

This is a record of problems that have been identified and fixed in the Rural Payments & Services I.T system for Forestry Grant Scheme applications.

The Known Issues document previously contained current and Solved problems, however, it has been changed to split the document into two on 4th February 2016.

To view the problems that have been reported that still require to be fixed please see the 'Known Issues' version of the document.

Record of Forestry Grant Scheme Issues that have been communicated and fixed on the Rural Payments & Services I.T system

1. **Schedule of Works** - The draft Schedule of Works will provide you with a summary of the chosen activities, financial amounts and areas within your application.

Within certain Woodland Creation applications, the calculations on the Schedule of Works are not working correctly where you have applied for part of your woodland creation in a Target Area. If all your Woodland Creation application is within a Target area or all are outwith a Target area, then the schedule of works calculations will be correct. [This was fixed 7th April 2015](#)

2. **Your Locations and Land Parcels** - Sometimes, the list of land parcels available for selection isn't displaying all of your land parcels. If this happens to you, you can "add new land" as a grid reference on your application, but we would recommend you await the forthcoming I.T deployment when we expect this issue to be resolved. – [This was fixed 7th April 2015](#)
3. **Tree Health Option** – The 'Restocking - Delivering Diversity and Resilience Woodland' capital item is the only eligible capital item if the area is affected by chalara and is in the management zone. The system is not recognising when an area is entered for the 'Restocking - Delivering Diversity and Resilience Woodland' capital item and is therefore displaying a validation error that cannot be cleared. [This was fixed 14 April 2015](#)
4. **Woodland Improvement Grant – Woodland Grazing Management Plan** – If the area entered is less than 5ha, the area must be within a SSSI before it is eligible. If not in a SSSI, an error will display. The error states that 0ha has been entered, even although you have entered an area greater than zero. The remaining information on the message is correct. To fix this, you must remove the option from your application or alternatively if you forgot to tick the designated site marker you should go back to the Allocate options screen, and edit the marker. [This was fixed 14 April 2015](#)
5. **Acknowledgement Letter** – If you accidentally submit an application before 6th of April, the acknowledgement letter will show some misleading information. The address on the letterhead will show an RPID address and the letter will be signed off by a PAO from RPID, rather than a Conservator for Forestry Commission Scotland. [This was fixed 22 April 2015](#)

6. **Woodland Improvement Grant – Restructuring Regeneration option** – A validation error occurs if the option is added to more than one Land Parcel, which prevents applications being submitted. [This was fixed 1 June 2015](#)
7. **Woodland Improvement Grant – Restructuring Regeneration option and Woodland Creation Conifer - “Improved Vegetative Stock for Sitka Spruce capital item** – A fault sometime occurs after an application is submitted with the above. On viewing the submitted application, it can look like the capital item details entered on the ‘allocate options to land’ screen are not there and on opening the ‘Summary’ screen a validation error may display. However, the Schedule of Works which is produced when the application is submitted, and which is contained on the customer’s communication log, displays all the details that were entered. Please do not worry if you re-access an application and the capital item details are not there, just check the Schedule of Works on the Communications log and as long as it contains the correct details the application will be sorted. [This was fixed on 1 June 2015](#)
8. **Woodland Creation (all options)** – Minimum area rules apply to all the Woodland Creation options. Validation errors should display if the minimum area is not entered for an option. This validation is not working and therefore applications can be submitted with less than the minimum area. [The minimum area validations were fixed on 15 May 2015, except for on the Woodland Creation – Native Broadleaves in Northern and Western Isles option and the Small Farm Woodland option. A fix for them was made on 4th June 2015.](#)
9. **Woodland Creation (all options)** - The system has allowed some applications to be incorrectly submitted with a maintenance area but no initial planting area. The expected error was not being produced. Applications submitted between 30th March and 3rd June may include this issue. This was fixed on 4th June 2015. [This fault re-occurred on applications submitted between 30th June and 14th July. Another fix was made on 15th July 2015. Any applications that have been submitted with a maintenance area and no corresponding initial planting area should be fixed by Conservancy staff when they process the applications.](#)
10. **Added Land – Grid References** – A grid reference can be added using the “Added Land” function if the Land Parcel that you want to apply for is not contained in the Land Parcel dropdown. You must provide justification for using a grid reference. You should be able to submit the application with the grid reference that you have justified. However, on opening the summary screen another validation error will appear and unfortunately this error cannot be cleared. [This was fixed on 18th June. Note:- 2 justification errors are produced for each grid reference that is added, only 1 error should be produced. A fix is expected soon, but in the meantime please enter the same justification reason for both errors.](#)

