

Customer Register Guidance

Completing the Customer Registration Form

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Useful information

Important notes

These guidance notes contain important information. Please read them before completing your Customer Register form (CReg01). You should return your completed Customer Register form (CReg01) to us, by the date requested on the enclosed letter, using the prepaid envelope provided.

Hints

Please follow these guidelines when completing your Customer Registration form (CReg 01) to help avoid delays.

- Use black ink and write in BLOCK CAPITALS.
- Write inside the white answer boxes only.
- Leave one space between separate names or words.
- If you make a mistake, put a cross through it, sign and date it and carry on in the next box. Do not write over or try to correct a mistake. Do not use correction fluid.
- Do not send fax or photocopies of the CReg01 – we can only accept the original.
- If we cannot read the information you give on the form we may need to send you a new one for you to fill in.
- If you add any pages of extra information, please make sure that you put your Single Business Identifier (SBI) on each page (the Introduction explains what your SBI is).
- **If you are a new customer, make sure we have your completed CReg01 before you make any applications under the relevant schemes.**
- **If you are an existing customer**, although you should not delay sending in your applications under the schemes, please remember that you should return your completed Form CReg01 by the date requested on the letter sent with it.
- Please phone the Customer Service Centre on 0845 603 7777 if you have any problems completing the form.
- We recommend that you take a photocopy of all documents, for your records, before you send them to us. If you do take a copy, please send us the original not the copy.

Please keep this document safe as it will be useful in the future if you want to make changes to, or add to, the details we hold for your business.

How to contact us

If you have any questions about customer registration you can phone our Customer Service Centre on 0845 603 7777 between 8.30am and 5pm Monday to Friday (except public holidays).

Calls will be charged at local rate.

Email: csc@rpa.gsi.gov.uk

Or write to us at:

Customer Service Centre
Rural Payments Agency
PO Box 1058
Newcastle upon Tyne
NE99 4YQ.

Data Protection Act

Defra is the data controller in respect of any personal data that you provide to the Rural Payments Agency (RPA).

Your personal data will be protected in line with the Data Protection Act 1998. We will use the data:

- to support the application to which it relates;
- in the case of the Cattle Tracing System (CTS) to register cattle and their movements;
- for the administration of the Common Agricultural Policy, and other schemes administered by RPA;
- in relation to the production and safety of food;
- in relation to management of land and other environmental controls;
- in relation to animal health and welfare; and
- in relation to occupational health and welfare.

When required to do so we may pass data to other organisations. For example:

- to HM Revenue and Customs for import or export purposes;
- to Local Authorities for milk, health or cross compliance purposes;
- to English Nature and the Forestry Commission for cross compliance purposes; and
- we may also use the data we collect in connection with the Agricultural Census to produce statistics that do not identify individuals.

In limited circumstances RPA may be required to release information including personal data and commercial information under the Environmental Information Regulations 2004 and the Freedom of Information Act 2000. In particular RPA is committed to releasing information on subsidies paid under Common Agricultural Policy Schemes.

Defra or its agents, including RPA, may use your name, address and other details to contact you in connection with occasional customer research aimed at improving the services that we provide to you.

If you wish to obtain a copy of your personal data held by RPA, please follow the procedure at www.rpa.gov.uk/ under Access to information/ Personal data. RPA's public service guarantee on data handling which gives details of your rights in respect of the handling of your personal data is also available on this website. If you don't have access to the Internet please telephone the RPA's Customer Service Centre on 0845 603 7777.

If you believe that any of the information we hold concerning you is incorrect or out of date please provide us with the accurate information in writing together with supporting evidence (if appropriate). You should address your correspondence to – RPA, PO Box 69, RG1 3YD.

Introduction

The Customer Register

The Customer Register links information about our customers, their relevant business activities and places of business. It gives each business a single identifier known as a Single Business Identifier (SBI) and gives each person associated with a business a unique Personal Identifier (PI). A person will only have one PI even if they represent more than one business. Once a person has received their PI they will set up their security details which along with empowerments will ensure that business and personal information is only given to individuals who are entitled to have it.

