

RPA forms

Tips for filling them in

DMU1

These tips have been created to help you, and help us process your form accurately and quickly. Please take time to read it.



Notes - Some of these points apply to all forms, but others will be specific to the form you are completing

- A** Only write in the boxes provided, using CAPITAL LETTERS and blue or black ink. Do not use pencil or felt tip pen. Do not use correction fluid. See the third page for how to correct wrong answers.
- B** Where an answer we have printed on the form for you is correct, you do not need to write anything, skip to the next question. To change a printed answer you should fill in the boxes below, or mark a different
- C** Forms are custom printed for you or your business. It is important you do not use someone else's form, copy pages from another form, or let someone else copy or use your form.
- D** If you run out of room on the form call the CSC on the number below, and we will provide additional sheets. Include a cover letter if you wish to provide any comments or other information.

Part A: Claimant details

This section shows who the form is for. Do not use a form intended for a different business, call the CSC and ensure you get a form which is printed with your details.

Single Business Identifier (SBI): 987654321 The SBI is how we uniquely identify your business.

Name of Business: A Customer Ltd

Address of Business: These details are usually the main contact details we hold for your business, which might be different to those held for you as an individual. If any of the details such as name or address of business are wrong, you should contact the CSC to update them.

Phone Number:

Part B: About the form

RPA have invested in a new computerised scanning system that will lead to improved processing of your claims and other requests. These new forms are customised, personalised and printed specifically for you or your business, either on request or automatically at the appropriate time. Please do not share your form with another party, use a photocopy or someone else's form etc. This could slow down the processing of your form, or even result in your claim or other form being processed for a different customer!

Next to the RPA logo at the top of the front page of every form are three lines - the top line tells you which scheme, or area of our business the form relates to, and the second line shows the name of the form and its reference number. The CSC contact details are found at the bottom of the first and last page on every form.

The black marks around the page are used to align it in the scanner, before the barcode is read. The barcode tells the system that this form is for your business, and also the type of page, and so on. The system needs to read barcodes easily to run efficiently, so be careful not to mark or damage them. Once the system knows the page type, it knows where on that page to look for your answers and any printed information. This is why you should only write or mark the form in the boxes we provide for you.

Do not remove the staples or any unused pages from your form before returning it. If you include a cover letter it should show your SBI and be on top. Place any additional sheets right behind the main form, and supporting documents with SBI on each at the back. It is fastest to process returned forms with A4 sized supporting documents. This is because your form is stacked with others, and a guillotine removes the stapled margin. A4 and smaller documents can be put through the guillotine with the form, rather than being separated and later re-associated.

Rural Payments Agency, PO Box 1058, Newcastle-upon-Tyne, NE99 4YQ.
Customer Service Centre: csc@rpa.gsi.gov.uk or 0845 603 7777 www.rpa.gov.uk
The Rural Payments Agency is an Executive Agency of the Department for Environment, Food and Rural Affairs (Defra)

Your SBI is shown on every page

SBI:987654321
01 of 04

The barcode stores (1) Your SBI ...

Part C: Filling in the form

Often there will be notes below the title, telling you how to use this part of the form. This mock form is to help you understand how to fill out the new RPA forms, which are designed to be read by a scanner and computer system.

Different types of boxes are provided for you to enter information. It is important that you try to write only inside these boxes, anything marked elsewhere on the form could be missed when your form is processed. If you make a mistake, you should follow the instructions shown on the following pages on how to make corrections for different types of question, in a way which will be picked up by the system. You should not cross through entire form parts or pages, as these marks may be read as entries by you where they cross the white boxes.

These boxes may be checkboxes, character boxes or write-in boxes, here are some examples of each.

Checkbox - put an X in a checkbox to indicate that it applies to you, or if there is more than one checkbox, the one which applies to you.

Checkbox

Character boxes: Write one CAPITAL LETTER or one number in each space.

