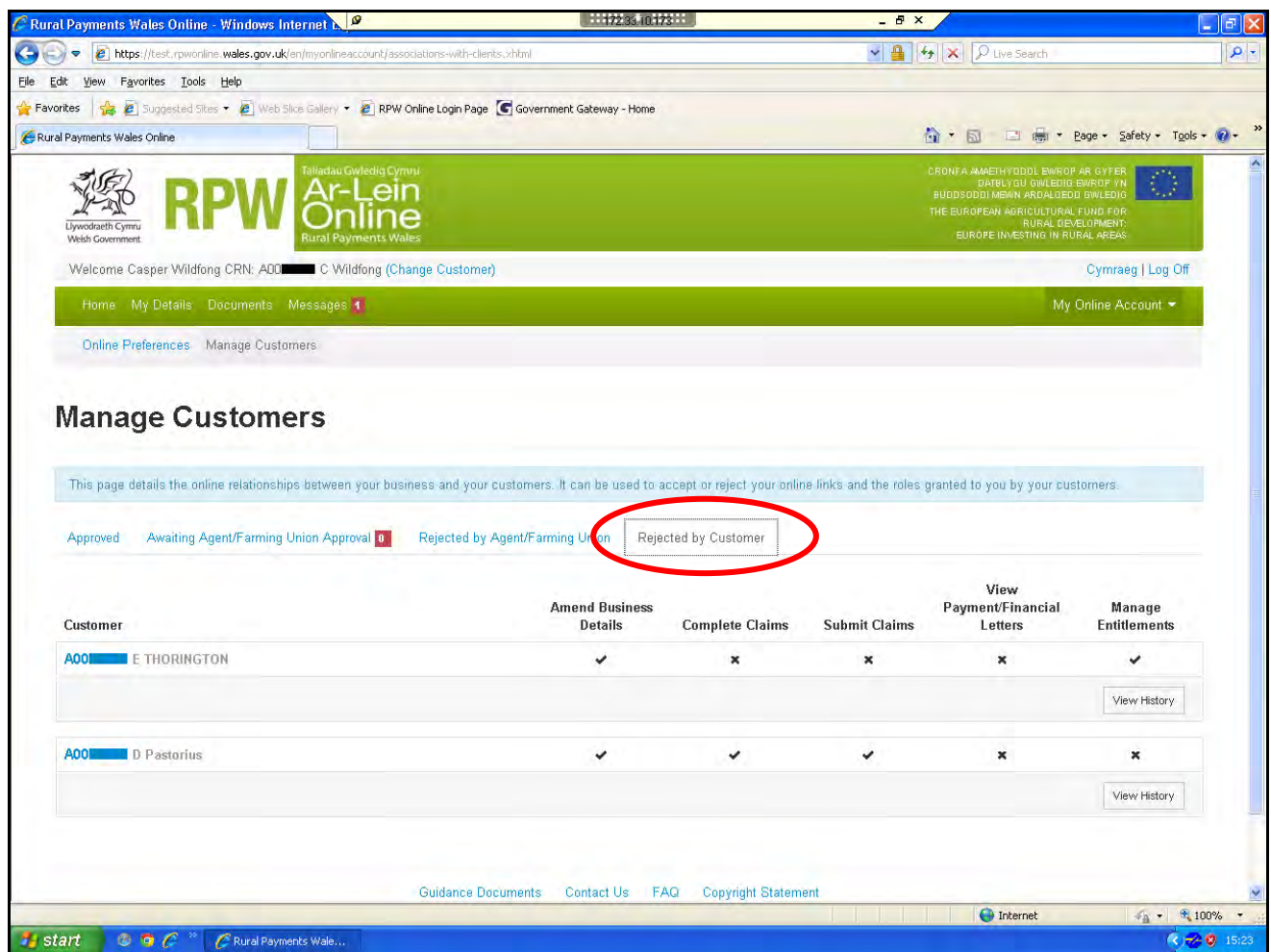
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Once you have selected the 'Confirm' button, your 'Manage Customers' page will refresh and the customer will no longer be showing under the 'Rejected by Agent/Farming Union' tab.