11. **Supporting Documents – Woodland Improvement Grant – Restructuring Regeneration option** – There is a requirement for an Operational Plan to be submitted for the above option. At present, the Supporting Documents screen only requests a Map. Customers should select the Document type – ‘Map’ and in the ‘Description’ tell us that it is the Operational Plan that is being uploaded. [This is fixed.](#)
- 12.
13. **Upload Supporting Documents after an application is submitted**– Customers and FCS Conservancy staff should be able to upload supporting documents after an application is submitted. The ability to do so is not available. [This was fixed on 25th June 2015, both customers and staff can now upload documents to an application that has been submitted.](#)
14. **Acknowledgement letters for FGS applications** submitted between 3rd July and 14th July 2015 contain the RPID Area office address and signature, rather than the FCS Conservancy address. [This was fixed on 15 July 2015.](#)
15. **Woodland Improvement Grant Restructuring Regeneration option** - The Schedule of Works was showing some of the capital items under this option three times. This occurred on some applications submitted between 3rd and 14th July. [This issue was fixed on 15 July 2015. A new Schedule of Works should be created on any applications affected by this fault.](#)
16. **The land parcel gross area validation** was not working on applications submitted between the launch date in March and 24th September 2015. This validation has now been introduced on 24th September 2015 for both applicants submitting new applications and for existing applications that are ready to be assessed. This means that new errors may be created when the application is processed, that were not shown to applicants, and which therefore did not get sorted before submission. These errors will need to be resolved or suppressed (over ridden) before the assessment of the application can be completed.
17. **Application Information Screen** - Three questions refer to employees in agriculture. The questions should refer to employees in forestry. A change request has been raised to remove the wording “employees in agriculture” from the questions shown below:-
 - ‘Please provide the number of full time employees in agriculture that will be safeguarded through the work in the proposed contract?’
 - Please provide the number of full time employees in agriculture that will be created through the work in the proposed contract?’
 - Please provide the number of temporary full time employees in agriculture that will be created through the work in the proposed contract?’

Please read “agriculture” as “forestry” when you answer these questions. [The text in the above questions was fixed, to remove the words ‘in agriculture’ on 24 September 2015.](#)
18. **Schedule of Works** - We are aware that the Schedule of Works has some issues which we are working hard to resolve. Some of these are:-

Woodland Improvement Grant – Planning Grants – The payment threshold limits are not being applied correctly to these grants. For example:-

- **WIAT Urban Woodland Management Plan** – The payment calculation for this option is:-
First 10ha @ £100/ha
£25 per hectare for any area thereafter
Minimum payment of £1000

If the application has several LPIDs with small areas that when aggregated together are more than 10ha the system should reduce the payment rate from £100/ha to £25/ha. The system is not doing this and therefore, the values on the Schedule of Works are incorrect.

Note: This problem is affecting all the Woodland Improvement Planning Grants where a cap should be placed on the payment.

All of the above calculations were fixed on 24 September 2015. A new Schedule of Works should be created on each application containing the Woodland Improvement Grant – Planning options to check that the values have updated correctly

19. **Sustainable Management of Forests – Public Access Rural Woods option** - The calculations on the Schedule of Works are not being capped at £10,000. Therefore, if you enter an area greater than 100ha the Schedule displays an incorrect value. – This calculation was fixed on 24 September 2015. A new Schedule of Works should be created on each application containing this option to check that the values have updated correctly
20. The **minimum and maximum** payments for some options may be a few pence short or a few pence too much. This calculation was fixed on 24 September 2015
21. **Supporting Documents – Unable to upload documents that have a filename that includes symbols such as underscores, hyphens, ampersands etc.** The system does not accept filenames that include symbols currently and displays an inappropriate error message, which refers to the document type (doc, excel, pdf, etc). If you receive an error message that refers to the document type being wrong, please check to make sure it is not the filename that is the issue as it includes an underscore, hyphen etc. This issue was fixed on 24 September 2015
22. **FGS Receipt and Acknowledgement letter - Grampian Conservancy signature of Conservator** – The Conservator at Grampian Conservancy changed from Jim Dewar to James Nott on 1st June 2015. The ‘Receipt and acknowledgement letter’ should be signed by James Nott but is currently signed by Jim Dewar. Fixed for new applications submitted after 25th September 2015.

23. **Supporting Documents – JPEGs** – When JPEGs are uploaded, the system appears to convert them to another format when viewed. On trying to print the results, a blank page is displayed. [Details on how to print the correct image, added on 1st October 2015:-](#)

- Open the document
- right click and select **Save picture as**.
- Give the document a filename
- The **Save as type** will be PNG, leave it as that.
- Select **Save**
- Open the document from where you saved it and select print

24. **Supporting Documents** – The list of document types that can be uploaded to an application are determined by the system from the options that are applied for. The list needs to be extended once an application is submitted to allow staff to upload any evidence required, for example the Scoring sheets. We were unable to get the list extended on time for the Processing launch on 24th September but the fix is expected within the next few weeks. You can either upload documents against the wrong document type, but explain in the description text box what is being uploaded, or alternatively wait for a few weeks for the list to be extended. [The list of document types was extended on 1st October 2015.](#)

25. **The Land Parcel Compatibility Check** – since the introduction of the gross area validation, compatibility checks are now introduced to the system. The system checks to ensure that the application area entered on a land parcel does not have any other activities/options on it from Rural Priorities/LMO/WGS Farm Woodland Premium scheme and SFGS Farmland Premium scheme. If any of these activities/options are incompatible a validation error will display if the gross area of the LPID is exceeded. The 'Show LPID Details' pop-up which is available on the Allocate Options screen, displays the options and areas from the application and all legacy contracts to help you determine which activity is incompatible.

Unfortunately, the LMO area is only shown for the existing SAF claim year (2015) and not for the duration of the LMO commitment. Therefore, if the first claim year on the FGS Application is 2016, the LMO area will not display and will not be used in the gross area exceeded validation error message. In addition, if the claim year(s) on the FGS application are 2015 to 2019, the LMO area will display for 2015 but will not display for the remainder of the commitment. [This issue was fixed on 9th October 2015](#)

26. **Site Visit Assessment – not saving** – An error is encountered on trying to save the Site Visit Assessment if the number of characters entered in the 'Please Record Site Visit findings' text box, exceeds approximately 500 characters. Unfortunately, the error message does not explain what the issue is and you are left to work out what the problem is. [From 29th October the](#)

size of the text box has been increased to allow 2000 characters to be entered.