Once we have accepted and confirmed your registration details it will be quicker and easier to fill in scheme paperwork as we will print the information we already hold about your business onto the forms we send you.

The Customer Register includes customers from other agencies as well as those from RPA, for example Natural England, Government Offices and Regional Development Agencies (RDA's).

Keeping the Customer Register up to date

Once you have given us the information that we need to register your details, it is very important that you tell us about any changes that arise. This will help us in all our dealings with you. When you want to change any details we hold about you please phone the Customer Service Centre on 0845 603 7777.

Empowerment

The Customer Register makes your personal and business information more secure. We ask you who you would like to be able to access the information we hold about your business, and who you want to empower (authorise) to act on behalf of your business. The business may give different levels of empowerment to different people, according to their position in the business. **However, your business will be responsible for any actions this person takes within their level of empowerment.**

Depending on the level of empowerment, empowered people may:

- make decisions for the business;
- change the details held about the business on the Customer Register;
- sign forms on behalf of the business; or
- just be able to access the details held.

Anyone can be empowered within a business. **The main point to remember is that the business can vary the amount of access, or the ability to change information, that it gives to each person.**

Controlled Details

Controlled details are those that may be commercially sensitive and can only be changed by people with legal empowerment for the business. These details can only be changed if we receive an 'Amendment of controlled details form' (CReg 10) signed by all legally empowered people for the business. An explanation of legal empowerment can be found on page 6 at A3.

Controlled details are:

- the name of your business;
- the legal status of your business;
- removing the legal empowerment of people within the business; and
- payment details.

Completing your form

Part A – Your business details

This part asks for details of your main place of business.

A1 Name of business

Give the name that you operate under. If you claim payments it should be the name in which you claim. We will use this on all correspondence. It is also the name any payments will be made out to unless you have chosen to redirect your payment to a third party (see part D2 of these guidance notes). You may not consider yourself a business but we use the term business to mean all our customers. If you do not complete this question the form will be returned to you.

A2 Main place of business address and contact details

The address you give here should be the address where your main business is carried out. You must give a full postal address. If you are applying for a CPH for cattle and the land is 10 miles away from the address given here, or a CPH for sheep and goats and the land is 5 miles away from the address given here, you must give us the additional land details at Part C.

A3 Legally Responsible People

You must give the name of the person or persons who are legally responsible for the business. These are the people who have control of the business in terms of management, benefits and financial risks. These are also the people who have the power to appoint agents. The people named here will have legal empowerment for your business and will therefore have the ability to access and change all details for the business including payment and financial details. However we require any amendment to controlled details to be requested in writing on a CReg 10 form.

Please also give us their roles within the business by selecting the appropriate code from table 1 at appendix B. If any of the individuals already have a PI please give it in the boxes provided. A person will only have a PI number if they are involved with a separate business and have already been included in another CReg 01 application that we have processed.

We will be providing these Customer Register guidance notes, the registration form and other correspondence in Welsh at a later stage. If you tell us you would prefer to deal with us in Welsh, we will record your preference and will let you know when the Welsh language versions become available.

A4 Business activities

In order to identify the activities that your business carries out please select the appropriate code or codes from Appendix A and enter them in the boxes provided.

A5 Legal status of your business

Please mark the relevant box to show which legal status best represents your business, as set out in any associated legal documents (for example, a deed of partnership, articles of association and so on). We cannot give you advice, or our opinion, on the legal status of your business. If you are not sure which option best describes your business, get professional advice (for example, from a solicitor, accountant or land agent). If you do not complete this question the form will be returned to you.

If you are a Limited Company you must provide your Certificate of Incorporation number at A6.

A6 Reference numbers

The information that is asked for here may not apply to all customers. Please give all relevant reference and registration numbers which apply to your business. If you need help, phone the Customer Service Centre on 0845 603 7777.

