

# RPW Ar-Lein Online

Taliadau Gwledig Cymru  
Rural Payments Wales



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

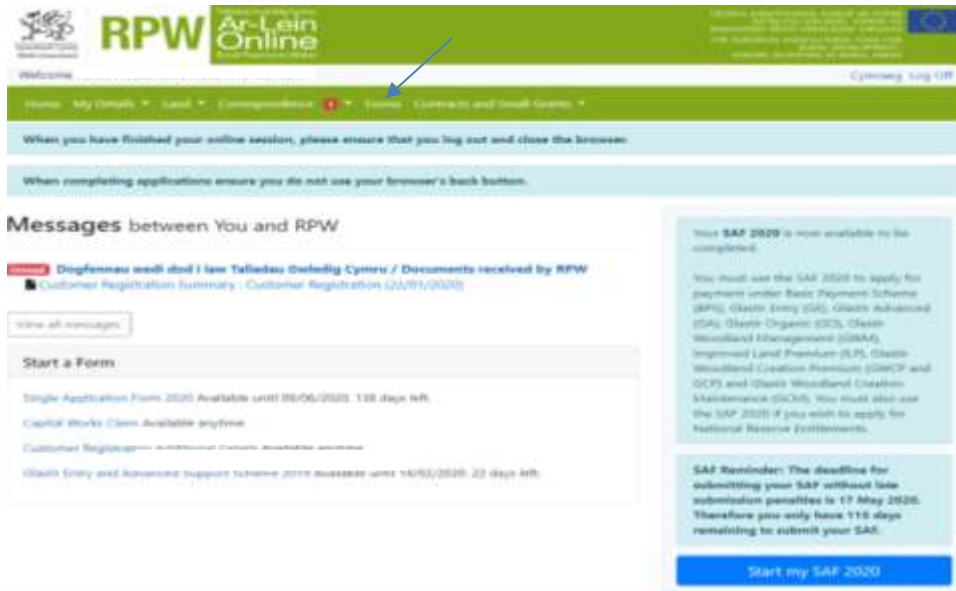
## A guide for Customers on completing the Customer Registration Additional Details form



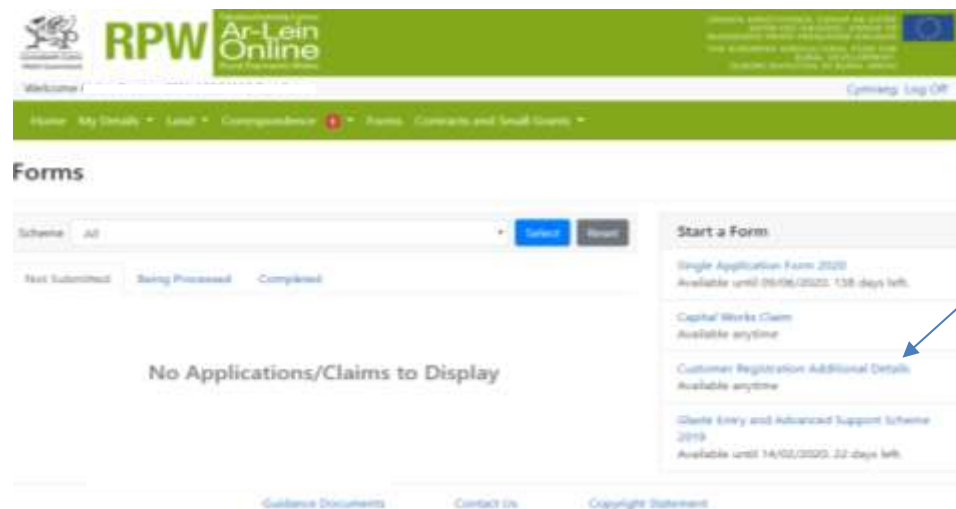
## What is the Customer Registration Additional Details form?

