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# 11. CTS Self Service Line

## 11.1 CTS Self Service Line

We have developed this automated telephone facility for keepers who do not have access to a computer. It is convenient as it is available 24 hours a day, 7 days a week and provides some up-front validation checks.

## 11.2 How to use the Self Service Line

The telephone numbers for the CTS Self Service Line are:

**English line - 0845 011 1212**

**Welsh language line - 0845 011 1213**

When you phone the Self Service Line your details will be verified. The information that we check is the CPH number and telephone number you are calling from. You must be phoning from one of the valid telephone numbers that we have recorded on CTS for your CPH. The telephone number that you are calling from must not be withheld. If it is, you will need to enter 1470 before dialling the Self Service Line number. You will be asked to give your CPH number including the zeros but without any slashes or dashes this will then be matched to the number you are calling from. If you have sub-locations you should provide the full eleven digit



number. Slaughterhouses should provide their four digit MHS number.

### 11.3 What you can use the self service line for

You can report the following types of transactions provided the animals have UK all numeric tags.

- Births (Press 1)
- Movements ON (Press 2)
- Movements OFF (Press 3)
- Deaths of Registered animals (Press 4)
- Deaths of Unregistered calves (Press 5)

If you know the option number that you want, you can go straight to it by pressing the relevant number on the telephone keypad.

There is a limit of 50 transactions in one call. If you wish to report more than this, you must hang up and re-dial. At the end of the call you will be given a reference number, which you should note in case of queries.

The validation checks are similar to those on CTS Online, and the information given during the call will be automatically transferred to CTS Online. This means that you can see the information you have provided straight away in 'Recorded Events'.

### 11.4 Action after the call

If you have reported the death of a registered animal, you must still return the passport to us within seven days but you do not need to complete the death details. If you have a single-page passport (CPP52), remember to tick the box in the death details section to show you have already reported

the death electronically.

If you have reported the birth or death of an unregistered animal, then you should **not** complete and return the pre-printed application form (if you have received one).

If you have reported a movement, you should **not** send a movement card.

### 11.5 Top tips

The following tips will help you get the best out of the service.

- You can return to the main menu at any time by saying 'Go back' or pressing \* on the telephone keypad.
- If you have any problems speaking your information, you can use the telephone keypad, for example, press '1' for 'Yes' and '2' for 'No'.
- The CPH number must be provided in full including the zeros but without any slashes and dashes, for example two zero five six zero eight nine one three which is 20/560/8913.
- There is no need to say UK. When the ear-tag number is read back to you it will automatically add on the UK.
- English line - you can either speak or enter the information using your telephone keypad but in either case you must speak the breed.
- Welsh language line – you must enter the information using your telephone keypad but you must speak the breed.

The Self Service Line does not allow you to:

- register imported animals (see section 4.7a);
- register or report movements of animals with alpha-numeric tags;

- register the animal's sire or surrogate dam; and
- report through moves (for example, through a market or 'on' and 'off' a show on the same day). You can report these events as two separate movements but you must leave at least 24 hours between reporting them.

You can use CTS Online to report this information to us or phone the BCMS helpline.

**Please note:** You must phone from one of the valid telephone numbers that we have recorded on CTS for your CPH. If your phone line automatically withholds your number, you must enter 1470 before dialling the CTS Self Service Line number. If you are using a mobile phone then the settings may need to be changed to show the number. (Mobile phone network providers should be able to help you.)