A7 County parish holding (CPH) number

We issue this number, on behalf of Defra, to identify agricultural holdings and any premises where cattle, sheep, goats and pigs are kept, whether you claim a subsidy or not. This number is important because it helps us to identify business premises and will be linked to your SBI. If you are a non-farming customer, you will not normally have a CPH number. In this case, leave the answer boxes for this question blank. If you do not have a CPH for this address and require one please mark the box.

A8 Tenure

You should only fill in this question if you occupy land that is relevant to your dealings with us. Answer this question by putting a cross in the box which best describes the terms under which your business occupies the majority of the agricultural land covered by the address given at A2. (An owner occupier owns and uses the land, an owner owns the land but does not use it for his business, and a tenant occupies but does not own the land.) This information is required for CPH purposes.

A9 Countries

If your business has agricultural land, please put a cross in the relevant box or boxes to tell us where it is. If you have land in Wales, Scotland or Northern Ireland please also give any relevant reference numbers.

A10 Common Land

If you have Common Land please give the Common Land number and the official registered name of the Common Land. You can find these details from the Register of Common Land held by your local county council.

A6 Give the reference numbers that apply to your business in the boxes below.

Companies House Certificate of Incorporation reference number

VAT registration number

Registered Charity number

IACS number

Vendor number

Trader number

A7 If you have a (CPH) for the main place of business address given at A2 enter it in the box provided.

If you do not have a CPH number for this address and require one, mark this box with an 'X'.

A8 Which of these best describes the terms of your occupation of the main business address?

Owner

Owner-occupier

Tenant (364 days or less)

Tenant (365 days of more)

A9 In which countries in the United Kingdom does your business have agricultural land?
Mark all that apply with an X and enter any reference numbers in the boxes provided.

England

Wales

Scotland

Northern Ireland

No UK agricultural land

Business reference number (Scotland only)

Customer reference number (Wales only)

Business reference number (Northern Ireland only)

A10 Common land details

Common land number

Name of Common land

Common land number

Name of Common land

Common land number

Name of Common land

Completing your form

Part B – Business Contacts - Main contact and SPS contact

In this part you are asked to provide details of the main person you wish us to contact regarding all aspects of your business. If you claim under the Single Payment Scheme (SPS) you are also given the opportunity to appoint someone other than the main contact to act on behalf of your business for SPS purposes only.

B1 Main Contact Name and Personal Identifier (PI)

Please give the main contact's full name. If this person already has a PI please give it in the boxes provided. They will only have a PI number if they are involved with a separate business and have already been included in another CReg 01 application that we have processed.

B2 Address and contact details

The address you give here is the address we will send all correspondence to. It does not need to be your main business address (as at part A2). If you would like all SPS correspondence to go to a different person and address you can do this at Part B9.

B3 Legally responsible person

Please put a cross in the relevant box to tell us if this person has been entered in the table at A3 and is therefore legally responsible for the business. If they are legally responsible for the business go to B7. If they are not legally responsible for the business go to B4.

B4 Welsh Communication

We will be providing these Customer Register guidance notes, the registration form and other correspondence in Welsh at a later stage. If you tell us you would prefer to deal with us in Welsh, we will record your preference and will let you know when the Welsh language versions become available.

B5 Role types

From table 2 at Appendix B please choose the one role that best describes the main contact's function in your business and put the code for that role in the box provided.

B6 Empowerment levels

If the main contact has not been named as a legally responsible person at A3 please put a cross in the relevant boxes to show whether they are fully or partially empowered.

A person with 'full empowerment' can access all information about the business. They can also change all information for the business except controlled details. Full empowerment also allows a person to change the empowerment levels of others associated with the business except those with legal empowerment.

A person with 'partial empowerment' can access all information regarding the business but can not amend anything.

Further information regarding empowerment is found at page 5 of these guidance notes.

B7 Claiming SPS

Please put a cross in the relevant box to tell us if the business intends claiming under the Single Payment Scheme. (To claim SPS your business must complete an SP5 application form) If your business is not claiming SPS please go to Part C.