- ❖ When you previously registered, if you selected I wish to “manage my CPH or register my information only” but require to change this to “I intend to apply or claim and manage my CPH”, RPW requires additional information. The information required can be found on the Customer Registration Additional Details form
- ❖ In order to make claims, additional business information will be required and further data checks will need to be undertaken by RPW. Once you have submitted the Customer Registration Additional details form, RPW also requires a hard copy of the BACS form. A link to the BACS form can be found online when you log onto your RPW online account. Please print, complete and post to the full address (Welsh Government, P.O. Box 251, Caernarfon, LL55 9DA).
- ❖ RPW Online will prompt you for the information required on the form. By starting the form, you are not committing to submitting it online. You may exit the process at any time. If you exit the form, you can come back later to complete the remainder. RPW online will have saved the information you have entered in your previous session
- ❖ The form will not be submitted to the Welsh Government until you click the ‘Submit’ option at the end of the process. Once you have submitted the form, you will not be able to make changes to it using RPW Online.
- ❖ Once the data checks are complete, you will receive notification that your Customer status is confirmed.
- ❖ Whilst you are waiting for confirmation of the changes, you can continue to use RPW online as before.

When you log in to your RPW Online account, you should click on Forms



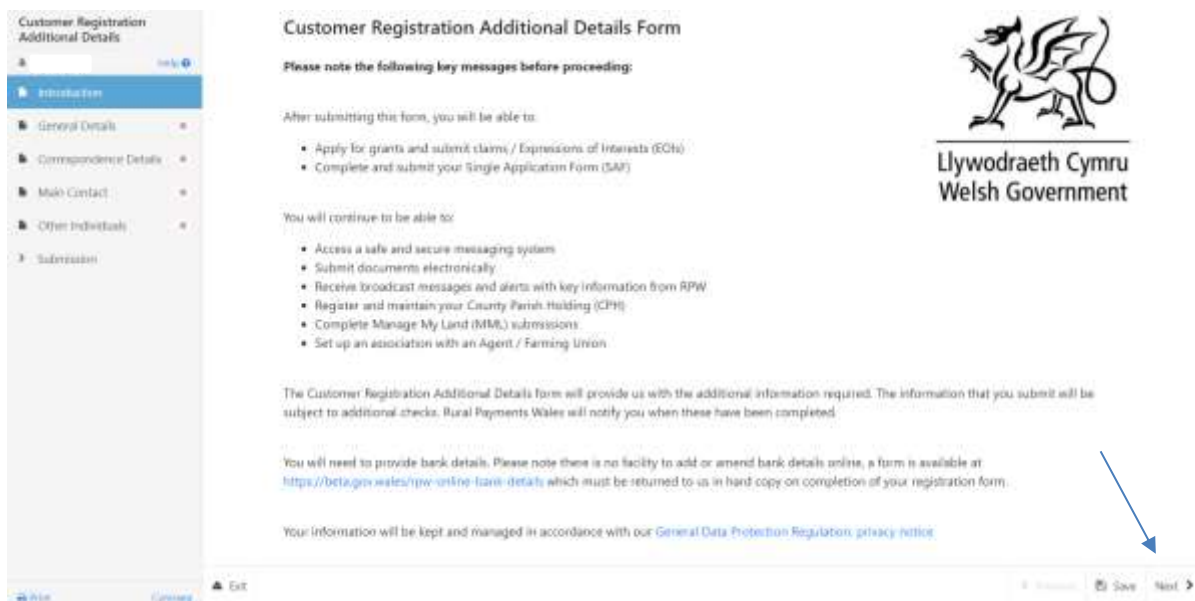
Select Customer Registration Additional Details



Click 'Start' to continue. The next page will provide you with some key messages before you progress with the application.



Please read the important information contained on this screen and click 'Next' when ready to continue to the next screen.



## General Details

You will need to confirm that the information that we currently hold for you is correct and amend as required, then click Next to continue to the next screen. Mandatory fields are marked with a red asterix.

