

Known Issues – Background

This is a record of problems that have been identified in the Rural Payments & Services I.T system for Forestry Grant Scheme applications. The problems detailed in this document have still to be fixed.

To view the issues that have been fixed since FGS went live in RP&S please see the 'Known Issues - solved' version of the document.

Section 1 - Known Issues encountered when drafting or processing FGS Applications in the Rural Payments & Services IT system

New issues added or updates to existing issues made on 05/05/2017

1. **Draft Contracts not generating** - If a draft contract has a Map added that originated on A3 sized paper, when it is attached to the contract by the system it should automatically re-size onto A4. However, the re-sizing function is not working properly on some applications, and may result in the draft contract getting stuck. Please contact the FGS Enquiries mailbox if a draft contract gets stuck at draft generating.

Draft Contracts with Additional Conditions – If the text on the Additional Conditions was copied and pasted into RP&S from another document before 4th April 2017, the draft contract will not generate if the Additional conditions contains any special characters. This fault is now fixed, but if you have already pasted text into the Additional conditions before 4th April 2017, you must delete it and then copy and paste it back in, before trying to generate the draft contract. Please make sure the format of the additional conditions is correct, before generating the draft contract as copying and pasting sometimes result in formatting issues in RP&S.

If the link between RP&S and eRDMS (The Scottish Government document storage system) is not working, you should not create a draft contract or generate an issued contract as it cannot be saved in eRDMS and therefore gets stuck.

Therefore, if you receive a notice that eRDMS is not working, please do not generate any contracts (even if the notice doesn't mention that).

2. **Incorrect Unit of Measure on 2 capital items** - The unit of measure contained in RP&S needs to be changed from metres to each for the following capital items on the Woodland Improvement Grant - Woods In and Around Towns (WIAT) option:-

- FGSC085-08-025 - Piped culvert (300mm pipe)
- FGSC085-08-026 - Piped culvert (450mm pipe)

Woodland Officers must make sure that the quantity entered by applicants for the above capital items are correct. The quantity entered should be 'per pipe' not 'per metre'. The payment rate is based on each pipe.

Information added on 04/04/2017

3. **Land Change in progress errors on FGS applications** – FGS applications display the Land Change in Progress error if a land parcel is currently being re-mapped by the FIS team or if the RPID area office are recording exclusions against it, and have still to verify it. The error message can be suppressed, to allow the application to move through to Clearing stage, but at draft contract stage, the error moves back into the outstanding error list and it must be resolved, before a system contract can be issued.

Where a land change in progress validation error is displayed, please contact your local RPID office colleagues to determine the position of the land change. The land change may be due to boundary changes, or the acquisition or transfer of land, or it may be due to some outstanding work, not yet being completed, such as recording the LFA/NLFA classifications, exclusion areas, or verifying the LPID. You should advise your RPID colleague that you need to issue a system contract and ask them to carry out the necessary updates to the LPID, as soon as they can. Meanwhile, you should record a filenote of your discussion with RPID and upload it onto the Supporting document screen in RP&S. You cannot issue the system contract until the error is resolved. We will not be issuing manual contracts for applications affected by land changes.

4. **Unable to delete Supporting Documents** – Since the end of February, the delete link has not been available on the Supporting Documents screen, therefore, any invalid supporting documents could not be deleted. However, if you create an adjustment, the delete functionality becomes active. This then allows you to delete any documents that should not be attached to the application in RP&S. Remember to complete the adjustment, once the documents are deleted.

Information added on 17/03/2017

5. **On returning an application to the applicant** the assessment questions and answers are deleted, since the application is returned to draft status. This is not a fault, it is how the application should work. When re-submitted, the assessment questions are re-generated, but answers previously provided will not re-generate, as a new assessment is required on the corrected application. Note: If some of the assessment questions are answered before returning the application to the applicant, the assessment can be printed and a pdf of the answers previously given retained.