B8 SPS Contact

Please put a cross in the relevant box to tell us if you would like someone other than the main contact to act on the businesses behalf for SPS only. If you do not wish to have a separate SPS contact please go to Part C.

B9 SPS Contact Name and PI

Please give the name of the person you wish to represent your business for SPS purposes. If this person already has a PI please give it in the boxes provided. They will only have a PI number if they are involved with a separate business and have already been included in another CReg 01 application that we have processed.

B10 Address and contact details

Please give this person's address and contact details. If you would like all SPS related correspondence, including entitlement information, to go to this address this can be done at B13 by selecting the empowerment 'view and amend SPS claims and receive all SPS mail'.

B11 Welsh Communication

We will be providing these Customer Register guidance notes, the registration form and other correspondence in Welsh at a later stage. If you tell us you would prefer to deal with us in Welsh, we will record your preference and will let you know when the Welsh language versions become available.

B12 Role types

From either table at Appendix B please choose the one role that best describes the SPS contact's function in your business and put the code for that role in the box provided.

B13 Scheme empowerment

Please mark only one of the boxes to indicate what this person can do.

A person with 'view SPS claims' can access SPS claims but can not change anything.

A person with 'view and amend SPS claims' empowerment can submit and access the SPS claim. They can also provide information relating to a scheme, this includes being able to change or withdraw information where scheme rules permit it. They can also view financial details related to a claim.

A person with 'view and amend SPS claims and receive all SPS mail' empowerment can submit and access the SPS claim and view financial details related to a claim. They can also provide information relating to the scheme, this includes being able to change or withdraw information where scheme rules permit it. They will also receive all SPS correspondence, including entitlement information. You can only have one person with this empowerment level.

You can place time limits on the empowerment by entering start and end dates. If you leave the date boxes blank the empowerment will be ongoing. If in the future you wish to extend or terminate this empowerment you will need to contact the Customer Service Centre.

B8 Would you like to nominate someone other than the person identified at B1 to act on behalf of your business for SPS purposes only? If 'No' go to Part C. Yes No

B9 Give the name of the person in the boxes provided below. Enter their PI number if they are an existing customer.

Title	Name and Surname	PI (If Known)
<input type="text"/>	<input type="text"/>	<input type="text"/>

B10 Where should we contact this person?
If the address is the same as the address provided at A2 or B2 mark the relevant box. Otherwise complete the address box below. A2 B2

LINE 1	<input type="text"/>
LINE 2	<input type="text"/>
LINE 3, CITY	<input type="text"/>
COUNTY	<input type="text"/>
	POSTCODE

Telephone number	Mobile number
<input type="text"/>	<input type="text"/>

E-mail address

B11 If you would like us to communicate with this person in Welsh, please mark this box

B12 Which role best describes this person's role in the business?
Select the appropriate code from either table at appendix B of the guidance notes.

B13 To enable RPA to disclose claim information or accept claims from this person (including subsequent amendments or withdrawals) you must mark one of the boxes below.

View SPS claims

View and amend SPS claims

View and amend SPS claims and receive all SPS mail

If you would like to place time limits on any empowerments you must also record them here.

Empowerment start date

Empowerment end date

Completing your form

Part C – Other agricultural land

Land details. Our Rural Land Register (RLR) holds digital maps of all areas of land in England used for agricultural or horticultural purposes. If your business uses agricultural or horticultural land in England that you have not already told us about, phone the Customer Service Centre on 0845 603 7777 to request an RLE1 form to fill in. For example, this may be land that your business has just taken over or land that your business has just given up.

Part C asks for details of any places, other than the address given in part A, where you carry out your business. For example if you have another address where your business operates from or if you have other land that either has a separate CPH or requires a separate CPH to that of the address at part A. You must fill in a separate part C for each address. If you need more copies of Part C photocopy this part or contact the Customer Service Centre to request extra copies. Please write your SBI number on each separate Part C you complete.

C1 Sheet number

Number each copy of part C you fill in. On the first page of the CReg 01 form, tell us how many copies of part C you are sending.