Character boxes

Write-in box: These are used where the information is lengthy, and either unlikely to change (like an address, where we already have one on file) or it is used to support some other information (like the business name of a third party, where we have also asked for the SBI)

Write-in box

Some questions are shown with a suggested answer, often from information we have on file. This means you do not need to re-fill the same information each time you see a form. These default answers are always printed above or alongside a white box where you can change the information if necessary. If the printed default is correct, you do not need to write anything, just move on to the next question.

Information printed on your form can also be fixed. Fixed information does not have a white area for you to write in any corrections. If the information is wrong, you must contact the CSC to change or update it. There may be a different form the CSC can provide to update the information, or we may have made some error that needs to be addressed.

Here is an example of a business name, first as fixed information, and then as a default answer.

Fixed Name of Business: A Customer Ltd

Name of Business with default answer

A Customer Ltd

Here is an example of a question using checkboxes which includes a default answer. The default checkbox contains a green X, and has a black asterisk printed above it.

*
This one Not that one

Finally, a checkbox and character boxes can be used together. The checkbox overrides the other white boxes. For example, you may be able to remove an entire row of data by marking a checkbox. A checkbox can also be used to indicate that you want to use the maximum of something, rather than entering a number in the character boxes, or to indicate something does not or no longer applies to you.

Here is an example. A checkbox is provided to allow you to clear this information as it is no longer correct. If the default number is still correct, you would move on to the next question. If the number has changed, you would write the new number. But if it's no longer appropriate to record any number, you would mark the checkbox. It would never make sense to both mark the checkbox, and also write in the character boxes.

Membership number

998877665544332211

Not a member

Part X: Mock questions

[Guidance reference for part X]

X1 Each question has a number [Guidance reference for Q. X1]

Beneath the question heading might be notes about the question. Simple questions do not have headings or notes. This question is X1 because it is the first question in Part X. Some questions are a collection of related sub-questions, and they get letters as shown below. As an example, these questions ask you to choose an animal. For X1a and X1b, you have chosen 'Pig'

a This is question X1a. It asks you to indicate an animal using checkboxes.

Horse Pig Sheep

b This is question X1b. It also asks you specify an animal, but using character boxes.

P I G

X2 Default answers may be provided

Where there is a standard answer, or we know your answer from last time and it is unlikely to change, we will print this on your form. Last time you sent us this form, you told us 'Pig', so this is printed as your default answer. Here is how the same questions would appear if they had default answers. For questions X2a and X2b, you want to answer 'Pig' again, so you do not need to mark or write anything, just skip on to the next question.

a Indicate an animal: Leave it blank, because you're happy with 'Pig'

Horse Pig Sheep

PIG

b Specify an animal. Leave it blank, because you're happy with 'Pig'

X3 Changing a default answer

If you want to change the default information we have printed for you, just answer as you would usually. You never need to cross out or delete the default answer. For X3a and X3b, you choose 'Sheep'.

a Indicate an animal: Put a cross in the 'Sheep' box to replace the default of 'Pig'.

Horse Pig Sheep

PIG

b Specify an animal. Write in your answer of 'SHEEP' to replace the default of 'Pig'.

S H E E P

X4 If you make a mistake

If you give a wrong answer by accident you must be careful how you correct the mistake, or your first answer may be picked up by the scanner. This example shows how you should change an answer you have already entered. For X4a and X4b, we have filled in 'Pig' as the default, and you again chose 'Sheep'. Now you want to change your answer to 'Horse'. Correcting mistakes is the only time you should write outside the boxes.

a Indicate an animal: Fill in the box you marked incorrectly, and mark the correct box. Initial and date close to the wrong answer and away from other white boxes.

Horse Pig Sheep 1/12/06

b Specify an animal. Strike through the wrong answer at least three times and write the correct answer close by. Initial and date nearby but away from any other white boxes.