If you need to enter more than 2000 characters carry out the following workaround:-

- Copy and paste your site visit findings into a word document.
- Save the document and upload it into the supporting documents section on the application in RP&S.
- Answer the site visit questions
- In the 'Please record site visit findings' text box on the Site visit Assessment – type 'Please find the Site visit findings on the Supporting Documents section of the application'
- Select Save and Close

27. 'NO LONGER VALID' displayed, by mistake, on some valid Land Parcels

– The system is displaying 'NO LONGER VALID' text on the 'Allocate Options to Land' screen against LPIDs that are valid and are linked to the Location Code on the application. Although the text suggests these LPIDs are no longer valid, there are no validation errors relating to this in the error section. This indicates that the 'NO LONGER VALID' text is not correct and the application can therefore be submitted successfully. [The 'NO LONGER VALID' text was removed from valid LPIDs on draft applications through a fix on 15th October 2015.](#)

Applications already submitted that had 'NO LONGER VALID' displayed, by mistake, on some valid Land Parcels, also required to be fixed as the NO LONGER VALID' state meant that the ability to edit the option details allocated to the Land Parcel was disabled. [The 'NO LONGER VALID' text was removed from valid LPIDs on submitted applications through a fix on 22nd October 2015.](#) It should now be possible to edit the option details entered on these LPIDs.

28. Added Land is not displayed in the correct way on the Schedule of Works

- If an OS grid reference or LPID have been entered on an application using the 'Added land' functionality, the Schedule of Works should display 'Added land' in the Location code column and the Grid reference or LPID in the LPID column. Currently, it displays 'Added land' in both columns. [This was fixed on 29th October 2015.](#) LPIDs and GRID References added through 'Added Land' now display correctly on the Schedule of Works.

29. The Harvesting and Processing payment calculation

is quantity x rate x 40% with a £35,000 cap. The Schedule of Works was applying the cap but was using 100% instead of 40%. [This was fixed on 29th October 2015.](#) [New Schedules of Work must be created on existing applications, so that the correct value displays.](#)

30. Batch Processing – On submission of an application, validation is run to create the assessment questions and to check that no extra errors have

emerged. The existing applications already submitted were validated in batches of approximately 200 applications each night between 24th and 30th September. Each day, more applications will appear in the Application and Contracts Work management queue, in each Conservancy, with the Assess FGS task. This means that when you view an application you may find that there are no assessment questions presented to you.

Applications submitted from 24th September onwards will not wait on a batch, they are validated and changed to under action/assessment status a few minutes after they are submitted.

[All submitted applications had their assessment questions generated by 19th October and the last application by 26 November 2015.](#)

31. **Financial Eligibility Question missing from Application Assessment** – A financial eligibility question should display on the Application Assessment for applications that contain capital items. The question is not being created. Update 6th November 2015 - The financial eligibility question is now displayed on assessments created on applications that have been submitted from 6th November onwards. The fix to add the financial eligibility question to existing assessments on applications that were submitted prior to 6th November is expected shortly. [The assessments that have been completed on existing applications will need to be re-visited to answer the financial eligibility question when the fix is in place.](#)
32. **The payment calculation for the CSGN Core Area Contribution capital item is incorrect** - the expected payment calculation is £2500/ha with a maximum cap of £100,000. The maximum cap is not being placed on this capital item for areas over 40ha. Workaround – If an application has been approved with this issue the CSGN Core area contribution capital item should be reduced to 40ha. This will sort the calculation temporarily. Once the fix is made the application area can be adjusted to the correct area. [The payment calculation was fixed on 26/11/15.](#)
33. The payment calculation for the WIG-Woodland Grazing option is incorrect on the Schedule of Works. Zero values are displayed when there should be a flat rate of £1200. [This issue was fixed on 14 January 2016](#)
34. The pdf acknowledgement letter, copy of the application and Schedule of Works should save to the Communications log when applications are submitted. Approximately 30 applications submitted between 25th November and early December do not have these documents stored on the Communications log. [This issue was fixed on 25 January 2016](#)
35. **Missing Supporting Document Requirement for Woodland Improvement Grant Restructuring Regeneration option** – The evidence requested on a FGS application for the Woodland Improvement Grant Restructuring Regeneration option should be, 'operational plan', 'component areas breakdown' and a 'map'. The 'component area breakdown' is not requested and is not available to select in the 'Upload Supporting Documents pop-up.

As a workaround the document type 'operational plan' should be selected and in the 'component area breakdown' entered in the description - [This issue was fixed on 28 January 2016](#). Note: The fix has just been applied to applications submitted in 2016 onwards. Applications submitted in 2015 will just have the requirement for the operational plan.