Please make sure your SBI number is written on each separate Part C.

C2 Address of other place of business

Please give the address of the other agricultural place of business your business operates from. If you have already provided the address at B2 or B10 mark the relevant box and go to C3. If you have not already provided the address elsewhere on the form please put a cross in the 'other' box and complete the address boxes and field number boxes as appropriate.

C3 CPH

Please give the County Parish Holding number for this place of business. If you do not have a CPH for this place of business and require one please mark the box.

C4 Tenure

Fill in this question only if the land you occupy is relevant to your dealings with us. Answer this question by putting a cross in the box which best describes the terms under which your business occupies the majority of the area of this particular place of business. This information is required for CPH purposes.

C5 Business activities

In order to identify the activities that your business carries out at this location please select the appropriate code or codes from Appendix A and enter them in the boxes provided. You should only choose those activities that take place at the place of business whose details are given at C2.

Completing your form

Part D – Payment details

We make payments direct into your bank account. This makes sure payments are made without unnecessary delay. Each time we make a payment to your bank or building society account we will send you a remittance advice with a reference number for you to use if you have any questions about the payment. So we can make payments you need to give us the account details for your business.

D1 Claiming Payments

If you are not claiming payments from the RPA either directly or via RDA's, Natural England or Government Offices please put a cross in the box and go to Part E. If you are claiming payments please leave this box blank and go to D2.

D2 Payment details

Please give the account details of where you want your payments to be paid into. You must provide a sort code, account number and account name. You only need to provide a roll number if your account is with a building society that uses roll numbers.

If you have an International Bank Account Number (IBAN) and are unsure of how to enter it on this form please call the Customer Service Centre on 0845 603 7777.

If you wish payment to be made to a third party you must complete a CReg 08 Payment Redirection Form. You can request this form by calling the Customer Service Centre.

D3 Currency payment preferences

We can make payments in sterling or euro. Put a cross in one box to let us know which currency you want to be paid in. For schemes referred to in the SP5 application form (including the Single Payment Scheme (SPS)) the currency for the payment for each scheme year is that requested on that form. This choice can not be amended during the applicable scheme year. This form cannot be used to override the currency preference chosen on the SPS application. If you choose to be paid in sterling, please go to question D5. If you want to be paid in euro, read the guidance below then go to question D4.

The following guidance applies to any change in the currency of your payments for schemes other than those referred to in the SP5 application form (for example, if you are currently receiving scheme payments from us in sterling and would now like to be paid in euro, or the other way round). We can change the currency of payments but, under EU regulations, we can only do so after a waiting period of three months.

After changing the currency you will then be locked-in to receiving payments for that scheme, in that currency, for 12 months. After that, you can change currency again after a further three-month waiting period. You will also need to contact the relevant scheme to inform them that you are changing currency.

We can make payments in euro only for CAP schemes that are fully funded by the EU. The Commission Decision (2000/328/EC) published on 13 May 2000 lets you choose from the following payment options.

- To receive payments in euro for export refunds only and in sterling for all other schemes.
- To receive payments in euro for export refunds and all schemes listed at appendix C, and in sterling for all other schemes not on appendix C.
- To continue to receive all payments in sterling.

If you have been overpaid in euro for SPS we will recover the overpayment in euro. However if you have been overpaid in euro for any other scheme, we will recover the overpayment in sterling. If you choose to receive payments in euro for an eligible scheme, any guarantee or security you must pay for that scheme must be paid in euro.

D4 Euro payments

Please tell us which schemes you want payments for in euros. A list of schemes that we can pay in euro for is at appendix C. Please select the appropriate code for the scheme you wish to be paid in euro and enter it into the boxes provided.

Part D: Payment details

D1 If you are not claiming payments from RPA, either directly or via RDA's, Natural England or Government Offices mark this box with an 'X' and go to Part E.

D2 Enter the account details of where you want the payments you are claiming to be paid into.
(If you wish to redirect payments to a third party you will need to complete a Payment Redirection Form CReg 08).