The screenshot shows the 'General Details' form. On the left is a navigation menu with options: Introduction, General Details (selected), Correspondence Details, Main Contact, Other Individuals, and Submission. The main content area is titled 'General Details' and includes a confirmation message: 'Please confirm that the information that we currently hold for you is correct and amend as required.' Below this are several fields: 'What is your Customer Type\*' (dropdown menu with 'Agricultural Business' selected), 'What is your Business / Legal Status\*' (dropdown menu with 'Please Select' selected), 'Date Business Formed\*' (text input with 'dd/mm/yyyy' placeholder and a calendar icon), 'Has this business been established by splitting an existing business?' (radio buttons for 'Yes' and 'No'), 'Company Registration Number' (text input), and 'Charity Registration Number' (text input). At the bottom right, there are navigation buttons: '< Previous', 'Save', and 'Next >'. A blue arrow points to the 'Next >' button.

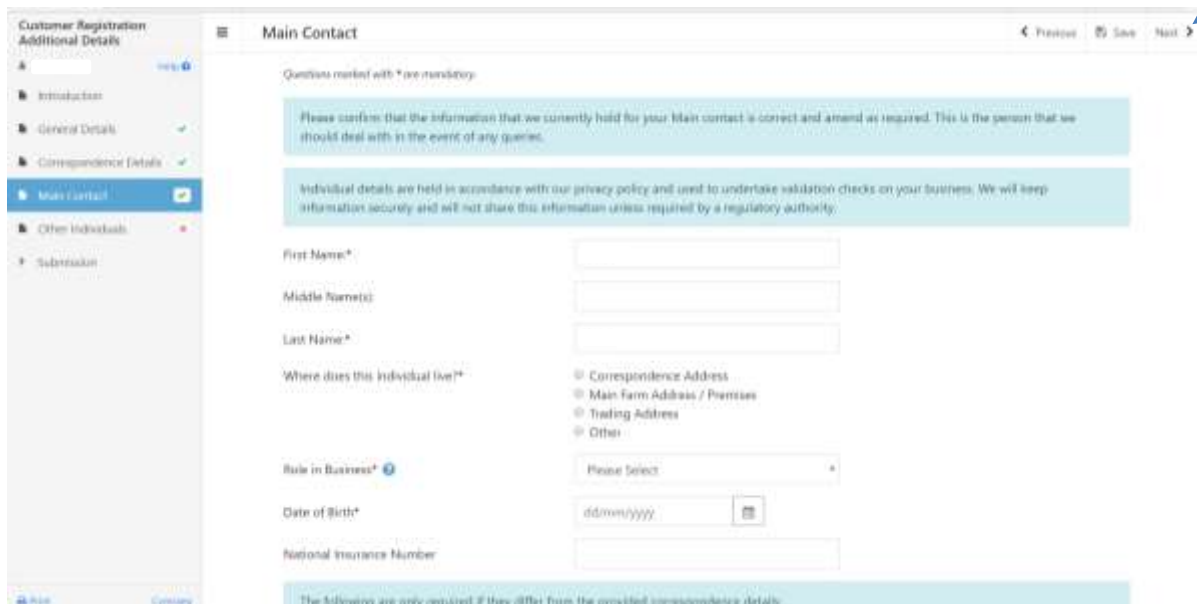
## Correspondence Details

You will need to confirm that the information that we currently hold for you is correct and amend as required. Click Next to continue to the next screen. Mandatory fields are marked with a red asterix.

The screenshot shows the 'Correspondence Details' form. On the left is a navigation menu with options: Introduction, General Details, Correspondence Details (selected), Main Contact, Other Individuals, and Submission. The main content area is titled 'Correspondence Details' and includes a confirmation message: 'Please confirm that the information that we currently hold for you is correct and amend as required.' Below this is a notice: 'If you receive payments, the trading title and parts of this address will be published. We may also share these details with third parties to help manage your applications. See our privacy policy for more information: <https://beta.gov.uk/what-gets-what-and-payments-privacy-notice>'. The form contains several fields: 'Trading Title / Business / Name\*' (text input), 'Correspondence Address Postcode\*' (text input with a 'Find Address' button), 'Correspondence Address\*' (text input), 'Telephone Number\*' (text input), 'Preferred Language\*' (dropdown menu), 'Preferred method of notification\*' (dropdown menu), and 'Email Address\*' (text input). At the bottom right, there are navigation buttons: '< Previous', 'Save', and 'Next >'. A blue arrow points to the 'Next >' button.