Return to Applicant - Do's and don'ts

- a. Do NOT Return a FGS Application to the applicant if the application has already been to Clearing (manually or in the system). Returning an application to the applicant puts it back to draft application status and the new submission date is used for all claim year validations. For example, an application is submitted in 2016 and is cleared in 2016, it has capital in 2016 and Annual Recurrent in 2017. The application is returned to the

applicant for correction and is not re-submitted until 2017. 2017 becomes the date of submission and validation will force the claim years to become 2017 for capital and 2018 for Annual Recurrent. So, under no circumstance should an application be returned at this stage to the applicant. Admin/Woodland officers or Ops Managers should adjust an application if it needs changed at clearing stage.

- b. Applications should only be returned to the applicant at Under action/assessment stage and only if there is not going to be any adverse effect on the claim years on the application. As per a. above, returning the application results in the submission date changing to the new date of submission and if the re-submission is in a later year from original submission the claim years on the application have to change accordingly.

6. **Replacement Contract Letter – Change to Information Note 4** – The information note advises that you have to replace the issued contract letter generated by the system if you are sending out the system contract for signing. Cases where only a contract offer letter, and no manual contract, fall into the category for sending out the system contract. The replacement letter should be uploaded into the Supporting Documents section in RP&S. The information note provided a description to be entered when uploading the replacement letter, but a change was made to RP&S which has resulted in the description that we provided being too long, therefore please enter the following description when uploading the replacement letter - ***The issued contract letter generated by the system is superseded by this replacement.*** Please also ensure that the Application reference is contained in the filename for the replacement system contract letter.
7. **Reasons for suppressing validation errors** – Some of the reasons that are being recorded for suppressing errors are not appropriate. An error can only be suppressed if there is justification for doing so. For example – the gross area exceeded error will display if there is a WGS-FWPS contract on the same area as a new Forest Plan. The error displays because woodlands less than 10 years old cannot be included on the FGS Forest Plan option. The system does not know if the WGS-FWPS area is less than 10 years old or not and therefore an incompatibility error displays. An example of an acceptable reason for suppressing the error could be “The area of new planting on the legacy WGS contract is more than 15 years old and therefore can be included on the Forest Plan”. An unacceptable suppression reason for the same error could be “FGS area is less than the LPID area”.

New issues added on 06/03/2017

8. **Customer holds have been added to RP&S by a system administrator** - Some of these holds are regarding inspection cases and others are regarding common grazings. These holds should have been added at Scheme level as they do not have any bearing on FGS Application processing. If you are processing a case which has a customer hold applied, please contact the FGS

Enquiries mailbox who will investigate it and where possible will arrange for the hold to be removed and replaced by a hold on the specific scheme that it should apply to.

New issues added on 20 February 2017

9. Between 26th January 2017 and 15 February 2017 there has been **intermittent problems with the system that stores documents (eRDMS) and which is linked to RP&S**. The problems were fixed on 15/02/17. However, if any documents were uploaded during this time, it is possible they will not open for viewing as they have not been saved to RP&S. The documents that will not open may have a status of pending. If the document cannot be opened, it will need to be uploaded again.
10. **An unexpected e-mail is sent to customers when a FGS Contract is issued**
When a new document is saved onto the communications log the customer receives an e-mail, if their preferred method of contact is e-mail, to advise that there is a new communication on the Communications log. This e-mail is not meant to generate when contracts are issued as all contracts are sent out in paper format. If you receive any queries from Applicants/agents regarding this e-mail, please advise them to ignore it and explain that it has been generated in error.
11. **The desk instruction advises to log inbound correspondence when a signed contract is returned to the Conservancy**. The purpose of this, is to acknowledge receipt of the document and to create a work management task to process the signed contract. However, the wording on the receipt that is generated from logging the correspondence is not as expected. Therefore, this step should be skipped. Acceptance of the signing page can be recorded on the contract summary panel, without a work management task being created first.
12. **When maps are added to a draft contract**, the expectation is that the description of the maps will display on the Contract Map Schedule in the same order as they were set-up. However, this does not always happen. Sometimes the Map Schedule lists the map descriptions in a different order on the draft and issued contract. This is frustrating, but should not stop you from issuing the contract.