Incomplete information will result in your form being returned and could delay any pending payments.
If you choose to be paid in euro then you must provide details of a euro account.

Sort code

Account number

Account name

Roll number (Building society if applicable)

D3 Which currency do you wish to be paid in? Mark one box with an 'X'.
See guidance notes for details of the instructions that apply to payments in euro.

Sterling (go to D5) Euro (go to D4)

D4 Which scheme (s) do you want to be paid in euro via transfer into the account specified above?
See appendix C of the guidance notes and enter the appropriate code (s) in the boxes provided.

D5 Specify the address to which you would like us to send your remittance advice.

Address at A2 Address at B2 Address at B10

D5 Payment address

Please tell us the address you want confirmation of payments to be sent to by putting a cross in the relevant box.

Completing your form

Part E - Undertakings and declarations

The information you give us must be accurate and you must let us know about any changes. This must be signed by all individuals identified on the form at A3. The people who sign this part must read and agree to keep to the undertakings and declarations included here before signing the form.

If the persons identified at B1 and B9 are not legally responsible for the business they must produce a sample of their signatures in the boxes below to assist with their identification.

Part E: Undertakings and Declarations

This must be signed by the people on the form identified at A3. If there are more than two legally responsible people for the business and you require more Part E's, please photocopy this part or call the Customer Service Centre to request extra copies. Please make sure you write your SBI number on any attached copies.

I/we undertake:

- That in the event of any of the details supplied in this form changing, I/we will inform the RPA of such change as soon as practicable and in any event prior to any subsequent claim for payment being made;
- I/we will provide any additional information relating to this form as may be reasonably required by RPA;
- that in the event of me applying for registration in another business I/we will inform RPA of any other business in which I/we have any interest and which is already registered as a business with RPA;
- I/we certify that the information given in this registration form is correct;

All legally responsible people at A3.

Signature

Date

Name

Signature

Date

Name

If the persons identified at B1 and B9 are not legally responsible for the business they must provide a sample of their signatures in the boxes below.

Signature

Date

Name

Signature

Date

Name

Data Protection

DEFRA is the data controller in respect of any personal data that you provide to the Rural Payments Agency. Your personal information will be protected in line with the Data Protection Act 1998. The information will be used mainly to support the application to which it relates. The information may also be used in line with the Data Protection Act, for other purposes as explained in scheme guidance and on the RPA website. If you have any questions please contact the Customer Service Centre.

What happens next?

Confirming your details

Once your form has been processed we will send the main contact named at part B a letter confirming that the business has been fully registered and the business's SBI. We will also send every person involved in the business and named on the registration form a letter confirming their PI number. When they receive this letter they should contact the Customer Service Centre to set up their security details. This will make your personal and business information more secure by allowing us to easily identify the people who are authorised to act on behalf of your business.

Changes to registration details

If you want to change any of the details we hold for your business, phone the Customer Service Centre on 0845 603 7777. Please ensure that you have your SBI number to hand when you call.

You can make most changes over the phone, once the security process has been set up successfully and the person asking for the change has the right level of empowerment. However 'controlled details' can only be changed by using an 'Amendment of Controlled Details' form (CReg 10) signed by all legally empowered people for the business.

Important: if you make any changes to the name or structure of the business, this may affect your entitlement to any claims for payment made by your business. We may also need to contact you to ask for more information about the changes you have told us about.