## Main Contact

You will need to confirm that the information that we currently hold for your Main Contact is correct and amend as required. This is the person that we should deal with in the event of any queries. Click Next to continue to the next screen. Mandatory fields are marked with a red asterix.



Customer Registration Additional Details

Introduction

General Details

Correspondence Details

**Main Contact**

Other Individuals

Submission

Questions marked with \* are mandatory.

Please confirm that the information that we currently hold for your Main contact is correct and amend as required. This is the person that we should deal with in the event of any queries.

Individual details are held in accordance with our privacy policy and used to undertake validation checks on your business. We will keep information securely and will not share this information unless required by a regulatory authority.

First Name\*

Middle Name(s)

Last Name\*

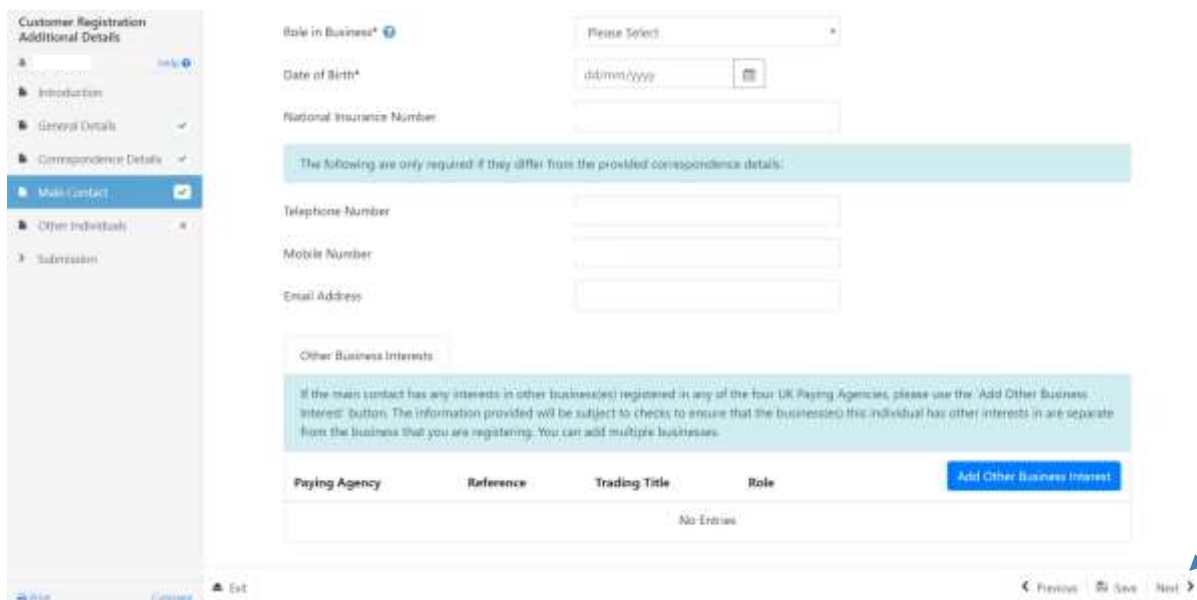
Where does this individual live?\*  Correspondence Address  Main Farm Address / Premises  Trading Address  Other

Role in Business\*

Date of Birth\*

National Insurance Number

The following are only required if they differ from the provided correspondence details.



Customer Registration Additional Details

Introduction

General Details

Correspondence Details

**Main Contact**

Other Individuals

Submission

Role in Business\*

Date of Birth\*

National Insurance Number

The following are only required if they differ from the provided correspondence details.

Telephone Number

Mobile Number

Email Address

Other Business Interests

If the main contact has any interests in other businesses registered in any of the four UK Paying Agencies, please use the 'Add Other Business Interest' button. The information provided will be subject to checks to ensure that the businesses the individual has other interests in are separate from the business that you are registering. You can add multiple businesses.