New issues added on 03 February 2017

13. **Unable to upload at all stages** - FCS Conservancy staff who have access to RP&S should be able to upload documents on FGS applications at any status except draft application status. However, when an application is at Application Manager Assessment stage only staff with the Manager role are able to upload documents. At Approve/Reject stage only staff in National Office can upload. Until a fix is made, Ops Managers should try to ensure that their signed Scoring sheets are uploaded before they select the Overall Assessment Satisfactory button in RP&S.

14. **FGS applications submitted whilst there were intermittent problems with eRDMS** - If FGS applications are submitted when the document storage system (eRDMS) is not working any documents generated by the system do not generate. This means that some applications submitted between the end of January and 15th February 2017 do not have all the appropriate documentation saved to the Communications log. Missing documents may be as follows:-

FGS Receipt and acknowledgement letter
PDF Copy of the submitted application
Schedule of Works

New issues added on 23 January 2017

15. **Some applications do not have the expected Option Assessment questions** for the Woodland Creation Native Broadleaves option or the Woodland Improvement Grant – Restructuring Regeneration option in RP&S. Other options may also be affected. In addition, it appears that the financial eligibility question has disappeared from the application assessment on some applications. Please make sure that the assessment questions that are expected, or which have previously been answered are displayed.

If assessment questions are missing, please follow the steps below:

- Create an adjustment
- Enter the following in the comments box – Adjustment created to force the assessment questions to re-generate as some of them are missing. Quantity changed and saved and then changed to what it was before.
- Change a quantity on one LPID, save the changes, then change the quantity back to what it was before. Then save the changes, Finish Allocation, re-validate and complete the assessment.
- The missing questions should now appear.

16. **Print and post correspondence tasks are assigned to RPID, in error for the contract agreed letter** – A Print and Post correspondence task is raised for customers who have a preferred method of contact of post, for the Agreed contract letter. This task should be assigned to the Application and Contracts queue for the Conservancy office but is being incorrectly assigned to a RPID Work management queue, by mistake.

To check if a Print and Post correspondence task is raised in the wrong queue, follow the steps below:-

- Select the My Actions menu
- Select My Tasks
- Click on Task search
- Enter the BRN in the Business Reference Search field
- Click on Search
- All the open tasks for the BRN should display

If a print and post correspondence task is shown in a RPID queue for your application, please phone the RPID office to ask them to close the task without sending out any letters to the customer.

17. **Check to make sure that any Maps & Supporting documents added to a draft contract/issued contract, open successfully when viewed.** Maps and Supporting Documents can be added to draft contracts when they are set up. Once the draft contract is created, it must be checked to make sure that anything added to it is displayed when the draft is viewed. On some occasions the map or supporting document added may not display when the draft is viewed. You must create a new draft contract, if this happens, and check it to make sure it is ok, before the contract is issued. Note: If you cannot open a document from the Supporting Document screen, you must **not** add it to a draft contract, as it will not open on there either. The document will need to be uploaded again. It is therefore important that Maps and supporting docs are viewed prior to setting up the contract to make sure that they can be opened successfully.
18. **Validation errors are generating against LMO even though the LMO commitment is inaccurate** - Some FGS applications show a LMO commitment on the Show LPID Details screen, where no LMO commitment exists. Where a LMO area is shown on the Show LPID Details screen, please contact your local RPID colleagues to find out if the area shown is accurate and if it is shown for the correct years. If the LMO area is valid and you have a gross area exceeded error, it is likely that the new FGS area will be incompatible and will need to either be reduced or moved to a different claim year. If the LMO area is shown in error, the validation error can be suppressed. Please make sure that you record the name of your RPID colleague who advised you along with details on when the commitment expired.
19. **New task 'Error resolution required on contract' displayed but no validation errors exist** – This task should only display if a new validation error is generated after the contract is agreed, for example a land parcel changes. If the task displays but no validation error exists, please ignore the task. It will be automatically removed by the system when a fix is in place.