Appendix A

Business activities

Code	Business Activities	What the business does	Relevant schemes or goods
F16	Agricultural production	Any form of agriculture, including growing crops and raising livestock.	Single Payment Scheme Non-Food Set Aside
F17	Cattle keeper	Keeps live cattle at your place of business for any purpose.	BCMS purposes
F19	Sheep or goat keeper	Keeps live sheep or goats at the place of business for any purpose.	Defra purposes
F20	Poultry keeper	Keeps live chickens, turkeys, geese or ducks at the place of business for any purpose.	Defra purposes
F38	Rural Development Programme for England supported activities (formerly ERDP)	Take part in Defra schemes designed to protect and improve the rural environment, or to help farming, forestry and other rural businesses and communities to develop or adapt to changing circumstances.	Hill Farm Allowances Natural England Schemes Objective 1 Leader + Regional Development Agency Schemes
F39	Other activities on horticultural or agricultural land	Takes part in anything Defra is interested in which is outside of RPA's areas of work and that a CPH number needs to be issued for.	Not applicable
F43	Pig keeper	Keeps pig(s) at you place of business for any purpose	Defra purposes
F44	Keeper of other grazing animals	Keeps animals for grazing purposes at your place of business	Defra purposes
F45	Non-Food Set Aside (NFSA) and/or Energy Crops Processor	NFSA producers are allowed to grow crops for non-food or animal feed uses on set aside land. Energy Crop Processors are paid on crops for the production of energy on land which has not been in set aside in the same scheme year.	Single Payment Scheme
T18	Collection of cattle aged over 30 months	Collects, transports or slaughters cattle aged over 30 months.	Over Thirty Months Scheme
T21	Milk (bovine) producer	Produces cows milk under the EC milk quota regime or holds milk quota.	Milk Producer
T22	Milk (bovine) purchaser	Receives raw cows milk from a producer.	Milk Purchaser

Code	Business Activities	What the business does	Relevant schemes or goods
T23	Fruit or vegetable production or packaging	Produces or packages fruit or vegetables and takes part in relevant schemes.	Fresh Fruit & Vegetables Aid Schemes Fruit & Vegetables Withdrawal Scheme Fruit & Vegetables Operational Programme Fruit & Vegetables PO Recognition
T24	Import/export (except whisky)	Imports or exports any goods covered by the relevant schemes.	Cereals, rice, oils and fats Beef Skimmed-milk powder Butter Butter oil Bananas Fresh fruit and vegetables Processed fruit and vegetables Live plants and flowers Pig meat, eggs and poultry Sheep meat and goat meat Fish Processed goods Registered recipes Sugar Wine, grape juice and grape must Ethyl alcohol Tobacco Community victualling
T25	Whisky export	Exports whisky.	Whisky Refunds
T26	Processing or storage of intervention beef	Offers beef into intervention, or stores or buys intervention beef. (See the glossary in appendix D for an explanation of 'intervention'.)	Intervention Beef
T27	Processing or storage of Intervention cereals	Offers cereals into intervention, or stores or buys intervention cereals. (See the glossary in appendix D for an explanation of 'intervention'.)	Intervention Cereals Barley Tender (Export Sales) Barley & Wheat Tender
T28	Processing or storage of intervention butter or skimmed-milk powder	Offers butter into intervention, or stores or buys intervention butter. (See the glossary in appendix D for an explanation of 'intervention'.)	Intervention Butter
T29	Butter production or food manufacture (using butter)	Produces butter or makes a food from butter.	Butter for Manufacture Concentrated Butter for Direct Consumption

Code	Business Activities	What the business does	Relevant schemes or goods
T30	Grape must / grape juice / citrus fruit processor	Processes grape must into British-made wine or homemade wine kits, grape juice into non-alcoholic products (such as smoothies and ice cream), or citrus fruit into juice or segments.	Aid for Concentrated Grape Must Grape Juice Processing Aid Citrus Processing Aid Grape Juice Aid
T31	Animal feed manufacture (using skimmed milk)	Makes animal feed using skimmed milk.	Skimmed Milk Powder for Animal Feed
T32	Fodder drying	Produces and dries protein crops for animal feed.	Dehydrated Fodder Scheme
T33	Cheese manufacture or production of casein/caseinates	Makes cheese or produces casein or caseinates (protein found in milk).	Control of Casein in Cheese Casein Aid Scheme
T34	Educational or care work	Providers of educational services (for example, a school or college) or medical or care facilities (for example, a hospital or residential care home).	Butter for Non-Profit Making Organisations Scheme School Milk Subsidy
T35	Fishing base, or fish processing	Commercial fishing or processes fish or fish products.	Fish Carry Over Aid Fish Degressive Rate Financial Compensation Fish Flat Rate Aid Fish Flat Rate Premium
T36	Financial services	Guarantees, for a fee, the liabilities of customers who have to provide security to meet scheme requirements (for example, that an importer will import their goods within set time limits). This saves customers having to provide large cash securities.	Not applicable
T37	Customer representative	Acts as an agent, executor or official receiver	Not applicable
N15	Administration	Office work associated with any business activity.	Not applicable
N40	Government depts (RPA use only)		Not applicable