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Rejected by Customer

When the 'Rejected by Customer' tab is selected, you will see the following page:



Your 'Rejected by Customer' tab will display:



View History

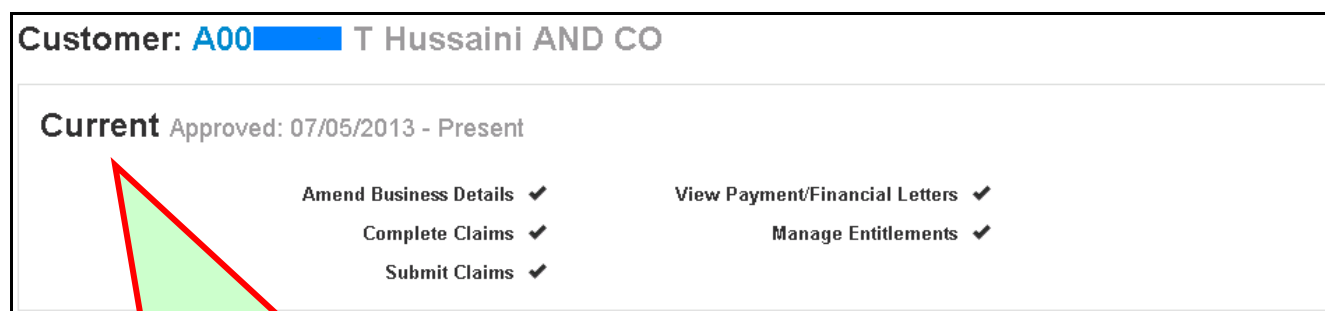
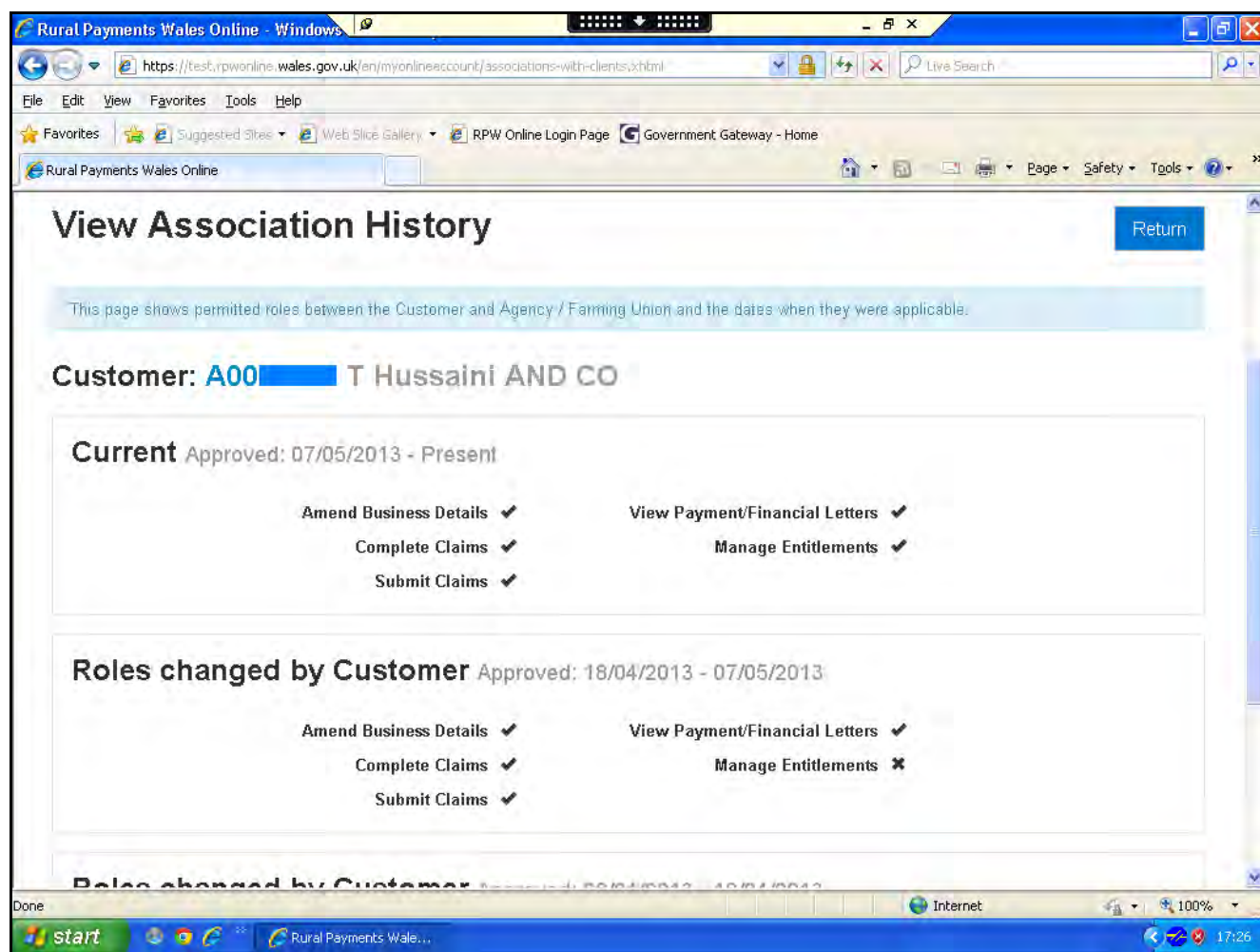
3. A 'View History' button, which will show you the history of your approved roles.