36. The ability for customers to **create new FGS applications** was lost from 1st January until 27th January 2016. [This issue was fixed on 28 January 2016](#)
37. A system error was occurring when trying to access the **mandates for an Advisory firm (agent)**. [This was fixed in January 2016](#)
38. **Validation is not working properly** - if you select all the save points when you work through an FGS application, the system validates as it goes along, raising or clearing errors as appropriate. If a save point is missed, validation is meant to run on opening the summary screen to pick up any missing errors or resolve any that were fixed. Since mid December validation has not been running on accessing the Summary screen therefore some errors are not being cleared properly unless you go back through every screen and re-save it to force validation to run. [This was fixed in January 2016](#)
39. **Adjustments to applications** that had a 2015 capital claim year or 2016 Annual Recurrent claim year did not work from 1 January 2016. [This was fixed on 28 January 2016](#). The rules for claim years are as follows:-
 - a. Draft applications - The system allows the current year or later for capital and the current year + 1 or later for Annual Recurrent
 - b. Submitted Applications - The system allows the year the application was submitted, or later, for capital and the year the application was submitted + 1, or later, for Annual Recurrent. Example- Application submitted in 2015, current year 2016. The system allows 2015 for capital and 2016 for Annual Recurrent.
 - c. Approved Applications - The system will allow the year the application was approved, or later, for capital and the year the application was approved + 1, or later, for Annual Recurrent. This functionality is not available yet.
40. **The Tree Health option** was displaying a greater than sign instead of a less than sign on the Schedule of Works for the following 3 capital items. [This was fixed on 28 January 2016](#).
 - Tree Clearance – Larch <26 years – other mechanised equipment - first 5ha
 - Tree Clearance – Larch <26 years – other mechanised equipment - above 5ha up to 10ha
 - Tree Clearance – Larch <26 years – other mechanised equipment - hectares in excess of 10ha

41. **The Search functionality** on Rural Payments and Services homepage was not working properly between 17th and 26th March 2016 - On attempting to search for an FGS application using the application ref search on the home screen, the system did not navigate directly to the chosen application but instead, to a SAF application. In some circumstances the system also output a portlet error. An interim workaround was to search for the BRN instead. **Fixed 26/03/16**

42. **Incorrect message shown on Supporting document screen.** Since 11 March 2016, the following message was shown on the Supporting documents screen for FGS applications:-

According to what you have told us so far, you need to supply the following supporting documents by Monday 16 May 2016

This message is not applicable for FGS applications but has been introduced through a release to SAF. Please ignore the message as it is misleading and inappropriate. **Fixed 26/03/16.**

43. **Assessment questions were not displayed for re-submitted applications since 9th March 2016** - When a FGS application is returned to the applicant for correction, on re-submission the status should change to Under action/assessment and the assessment questions should re-generate. Unfortunately, this was not happening. 6 applications were affected. **This was fixed on 5th April 2016.**

44. **Grampian Conservancy, Central Conservancy and South Scotland Conservancy telephone numbers have changed** - The telephone number on letter templates for all 3 Conservancies to be updated. **Fixed 06/04/16**

45. **Woodland Creation Options – Vole Guards** – If the capital item ‘Vole guards’ is used there must be a corresponding ‘initial planting’ capital item entered on the same Map letter and claim year.

The validation error for the above rule is being created where an entry for vole guards does not have a corresponding entry for initial planting on the same LPID, map letter and claim year. However, if the customer removes the vole guards from the LPID the validation error still persists.

Workaround – Sort the map letter and claim year for the vole guards to match the LPID, Map letter and claim year for the initial planting and enter a quantity of 1 vole guard. Save the change, Finish allocation for the Land Parcel and select Save at the bottom of the screen, waiting between each action for the system to catch up. Attach a note to the Supporting Docs screen to explain that you had to select 1 vole guard to make the system accept your

application. Ask the Woodland Officer to adjust the application to remove the vole guard once the application is submitted. **This was fixed on 13/04/16. Depending on the status of applications containing this issue, applicants or staff should now remove any additional vole guards that were added to applications to get around this validation error.**

46. **Woodland Creation – Conifer option – Improved Vegetative Stock for Sitka Spruce problem** - If a validation error is raised legitimately because the Improved Vegetative Stock for Sitka Spruce Capital item has been applied for under a different map letter from the Initial planting map letter, the map letter for the improved stock must be updated to match the initial planting. However, when the details were fixed or deleted, the error was incorrectly persisting. Unfortunately, applications could not be submitted if this scenario existed.

There was no workaround other than starting a new FGS application making sure that on each LPID where improved stock is entered, that each map letter has a corresponding initial planting entry for the same map letter and claim year.

This issue was fixed on 13/04/16. Applications that had this issue should be re-validated and the errors that previously could not be cleared should now no longer display, as long as the improved stock and initial planting details match.

47. **Payment calculation invalid** – The Actual Costs calculation on the Woodland Improvement Grant - Habitats & Species Option was not working on the Schedule of Works. The calculation should work by calculating the Rate x Quantity. The maximum value was displaying the quantity with no consideration of the rate. **Fixed 13/04/16 – A new Schedule of works to be generated on all applications that were affected. Note:- The version on the Communications log will be wrong if it was generated prior to 14/04/16**

48. **Replace LPID is not working when replacing Added Land** – Since end of January 2016, Replace LPID is not working if you are replacing land that has an Added Land Location code as it was originally entered through the Add New land function. Even although you select a valid LPID that is linked to the BRN when the 'Replace LPID' function is used it is still displaying as Added Land after it is replaced. **Fixed 21/04/16.**

49. **Incompatible options – gross area exceeded error** – This error is applicable if incompatible options in the same LPID exceed the gross area of the LPID, in which case the option area being applied for must be reduced. The Woodland Improvement Grant - Deer Management Plan option and the Rural Priorities Sustainable Management of Forests - Restructuring Regeneration option are compatible, but in the system they were marked as incompatible and therefore, the **gross area has been exceeded** error was displaying inappropriately. **This was fixed on 12 May 2016.** In addition, the

same fault was occurring if the FGS Woodland Improvement grant – WIAT Urban Woodland management option and the Rural Priorities Sustainable Management of Forests – Restructuring Felling option were applied for on the same area of land and together the area exceeded the gross area of the LPID. This was also fixed on 12/05/16. Note a workaround is required if the error (which should not have displayed) had been suppressed prior to the fix being made. The workaround is contained in V1.16 of the 'Known Issues' Document.