Appendix B

Person's Role

Table 1

Code	Person's role	What they do within the business
01	Owner/Sole Trader	Responsible for all matters
02	Partner	Responsible for all matters
03	Director	Responsible for all matters
04	Executor or personal representative	Represents a persons estate after their death, in line with a grant of probate or letters of administration
05	Official receiver, trustee or administrator	Manages the financial affairs of a bankrupt business, in line with a court order

Table 2

Code	Person's role	What they do within the business
06	Manager	Deals with business matters as authorised by their empowerment
07	Animal Keeper	Responsible for looking after animals
08	Employee	Deals with business matters as authorised by their empowerment
09	Agent	Acts on behalf of the business as authorised by their empowerment

Appendix C

Code	List of schemes for which we can make payments in euro
DFR	Aid for Dehydrated Fodder
SCI	Aid for Sugar in the Chemical Industry
CRS	Aid for refining of preferential raw cane sugar
PSC	Aid for Skimmed Milk Used in the Manufacture of Casein and Caseinates
SMA	Aid for Skimmed Milk Powder for Animal Feed
GMW	Aid for the Use of Grape Must for Wine or Juice
ACA	Apple Consumption Aid
PMX	Dairy Promotion and Market Expansion Scheme
EXR	Export Refunds
FPP	Flowers and Plants Promotions
IBP	Intervention Purchase of Beef
BTP	Intervention Purchase of Butter
CTP	Intervention Purchase of Cereals
SMP	Intervention Purchase of Skimmed Milk Powder
PBF	Private Storage Aid for Beef
PSP	Private Storage Aid for Pig Meat
PSS	Private Storage Aid for Sheep Meat
PSB	Private Storage Aid for Butter and Cream
QBM	Quality Beef Promotion
SEU	Starch End User Subsidy
BNO	Subsidy on Butter Supplied to Non-profit-making Businesses
BFM	Subsidy on Open Market Butter for Manufacturing
BCD	Subsidy on Open Market Concentrated Butter for Cooking
WHR	Whisky Refunds
SPS	Single Payment Scheme

Appendix D

Glossary of terms

CAP	Common Agricultural Policy
CPH	County Parish Holding Number
DARDNI	Department for Agriculture and Rural Development for Northern Ireland
DEFRA	Department for Environment, Food and Rural Affairs
DEPC	Department for Environment, Planning and Countryside for Wales
EFT	Electronic Fund Transfers
ERDP	England Rural Development Programme
IACS	Integrated Administration Control System
PI	Personal Identifier
RDA	Regional Development Agency
RLR	Rural Land Register
SBI	Single Business Identifier
SEERAD	Scottish Executive Environment and Rural Affairs Department
SPS	Single Payment Scheme
TRN	Trader Reference Number
VRN	Vendor Registration Number

Customer Register – Our database that holds information on our customers, their business activities related to us and their places of business.

Intervention – The European Community buying and storing certain goods in order to support the market.

Appendix E

Registration documents

RPA 148 The New RPA Customer Register (Flier)

CReg01 Customer Registration form

CReg02 Customer Registration Guidance Notes

CReg04 Appointee Details form

CReg07 Appointee Details Guidance Notes

CReg08 Payment Redirection form

CReg09 Payment Redirection Form Guidance Notes

CReg10 Amendment of Controlled Details form

CReg11 Amendment of Controlled Details Guidance Notes