Ongoing issues added to this document in 2016

20. **Print/post tasks are assigned to RPID, not FCS** - If the 'Change office' or 'Return to Applicant' functions are used and the customer's preferred method of contact is by post, the print/post task is being assigned to the local RPID work management queue rather than the FCS Application and Contract work management queue. Please contact RPID if you have used either of these functions and if the customer's preferred method of contact is post, to advise them that you will post the letter, and their task can be closed.
21. **Errors that are cleared through an adjustment, which were suppressed previously, should be moved from the validation panel to the Application History** – Where an error is suppressed and displayed on the validation panel and is then cleared by adjusting the application, the error and suppression reason should disappear from the validation panel and display on the Application history, to show that the error has been cleared. They are not being removed from the

left hand validation panel and are therefore not being moved to the application history. This is confusing as the error that was suppressed refers to a problem that is no longer shown on the application.

22. **Gross Area exceeded error (compatibility error)** – If an applicant/agent justifies the gross area exceeded error at draft application stage, the justification provided is not being brought forward to staff when the application is submitted. There are 2 justification reasons available to the applicant/agent to select:-

- Land Parcel area is in the process of being increased due to re-mapping;
- I will provide written justification when I submit the application

It should be obvious which reason was selected as the applicant/agent should have submitted justification if the 2nd reason was selected.

23. **Woodland Creation – Small or Farm Woodlands option** - The total proposed area for initial planting must be less than or equal to 10 hectares per Business for this option. If the 10 hectares are exceeded, an error message is displayed. The error should inform you of the option name that the error is for, however, it tells you it is for '238'. If you receive a message for '238' it is for the Small or Farm Woodlands option.

24. **Error Saving land parcel** – In a few applications, applicants/agents are receiving an error on trying to save the option details allocated to a land parcel.

The error shown on the screen is as follows:-

- "Error saving land parcel".

If this error occurs, a datafix is required to sort the problem. Customer's should report this issue to their local Conservancy whom in turn should raise an assyst, detailing the BRN and LPID Number that is affected.

25. **The Supporting Information heading on the Supporting Documents screen does not match the option that the supporting document requirement is for** – If an FGS application includes the Forestry Co-operation option there is a supporting document requirement. The heading shown on the Supporting document screen reads Supporting Information for Scheme option – Investments in Forest Infrastructure, the heading should read Supporting Information for Scheme option – Forestry Co-operation.

The same issue exists on the Forest Infrastructure option, which also requires supporting information. The heading shown on the Supporting document screen reads Supporting Information for Scheme option – Collaboration Grant, the heading should read Supporting Information for Scheme option – Forest Infrastructure.

Section 3 – Miscellaneous Hints & Tips and some long running problems that are not in the priority list of fixes

26. **Unable to Change Task Due Date** – The system sets the due date for the Assess FGS tasks to 10 days ahead. Staff are unable to change this date and therefore their task list (queue) looks like there are numerous outstanding tasks.
27. **How do we know which queue a task will display in?** - There are several queues assigned to each Conservancy and it is not always clear which queue a task will appear in. It is therefore, recommended, that at least one member of staff in each Conservancy should monitor all the FCS queues in their Conservancy to ensure that no tasks remain unassigned.
28. **Replace LPID works when replacing Added Land, but a workaround may be required to force the system to show the correct detail** – Since end of January 2016, Replace LPID was not working if you were replacing land that had an Added Land Location code as the system was not overwriting Location Code 'Added Land' if a valid LPID was selected which was linked to the BRN. [This was fixed on 21/04/16.](#) However, if the Woodland officer had already replaced the 'Added land' with a valid LPID, before the fix was made, the system will still show 'Added Land' as the Location Code for the valid LPID. Therefore, the following steps need to be carried out:-
- Replace the LPID with a Grid ref
 - Select save
 - Replace the Grid Ref with a valid LPID from the dropdown within the 'Add new land' screen
 - Save and then when the screen changes, select Finish Allocation for this land Parcel.
 - The valid LPID and correct Location code should now display on the screen and within the Schedule of Works.
29. **What happens if you cancel an edit, on the allocate options to land screen** - If you choose to edit annual recurrent management or capital items that you have allocated to land and then choose to "cancel" the edit, the error message displayed is misleading. The message says:-
- "Please confirm that you wish to cancel allocation of this Option to the land parcel"*
- In fact, if you choose to proceed with the cancel, the system will only cancel anything that you have edited and will not remove the option from the land parcel as the message suggests.
30. **Manual Contract back capture exercise** – Manual contracts are back captured in the system to enable claims to validate against the system contract. RP&S enables staff to enter the date that the manual contract was issued and the date that the signing page was signed as these are the dates which gave the applicant authority to start work. Although the manual contract issue date is recorded in