50. **Error in saving land parcel** - On occasion, customers are unable to save the option details allocated to a land parcel as an error message is received when trying to save - 'Error in saving land parcel'. The options allocated to the LPID do not save. 2 customers were affected by this issue between 6th and 17th May 2016. **Both applications have been fixed on 18 May 2016.** If this issue re-occurs on any new FGS applications the workaround is to use the 'Add new land' function and allocate the options to a grid reference. The customer must let the FC Conservancy office know so that they can inform the G&R support team of the fault. It will then be sent through the appropriate channels to be fixed.
51. **Agents are unable to Upload Documents or select the radio buttons on the Supporting Document screen** – There is a random fault on the Supporting document screen where the Upload New Document button is disabled and the radio buttons to advise if a supporting document has been uploaded do not work for a few Applicants/Agents. If this occurs, Applicants/Agents should advise their local Conservancy office, who in turn should raise an assyst. **Update 7th July** - the Upload New Document button is available again to Applicants/Agents, however, the issue with the radio buttons not working on the Supporting Document screen is still ongoing. When documents have been uploaded and the application is ready to submit, Applicants/Agents should contact their local Conservancy office and ask them to select the appropriate radio button(s) on the Supporting document screen which in turn allows the Applicant/Agent to submit the application. **Update 30th August** – This was fixed on **30/08/2016**
52. **Spelling mistake in Highland & Islands Conservancy office** – All correspondence and tasks refer to the Conservancy as Highlands & Islands Conservancy - This was fixed on **21/12/2016**
53. **On returning an application to the applicant** the Assess FGS/AECS task should automatically close until the application is re-submitted. This is not happening, therefore, when the application is re-submitted a duplicate task is created - This was fixed on **21/12/2016**
54. The **Application history** is displaying unexpected detail in some circumstances, as follows:-
 - a. When an application is returned to the applicant the application history should display the reason and comment provided by the Woodland Officer as well as the change of status and date of change. It is currently, not showing the reason for the change or the comment entered.

- b. When a LPID is removed from an application, the application history should show the LPID number that was deleted but instead it is showing that a LMO option has been deleted.
- c. When a LPID is removed from an application, everything that was allocated to the LPID should display on the Application history on separate rows to show that they have been removed, e.g option name, annual recurrent detail, capital item detail etc.

[The above issues were fixed on 21/12/16](#)

55. Assessment Status issue – When an individual assessment is completed the system shows that it is 'complete'. Once all the assessments are completed (Application assessment, Option assessment, Site Visit assessment, Scoring assessment) the eligibility status shown on the top half of the right hand panel, updates to 'complete eligible' or 'complete ineligible' depending on the details entered on the individual assessments. A fault has arisen where the eligibility status is showing 'incomplete' on some applications but all of the individual assessments are completed. On accessing the Application or Option assessments the comments may be blanked out or the Yes/No answers are not shown (don't worry, the detail is still held in the background, if the individual assessment showed a status of 'complete'). We are awaiting an I.T datafix to sort the eligibility status on the applications that are affected. However, if you have completed all the assessments and the eligibility status on the top half of the right hand panel shows 'incomplete' you can sort the eligibility status by opening and re-saving the scoring assessment, which should update the eligibility status with the correct detail.

[This issue should be resolved by the I.T release made on 21/12/16.](#)

56. The ability for FCS staff to **Return Applications or Change Office** on FGS Applications, stopped working on 26th May 2016. A fault has been raised and a fix is expected in the 2nd half of June. – [Fixed 23/06/16](#)

57. Tree health - Grants are no longer eligible for areas affected by Chalara Fraxinea under the Tree Health Option - although there are no longer grants available for areas affected by Chalara Fraxinea, the Rural Payments and Services system has not been updated to remove any reference to it, nor have the capital items linked to Chalara fraxinea affected areas, been removed from the system. Although still available in the system, chalara fraxinea should not be selected as an answer to the option questions. Where chalara fraxinea is selected, the following capital items are shown on the Allocate Options screen under the capital item dropdown and these capital items should not be selected as they are ineligible:-

Pull & burn/deep bury (tree <3 years old)

Cut, spray & burn/bury (trees 3 to 7 years old)

Restocking - Delivering Diversity and Resilience Woodland

Agent services – Advisory

Agent services – Compliance

Agent Services – Harvesting & marketing.

Note:- The Restocking - Delivering Diversity and Resilience Woodland option and the 3 Agent Services options (where an Approved Agent is being used) are eligible if the area is affected by Phytophthora ramorum

Fixed on 21/12/16 - *Chalara Fraxinea* is no longer available to select on the Tree Health option with the linked capital items also removed.

58. Incompatible options – gross area exceeded error – This error was displayed in inappropriate circumstances as the system had wrongly categorised the following options as incompatible:-

- Woodland Improvement Grant - Deer Management Plan option and the Rural Priorities Sustainable Management of Forests - Restructuring Regeneration option.
- FGS Woodland Improvement grant – WIAT Urban Woodland management option and the Rural Priorities Sustainable Management of Forests – Restructuring Felling option.