Please Note: Once the customer has rejected the association, you are unable to re-instate it.

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View History

When the 'View History' button is selected on any tab, you will see the following page:



The first box that shows will display the current history for the selected customer. If no changes have been made to your roles since the association was created, then this will be the only box displaying for you.

Roles changed by Customer Approved: 18/04/2013 - 07/05/2013

Amend Business Details ✓

View Payment/Financial Letters ✓

Complete Claims ✓

Manage Entitlements ✕

Submit Claims ✓

The next box that shows will display the previous history for the selected customer. If your customer **has** made changes to your roles since the association was created, then this will show you what your previous roles were.

The boxes that display for the history of the selected customer are in descending order. This means that the original roles, allocated to you when the association was first approved, will be the box showing at the bottom of the screen and the most current roles allocated to you will be the box showing at the top of the screen.

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Agent/Farming Union/Industry Adviser Roles

Below is an overview of the roles your customers can assign you and what you can do for your customer if you have been assigned one or more of these roles.

Amend Business Details: this role will allow you to make amendments to your customer's business details online. Changes to business details can be made under General Details, Correspondence Address, Main Farm Address, Trading Address, Individual Details and Online Preferences. If you **do not** have this role, you will still be able to view these areas but the 'add new/amend' buttons will **not** be showing for you. – Role applicable to Agents & Farming Unions **only**.

Complete Claims: this role will allow you to complete a claim online (once the facility is there). It **does not** mean you have permission to submit the claim. If you **do not** have this role, you will still be able to view claims but the buttons for completing or amending claims will **not** show for you - Role applicable to Agents & Farming Unions **only**.

Submit Claims: this role will allow you to submit a claim online (once the facility is there). If you **do not** have this role, you will still be able to view claims but the 'Submit Claims' button will **not** show for you - Role applicable to Agents **only**.

View Payment/Financial Letters: this role will allow you to view Financial Information online, e.g. payment letters, overpayment letters and Payments made to your customers. If you have this role, the 'Financial Information > Payments' menu option will show for you. If you **do not** have this role you will **not** see this menu option at all - Role applicable to Agents, Farming Unions & Industry Advisers.

Manage Entitlements; this role will allow you to initiate transfers of your customer's Single Payment Scheme (SPS) entitlements online (once the facility is there). Notification of any transfer (or lease) applications made will be sent to the farming business' Correspondence Address'. The Entitlements tab is viewable regardless of this role being allocated. Role applicable to Agents, Farming Unions & Industry Advisers.

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Useful Links

Services available through the Government Gateway

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

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

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

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Other Services

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

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

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