Paying Agency	Reference	Trading Title	Role
No Entries			

[Add Other Business Interest](#)

Exit

Previous Save Next

## Other Individuals

You should enter any other individuals with significant control of the business. To add an individual, click on Add individual. If you decide you do not want to save the individual you can click the 'Cancel' button. You can save the information by clicking 'Save'. You can save the information and return to the Other Individuals section of the form by clicking 'Save and Return'. If you wish to add another Individual, click on 'Save and Add Another'. Click Next to continue to the next screen. Mandatory fields are marked with a red asterix.

The screenshot shows the 'Other Individuals' section of the 'Customer Registration - Additional Details' form. The left sidebar contains navigation options: Introduction, General Details, Correspondence Details, Main Contact, Other Individuals (selected), and Submission. The main content area has a title bar with 'Previous', 'Save', and 'Next' buttons. Below the title bar is a light blue box with the text 'Please add other individuals with significant control of the business.' Underneath is the 'Individual Details' section, which includes a light blue box with the text 'To add an individual please use the 'Add individual' button'. Below this is a table with columns for 'First Name', 'Last Name', 'Role', and 'Date of Birth'. The table currently contains 'No Entries'. A blue 'Add Individual' button is located at the bottom right of the table, with a blue arrow pointing to it. At the bottom of the form, there are 'Previous', 'Save', and 'Next' buttons.

The screenshot shows the 'Other Individuals - Individual Details' section of the 'Customer Registration - Additional Details' form. The left sidebar is the same as in the previous screenshot. The main content area has a title bar with 'Cancel', 'Save and Add Another', and 'Save and Return' buttons. Below the title bar is a light blue box with the text 'Questions marked with \* are mandatory:'. The form contains several fields: 'First Name\*' (text input), 'Middle Name(s)' (text input), 'Last Name\*' (text input), 'Where does this individual live\*' (radio button selection with options: Correspondence Address, Main farm Address / Premises, Trading Address, Other), 'Role in Business\*' (dropdown menu with 'Please Select'), 'Date of Birth\*' (date input), and 'National Insurance Number' (text input). Below these fields is a note: 'The following are only required if they differ from the provided correspondence details:'. This is followed by 'Telephone Number', 'Mobile Number', and 'Email Address' (all text input fields). A blue arrow points to the 'Save and Add Another' button in the title bar. At the bottom of the form, there are 'Previous', 'Save', and 'Next' buttons.

## Errors, Information and Summary

You should review this summary and if no Information Messages are identified, click Next to continue to the next screen.

Customer Registration Additional Details

Errors, Information and Summary

Important - Please review this summary. Please scroll down if applicable.

No Errors or Information Messages identified.

Introduction

Customer Registration Additional Details Form

General Details

What is your Customer Type?

What is your Business / Legal Status?

Date Business Formed

Has this business been established by splitting an existing business?

Company Registration Number

Charity Registration Number

Correspondence Details

Navigation: < Previous Save Next >

Customer Registration Additional Details

Errors, Information and Summary

Last Name

Where does this individual live?