This was fixed on 12 May 2016 however, applications which contained the invalid error message, needed validation to be re-run by carrying out a dummy adjustment, to remove the errors from the application. Issue moved to the solved version of the Known Issues on 23 January 2017.

59. Woodland Improvement Grant Restructuring Regeneration option – If the 'Improved Vegetative Stock for Sitka Spruce' capital item is used there must be a corresponding 'Delivering Diversity and Resilience in Woodland' or 'Delivering UKFS Woodland' capital item entered that has more than, or is equal to the 'Improved Vegetative Stock for Sitka Spruce' capital item area.

The validation error for the above rule is being created correctly, however, if the customer tries to fix the error by either reducing the area against the 'Improved Vegetative Stock for Sitka Spruce' capital item or by deleting that capital item, the original error still persists. [This was fixed on 21/12/16](#)

60. FGS Receipt and Acknowledgement letter – Several format errors are currently contained on the letter as follows:-

- The word 'Conservancy' is shown twice in the Conservancy address
- The Application Name is not contained on the letter
- A couple of commas are shown in inappropriate places, such as after 'Yours sincerely'

[Bullet points 1 and 2 fixed on 21/12/16](#)

61. Task is not moved when the Responsible Office is changed - When the Responsible office is changed for an application, the Assess FGS task should also be changed. In some circumstances the task is remaining in the queue of the office that the task was originally assigned to – [Fixed 23/01/17](#)

62. Land Change in Progress error for Grid References - The land change in progress error, which stops contracts being issued, is being displayed for options where grid references are appropriate (Harvesting & Processing option). The Land Change in Progress error should only generate for land parcels, not for grid references. – [Fixed 15/02/17](#)

63. Gross area exceeded validation error – Justification reasons and Suppression reasons – If the gross area is exceeded when allocating

options, due to one or more contracts using the same area (compatibility error), action has to be taken to do one of the following:-

- reduce the area allocated to an option;
- customers can select a justification reason for allowing the application to progress;
- staff can select a suppression reason and allow the application to progress

Only 1 justification reason and one suppression reason was available to select, when this error was displayed, however, in some circumstances the reasons were not relevant.

Customers and staff had to use the reasons that were available, even where they were not the real reason for overriding the error. [A fix has been made on 15/02/17](#) and there are now 2 justification and 2 suppression reasons available.

Justification reasons are:-

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

Suppression reasons are:-

- Land Change Pending
- Error resolved and overridden

64. **Return to Applicant letter** – This letter is being produced on a SG template, but although the letter contains the SG logos etc, it is the Conservancies address details and Conservator's signature that display. The letter should be on a FCS template, not a SG template – [Fixed 15/02/17](#)
65. **FGS Application Approval letter** – There is an intermittent fault which is resulting in a few of the FGS Application Approval letters being generated on a SG template and recorded on the Communications log as an AECS Application Approval letter. If the letter is to be posted, because the preferred contact method is post, please replace it with a FCS template version - [Fixed 15/02/17](#).
66. **FGS Contracts** – There has been one FGS contract generated on a SG template with the agreement referring to the Agri-environment Climate Scheme – When draft contracts are generated, please make sure that you view it before selecting the issue contract button, and report any anomalies to the FGSEnquiries mailbox. Please do not issue a FGS contract on a SG template. Any applications affected should not be processed further until a fix is identified - [Fixed 15/02/17](#).
67. **There has been ongoing, intermittent problems with the system that stores documents (eRDMS) and which is linked to RP&S, since 26th January.** As well as causing problems with uploading and viewing documents, it means that letters created by the system, don't generate on occasion. If you try to view a supporting document and the document shows as having a null file type on the download popup, you will know that there is a

break in service and the document won't open. Try again later if this happens.

This issue also creates problems for generating draft or issued contracts, as any maps that are attached to the contract are saved in eRDMs, as is the generated contract. We have been asked not to generate contracts whilst this problem is ongoing as any break in service results in the draft or issued contract continuing to generate, but it never gets created. Please look out for updates which will advise when it is safe to generate contracts again.

If a new application is submitted when there is a break in service between eRDMs and RP&S, the FGS Receipt and Acknowledgement letter, PDF Copy of the submitted application and the Schedule of Works may not be created on the Communications log. Please let FGS Enquiries know if any applications are affected.

The problem with eRDMs was fixed on 15/02/17. However, if a document was uploaded when eRDMs was not working, it will not be stored in the system and therefore it cannot be opened. The document will need to be uploaded again.

- 68. Prevent payment holds are stopping progress on FGS and AECS applications.** Prevent payment holds should not stop progress on FGS or AECS applications or contracts. However, they must not be lifted by Conservancy staff, just in case a payment for a SAF is made when the hold is lifted. Please contact the FGS Enquiries mailbox if a Prevent payment hold exists. Fixed 03/03/17. Prevent payment holds no longer stop progress on FGS Applications
- 69. JPEG maps** – When a JPEG map is added to a draft contract the system seems to re-size it on some occasions. If this happens the map should be removed from the draft contract. A workaround is to re-upload the map as a pdf and then add it to the draft contract. It should then display properly. Fixed 03/03/17 – JPEG maps added to a contract should now replicate the picture on the JPEG map.
- 70. The transfer of new land changes to RP&S has not taken place since 8th November resulting in a Land Change in Progress Validation error or a Prevent Progress Hold being applied to FGS applications.** Land changes are carried out on a different system from RP&S and are transferred to RP&S on a regular basis (many times per day). However, new land changes made after 8th November 2016 have not been transferred to RP&S, only those made before 8th November 2016 have been transferred successfully. Due to this, FGS applications can include any of the following scenarios, which should be dealt with as specified below:-
- a. FGS Applications that are affected by a Land Change which was started, but not completed before 8th November show the Land Change in Progress validation error. The message can be suppressed but only up until draft contract stage. System contracts cannot be issued for

applications with a land change in progress error. Once land changes are switched back on, the land change in progress error can be resolved. If a contract is required in the meantime, as the applicant needs to claim, or for new applications where they want to start work, the manual contract process should be followed. The FCS Map browser should hold the new LPID areas, therefore the application should be adjusted accordingly, so that the correct areas are included on the manual contract.