RP&S, the date shown on the system contract is the system date. The only place that the date of manual contract issue is recorded in RP&S is on the contract summary right hand panel on the contract details table. Do not worry about the dates shown on the system version of the contract or on the Communications log. Note:- There is no need to take a paper copy of the system contract for the paper file if a signed manual contract has already been saved on the paper file.

Document Control

VERSION HISTORY

Version	Date	Status	Prepared By	Reason for Amendment
V 1.0	27 March 2015	Final version – first issue	Mary Leitch	
V1.2	7 April 2015	Amendment 1	Mary Leitch	New issues added and fixed issues removed
V1.3	21 April 2015	Amendment 2	Mary Leitch	New issues added and fixed issues removed
V1.4	18 May 2015	Amendment 3	Mary Leitch	New issues added and fixed issues removed
V1.5	5 June 2015	Amendment 4	Mary Leitch	New issues added and fixed issues removed
V1.6	6 July 2015	Amendment 5	Mary Leitch	New issues added and fixed issues removed
V1.7	20 July 2015	Amendment 6	Mary Leitch	New issues added and fixed issues removed
V1.8	25 September 2015	Amendment 7	Mary Leitch	New issues added and fixed issues removed.
V1.9	12 October 2015	Amendment 8	Mary Leitch	New issues added and fixed issues removed.
V1.10	30 th October 2015	Amendment 9	Mary Leitch	New issues added and fixed issues removed.
V1.11	11/11/15	Amendment 10	Mary Leitch	New issues added and fixed issues removed
V1.12	15/12/15	Amendment 11	Mary Leitch	New issues added and fixed issues removed
V1.13	01/02/16	Amendment 12	Mary Leitch	New issues added and fixed issues removed
V1.14	21/03/16	Amendment 13	Mary Leitch	New issues added and fixed issues removed
V1.15	18/04/16	Ready for	Mary Leitch	New issues added and fixed

Known issues that exist on the Forestry Grant Scheme

		issue		issues removed
V1.16	13 June 2016	Ready for issue	Mary Leitch	New issues added and fixed issues removed
V1.17	07 July 2016	Ready for Issue	Mary Leitch	New issues added and fixed issues removed
V1.18	31/08/2016	Ready for Issue	Marie Lowrie	New issues added and fixed issues removed
V1.19	23/01/17	Ready for Issue	Mary Leitch	Issues added and removed on 23/01/17
V1.20	03/02/17	Ready for Issue	Mary Leitch	Issues added on 03/02/17
V1.21	20/02/17	Ready for issue	Mary Leitch	Information re-arranged to put newest defects at the top of the list and older defects at the end. 4 new issues added on 20/02/17 7 issues fixed and transferred to the Solved version of the Known issues 1 new point added to the Hints & Tips section
V1.22	17/03/17	Ready for issue	Mary Leitch	13 new faults have been recorded between 6 th and 17 th March 2017. 6 issues have been fixed and transferred to the Solved version of the Known issues.
V1.23	07/04/17	Ready for issue	Mary Leitch	1 new issue added on 4 th April 2017 3 issues updated with new information on the 4 th April 2017 section 4 issues have been fixed and transferred to the "Solved" version of the Known Issues.
V1.24	05/05/17	Ready for issue	Mary Leitch	2 new issue added on 10 th May 2017. 6 issues have been fixed and transferred onto the "Solved" version of the Known Issues.