Role in Business

Date of Birth

National Insurance Number

Telephone Number

Mobile Number

Email Address

Other Business Interests

No Entries

Other Individuals

Individual Details

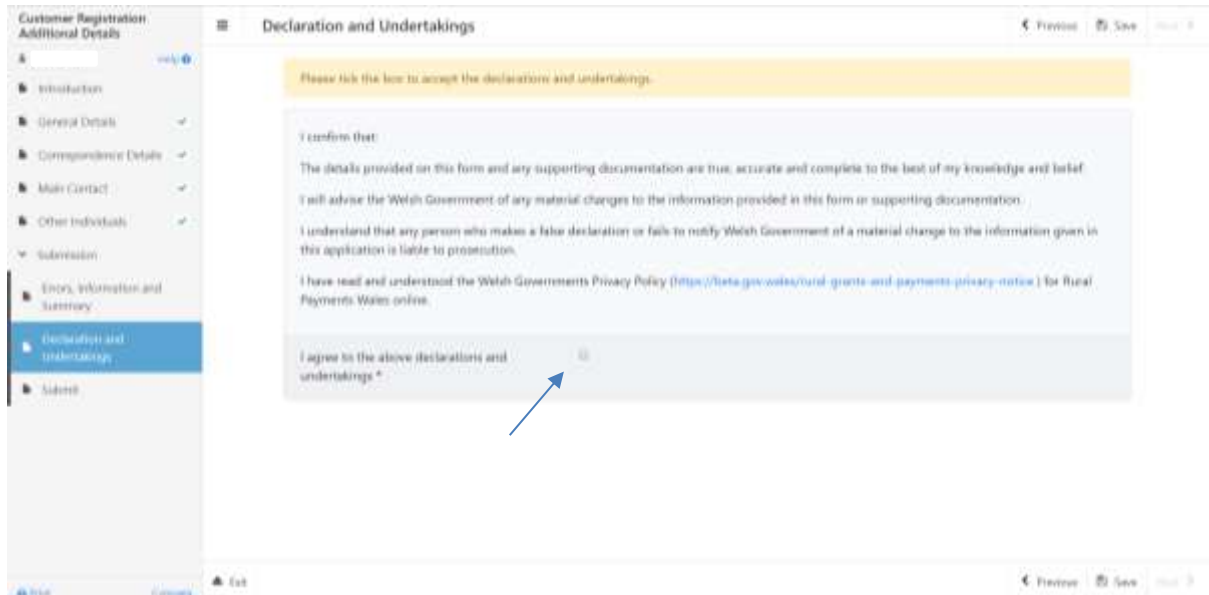
No Entries

Navigation: < Previous Save Next >



## Declarations and Undertakings

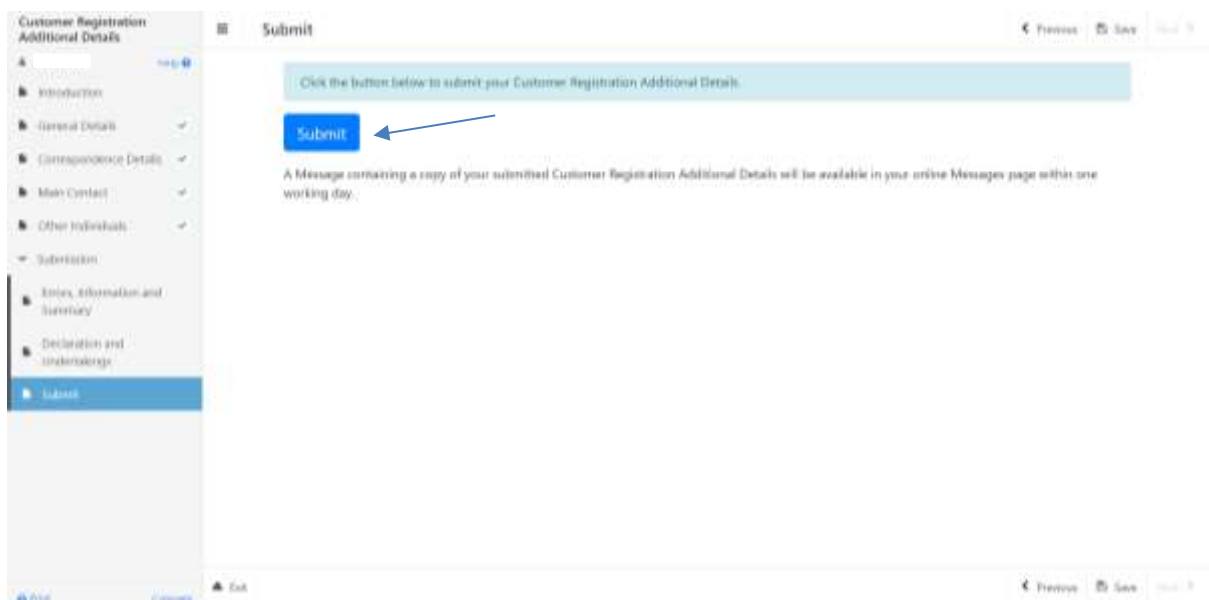
Please read the Declaration and Undertakings section before Clicking in the box and continuing to the Next page