- b. FGS Applications that are affected by a Land Change which was carried out after 8th November 2016 and therefore has not been transferred to RP&S, have a hold applied. This means that these applications cannot be moved to the next status. A physical check of LBCFs was made, which enabled these holds to be applied. No validation error message will be shown in RP&S. These holds must **not** be removed by Conservancy staff. If the application needs to proceed, you should contact the FGS Enquiries mailbox who will lift the hold temporarily and replace it as soon as the application has been through clearing. System contracts must not be issued for applications affected by a hold which was applied due to a land change in progress. If a contract is required in the meantime, as the applicant needs to claim, or for new applications where they want to start work, the manual contract process should be followed. The FCS Map browser should hold the new LPID areas, therefore the application should be adjusted accordingly, so that the correct areas are included on the manual contract.
- c. If a FGS application has 2 error messages regarding land changes on one or more land parcels (e.g a land change in progress message and an end dated land parcel message). This usually means that the land change is complete and the land transfer has been transferred to RP&S. Woodland Officers can adjust applications that have this scenario to change the land parcel to the correct land parcel.

Land change updates were transferred to RP&S on 6th March 2017. All FGS applications with holds regarding the land change pending errors had the holds removed. The transfer programme was then switched off again for 10 days with new holds added to a few cases. From 15th March 2017 Land Updates are made daily in RP&S and all land change pending holds have been removed.

71. **Additional Conditions** – On editing the additional conditions and saving the change, the system looks as if the changes are saved, but on re-accessing the screen, the edits have not saved. If this occurs, check how many characters are entered in the text box. If more than 1000 characters the details do not save. This was fixed on 16/03/17. The Additional conditions now takes up to 2000 characters. In addition you can now copy and paste text from another document into the Additional Conditions text box in RP&S.

72. Some Agents are receiving a portlet error when they try to resume FGS applications that have been returned to them for correction. [This was fixed on 16/03/17. Agents should be able to resume applications successfully.](#)
73. Woodland Creation Conifer option – If more than one row of initial planting was added to an LPID, but only one row of the improved stock capital item was added, the system was generating an unexpected error. The rule is that you must have a corresponding row of initial planting if you have the improved stock capital item but the system was also checking the other way around. [This was fixed on 16/03/17. If customers still have this error displayed, you should go to the LPID that the error is on, select edit and then press save and finish allocation for this land parcel. This should clear the error.](#)
74. FGS options that allow for Annual Recurrent areas have extra wording added to the option name. Woodland Creation options include the words “annual maintenance” and the Sustainable Management of Forests options include “Annual Management”. The additional text has been added onto the option names by mistake and will be removed at the earliest opportunity. Meanwhile the Select options, Allocate options, Schedule of Works and Show LPID details screens contain the additional text. – [Fixed 23 March 2017](#)
- 75. Land Change in progress errors on FGS applications which have a capital claim year of 2016** – 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 message can be suppressed but only up until draft contract stage. System contracts cannot be issued for applications with a land change in progress error. Where a 2016 capital claim is imminent, contact RPID colleagues to ask them to take the necessary action to update the LPID. If this is not possible, due to other priorities, a manual contract can be issued to allow any imminent 2016 capital claims to be processed and sent to RPID for payment by 31st March 2017 - [Update 4th April 2017 – The Known Issues document which contains current issues has been updated. Manual contracts will no longer be issued for applications that have a land change in progress error. The land change must be completed, before a system contract will be issued.](#)
- 76. Problems with the Gross Area exceeded error message (compatibility error) and the Show LPID Details screen on some applications** – Several issues exist:-
- The gross area exceeded error is displayed on some applications, but the values shown are incorrect. – [Fixed 03/04/17](#)
 - The Show LPID Details screen includes some capital items that are not area based - [Fixed 03/04/17](#)
 - The values on the gross area exceeded error message are different from the areas displayed on the Show LPID Details screen. [Fixed 03/04/17](#)
 - The Show LPID Details screen contains more than one option and the options are incompatible, and exceed the gross area of the LPID. In most cases this type of error has to be resolved, but in some rare occasions, the

error can be suppressed. A suppression reason is not available to select where this scenario exists. Fixed 03/04/17

Note:- If there is a legacy LMO commitment on the same area of land that is in your application, the Show LPID Details screen may still display with invalid details. This issue is in hand.

77. Deleting a supporting document is not working – On trying to delete a document an 'Action process encountered an error' pops-up and the document does not delete. Since deleting a document is not working, a workaround is to edit the wording on the Supporting Document description to say "Document is superseded and is to be deleted", or words to that effect. – Update on 03/04/17 – The delete link on the Supporting documents is now disabled, therefore you are unable to select it, so don't receive an error anymore. A new workaround has been identified, which allows you to delete a supporting document if you create an adjustment first.