HORSE
1/12/06 ~~S H E E P~~ PIG

X5 Coded entry [Guidance reference for Q. X5]

You need to answer some questions using a code rather than the full text. These codes are found in the guidance which is sent with the form. For example, rather than entering HORSE, PIG and SHEEP in questions X1b, X2b, X3b and X4b above, there might be only three character boxes rather than five. In the guidance, it would tell you to put HRS for 'Horse'; PIG for 'Pig'; SHP for 'Sheep' and so on. We do it this way, partly because it takes less space, but more importantly the form design and instructions will stay the same, even if next time you fill in the form, there is a new option of BFL for 'Buffalo'. We will still print the full text for a default answer.

We usually print the full text for any default answer provided for you, even if you need to use a code to change or update it with a different answer.

This is question X5, not X5a, because there is only one part to it. Specify an animal using a code from the list.

HORSE

B F L

Part Y: Mock data sheet

[Guidance reference for part Y]

Questions also come on 'sheets'. This is where a page contains rows and columns of similar information, rather than asking you questions. There will normally be some blank sheets provided, as well as one or more sheets with some information already filled in. If you need additional blank sheets please contact the CSC.

Sometimes all the information on a sheet must belong to the same group, such as Sub-CPH, or English Area. The group will be shown at the top of the sheet like this:

Location: EAST

In this example, all the rows on this page belong to the 'East' location group. You can see that 'EAST' is fixed information. If you also had some rows which were for the 'North' location, these would be on a different sheet with 'NORTH' at the top. Where a part of a form can repeat like this, we also include some blank sheets. If you had rows which were for 'South' or 'West', you could use blank sheets to tell us about these also. These blank sheets will have character boxes for you to enter the group for all the rows on that sheet. This will often be entered as a code, like this:

Location: S

We usually use the full text when printing information on your form, for example the location 'EAST' above, or the crops 'WHEAT' and 'RAPESEED' in the first two rows below, although we may use the shorter code for some columns. If you need to fill in the same information you will need to enter the code, like S for 'South', WH for Wheat or BA for 'Barley'.

| Y1 | Y2 | Y3 | Y4 | Y5 | |
|--|-------------------------------------|---|--|---|--|
| Crop | Mark to delete row | Year | Spring or Winter | Quantity to use | |
| | | | | All or specify amount | |
| WHEAT | <input type="checkbox"/> | 2006 Y Y Y Y | * <input checked="" type="checkbox"/> Spring <input checked="" type="checkbox"/> Winter | <input checked="" type="checkbox"/> All | You want to use all your Wheat in the East location, but also tell us that it is Winter Wheat, not the default answer of Spring. |
| RAPESEED | <input checked="" type="checkbox"/> | 2004 Y Y Y Y | * <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Winter | <input checked="" type="checkbox"/> All | You no longer have any Rapeseed in the East location, and so you want to remove this filled in row from your form. |
| WH | <input checked="" type="checkbox"/> | 2006 | <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Winter | <input checked="" type="checkbox"/> All 3 2 2 . 2 5 | After filling this first row, you realised you had made mistakes to the year and the quantity. You could have crossed those out, but instead chose to remove the row, and re-enter the information correctly on the next blank row. You now have some Spring Wheat in the East location, and you want to use 321.5 of it.... |
| WH | <input type="checkbox"/> | 2005 | <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Winter | <input checked="" type="checkbox"/> All 3 2 1 . 5 0 | |
| 1/12/06 BA <i>etc</i> | <input type="checkbox"/> | 2006 | 1/12/06 BA <i>etc</i> <input checked="" type="checkbox"/> Winter | <input checked="" type="checkbox"/> All | You have some Winter Barley in the East location, but you left column Y5 completely blank to indicate you don't want to use any. You fixed your mistakes using the same row. |
| | <input type="checkbox"/> | Y Y Y Y | <input type="checkbox"/> Spring <input type="checkbox"/> Winter | <input checked="" type="checkbox"/> All | There will usually be extra blank rows, for you to add information that has not been printed on your form. Don't use rows on this page except for the East location. Use other sheets for different groups, such as different Sub-CPHs or English Areas. |

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