



# Business Update

The British Cattle Movement Service (BCMS) is part of the Rural Payments Agency (RPA)

**Welcome to issue 4, May 2008**

## **Queue Buster pilot for the Transmissible Spongiform Encephalopathies (TSE) helpline**

For the last few weeks RPA Workington has trialled a new option on the TSE helpline welcome message. This gives you the chance to leave your number with us and wait for the helpline to call you back.

So, during busy periods, particularly Monday mornings (remember we are open at weekends), you can call, leave your number and then hang up. You are then held in a virtual queue and will be called back when one of our agents is free. The average wait time is around three to five minutes, so if you use this facility please stay close to the phone. If you do not answer our call we will try again twice after a 15 minute interval.

Feedback on this service has been excellent so far. In its first two weeks, of the 10259 calls taken, 792 calls have been taken using Queue Buster. This allows us to take more calls with the same number of staff and allows you to register your animals without waiting in a telephone queue. This pilot will run to the end of May which will cover our spring call-volume peak. We have recently extended the pilot to our cattle helplines. Please try it and let our agents know what you think.

## **Cattle Statement issue 10**



We will send out the next issue of the Cattle Statement to all cattle keepers from the end of May.

The extract of information from the Cattle Tracing System (CTS) took place between 9 – 11 May. The cut off date used for information was 7 May 2008.

Any information recorded on the CTS after 7 May will not be included in this statement.

You should return your Cattle Statement to us by 31 August 2008.



## **2008 Agricultural Show Season**

Representatives from BCMS will be attending the following shows.

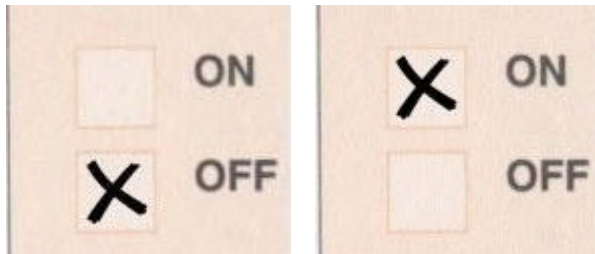
Date	Event	Location
3 Jul (Thu)	Royal Show	Stoneleigh, Warwickshire
6 Jul (Sun)		
17 Sep (Wed)	Dairy Event	Stoneleigh, Warwickshire
18 Sep (Thu)		
19 Nov (Wed)	Agriscot	Edinburgh
5 Dec (Fri)	Royal Smithfield Christmas Fair	Shepton Mallet, Somerset
6 Dec (Sat)		

## Reporting death movements

If an animal dies on your holding and the carcase is collected, you do not need to report an **OFF** movement.



Simply complete the death details on the inside back cover of passport and send the passport back to us.



## Reporting movements

When an animal goes to a show, you need to report movements **OFF** the farm, and back **ON** to the farm after the show. The show secretary should report the **ON** and **OFF** movements for the showground.

The preferred methods for reporting cattle births and movements are CTS Online, CTS Web Services and Agent Access. For more information please visit the BCMS pages on the RPA website at [www.rpa.gov.uk](http://www.rpa.gov.uk)

If you use movement cards please remember to **always** use black ink or the information will not be picked up by our scanners, which can cause errors on the Cattle Tracing System (CTS).

## CTS Online

Did you know that you could benefit by registering with us to use the [CTS Online](#) website?



By using the online system rather than filling in application forms, you can save time and it is better for the environment.

You can use the website to report births and movements, and deaths of unregistered animals. You can also download or upload information, view your farm records online and also print a list of cattle that we have registered on your holding. If you would like instructions on how to print your list of cattle, please contact us by e-mail at [ctsonline@bcms.rpa.gsi.gov.uk](mailto:ctsonline@bcms.rpa.gsi.gov.uk) and we will e-mail the instructions to you.

## Frequently Asked Questions (FAQs)

Many questions that you may have about CTS online are answered on the FAQ pages. You may find this page helpful as it covers a wide range of subjects. To access the FAQ's please click [here](#)

## Help

If you are unsure how to use a particular page on CTS Online, there is a help function at the top of each page that explains what it does and how to use it.

## Agent Access

You can get someone else - an agent (friend/relation) - to enter and send information for you using CTS Online.

We send agents their own User ID and password for CTS Online. This allows them to report births and movements, and deaths of unregistered animals using CTS Online or keepers who have an agent/keeper agreement.

If you are interested in Agent Access, both you and your agent must complete a registration form and send it to us.

You can get a form from:

- CTS Online homepage [www.bcms.gov.uk](http://www.bcms.gov.uk)
- BCMS pages of the RPA website [www.rpa.gov.uk](http://www.rpa.gov.uk)
- email [ctsonline@bcms.rpa.gsi.gov.uk](mailto:ctsonline@bcms.rpa.gsi.gov.uk)
- phone us on 0845 050 1234 (general) or 0845 050 3456 (Welsh language)

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We also welcome any feedback on how useful you find this newsletter.

If you know anyone in the agricultural industry who would be interested in receiving our newsletter, please ask them to email us with their e-mail address, name and CPH number at: [eServices@bcms.rpa.gsi.gov.uk](mailto:eServices@bcms.rpa.gsi.gov.uk)