The screenshot shows a web form titled "Declaration and Undertakings" under the "Customer Registration Additional Details" section. The left sidebar lists various sections, with "Declaration and undertakings" selected. The main content area contains a yellow instruction box: "Please tick the box to accept the declarations and undertakings." Below this is a grey box with the following text: "I confirm that: The details provided on this form and any supporting documentation are true, accurate and complete to the best of my knowledge and belief. I will advise the Welsh Government of any material changes to the information provided in this form or supporting documentation. I understand that any person who makes a false declaration or fails to notify Welsh Government of a material change to the information given in this application is liable to prosecution. I have read and understand the Welsh Government's Privacy Policy (<https://teta.gov.wales/rural-grants-and-payments-privacy-notice>) for Rural Payments Wales online." At the bottom of this grey box is a checkbox labeled "I agree to the above declarations and undertakings \*". A blue arrow points to this checkbox. At the bottom of the page, there is a "Submit" button and navigation links for "Previous", "Save", and "Next".

## Submit

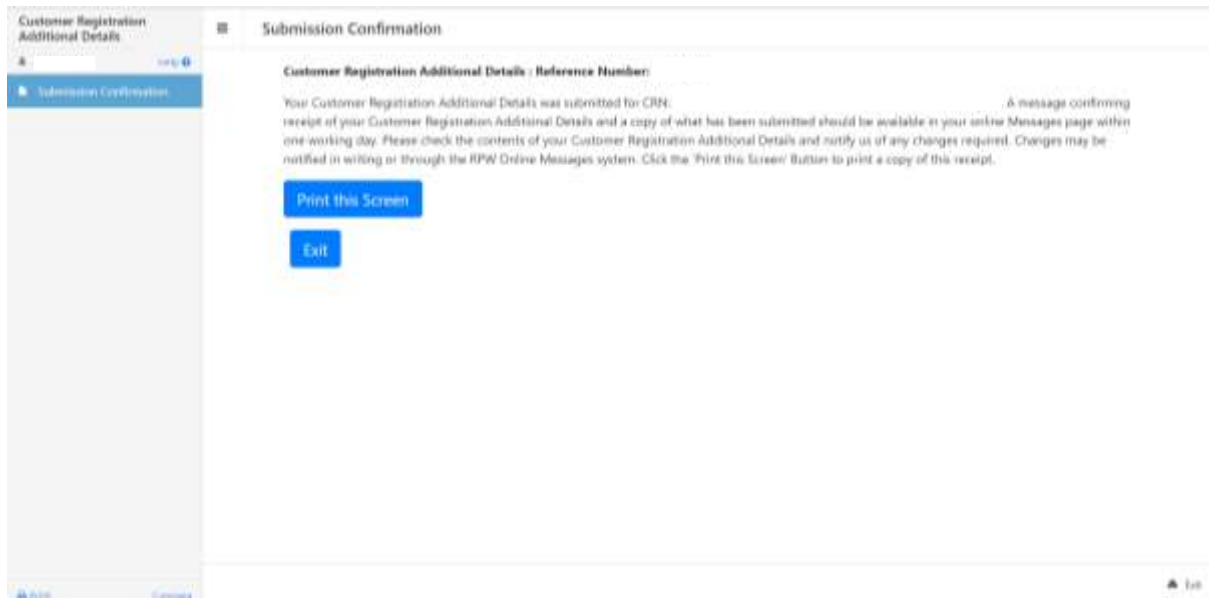
Click on the Submit button to submit your Customer Registration Additional Details form



The screenshot shows a web form titled "Submit" under the "Customer Registration Additional Details" section. The left sidebar lists various sections, with "Submit" selected. The main content area contains a light blue instruction box: "Click the button below to submit your Customer Registration Additional Details." Below this is a blue "Submit" button. A blue arrow points to the "Submit" button. Below the button, there is a message: "A Message containing a copy of your submitted Customer Registration Additional Details will be available in your online Messages page within one working day." At the bottom of the page, there is a "Submit" button and navigation links for "Previous", "Save", and "Next".

## Submission Confirmation

This is confirmation that your Customer Registration Additional details form has been submitted. You should either click Print this Screen or choose Exit



You will receive confirmation that your Customer Registration Additional Details form has been received by RPW on your Home Page