78. Draft and Issued contracts are getting stuck at contract generating status – If a document or map has a filename or description which includes a special character such as &./ etc, the draft and issued contracts do not generate. Please re-name documents/maps before adding them to a contract, if they include a special character. This was partially fixed on 16/03/17, but I recommend that special characters are not used in the filename or description of documents.

Update 04/04/17 - If an application has Additional Conditions and the text was copied and pasted into RP&S from another document before 4th April 2017, the draft contract will not generate if the Additional conditions contained any special characters. This fault is now fixed, but if you have already pasted text into the Additional conditions before 4th April, you must delete it and then copy and paste it back in. Make sure the format is correct, as sometimes copying and pasting results in big gaps between paragraphs and other random formatting issues in RP&S. The draft contract should now generate successfully.

Note:- If you copy and paste text into the Additional Conditions text box after 4th April 2017, the draft contract should generate successfully, even if the text contains special characters.

79. LPID showing a validation error stating that the LPID is end dated even though the LPID is active - Several Land Parcels are generating validation errors to say that the LPID is end dated even though it is still active. This issue only occurs where a LPID has been active, was end dated, and then becomes active again as RP&S is not recognising when it becomes active again. LPIDs that have a genuine end date are validating properly and these LPIDs need to be updated as per the validation error message, before a system contract can be issued. Fixed 07/04/17 – End dated LPIDs are now validating properly in RP&S

80. **Applications that are returned to the applicant – Adjust button should be disabled** - Although you will have an application reference for applications that have been returned to the applicant, the application will be at draft application status and no processing should be carried out by staff when the application is back with the applicant.

The Adjust button is enabled in the middle panel when an Application is back with the applicant. This is a fault. The Adjust button should not be available to staff, if an application is at draft application status. **Fixed 13/04/17 – the adjust button is no longer available to staff when an application is returned to the applicant.**

81. **Some applicants/agents are unable to select the radio buttons on the Supporting Document screen, which means they cannot submit their application** – There is a random fault on the Supporting document screen where the radio buttons, one of which has to be selected, to indicate if all documents have been supplied or to indicate that the documents will be supplied at a later date, are 'greyed out' (disabled). This then results in the applicant/agent not being able to submit as the supporting document screen is incomplete. If this occurs, Applicants/Agents should contact their local Conservancy office and ask you to select the appropriate radio button(s) on the Supporting document screen on their behalf. Even although it is a draft application, we can still select the appropriate radio buttons for the applicant/agent, which then allows them to submit the application. – **Fixed 21/04/17**

82. **Missing bank details** – If the customer has not registered their bank details a validation error displays on the FGS application to alert us that the bank details are missing, so that we can remind the customer to register them before they claim grant. We should be able to permanently suppress the error, but the suppression reason is currently missing. If this occurs, you will not be able to issue a contract until the customer registers their bank details or until the fault in the system is fixed. - **Fixed 21/04/17 – Permanent suppression reason now available**

83. **Applications that are re-submitted after being returned to the applicant have new references** – When an application is re-submitted, it should retain the application reference number that it had, when it was first submitted. Since 24th March, this has not been happening and a new application reference is allocated when the application is re-submitted. Other than the reference, everything else stays the same, e.g the supporting documents uploaded on the original application are contained under the new reference, letters generated by the system are all contained on the Communications log and the Application History contains a record of the steps that have been taken since the original application was submitted. – **Fixed 27/04/17 – Applications retain the original Application Reference when re-submitted.**

84. **The contract reminder letter** which should automatically generate in RP&S, 28 days after a contract is issued or re-issued, is not generating or saving to the Communications log. Resulting tasks are also not generating. Note: The

reminder letters should only generate for new contracts, not those recorded as manual contracts. If Conservancy staff wish to send a reminder letter, please contact the FGS Enquiries mailbox for the letter template, which can be uploaded via supporting documents until the system is fixed. **Fixed 27/04/17 – Reminder letters should start generating from now on. Note:- If the 28 day period is already over, a 28 day reminder letter will not generate for these contracts.**

85. 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. **Fixed 12/05/17 – The unit of measure has been corrected in RP&S, on the 2 capital items above.**

86. Unexpected 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.

87. FGS applications submitted whilst there were intermittent problems with eRDMS - some applications that were submitted between the end of January and 15th February 2017 did not have all the appropriate documentation generated by the system and/or saved to the Communications log. Missing documents were: FGS Receipt and acknowledgement letter, PDF Copy of the submitted application and the Schedule of Works – **Affected applications were fixed on 31 May 2017.**

88. Some applications do not have the expected Application or Option Assessment questions - Workaround - 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.

The missing assessment questions were re-instated on 25/05/17. Many of these had been answered previously, so no further action was required, as the answers were also re-generated. Those that were not answered previously were returned to assessment stage and were answered before re-processing the applications again. Contracts that were agreed before the fix was deployed will have a datafix applied to populate the missing answers. This is still to be carried out, as at 14th August 2017.

89. **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 - **Fixed 20 July 2017**
90. **Print and post correspondence tasks are assigned to RPID, in error for the contract agreed letter** – Print and Post correspondence tasks for Agreed contracts should be assigned to the Application and Contracts queue for the Conservancy office that the contract is assigned to. These tasks were being assigned to a RPID Work Management Queue by mistake. **Fixed 10 August 2017**

Document Control**VERSION HISTORY**

Version	Date	Status	Prepared By	Reason for Amendment
V 1.0	01/02/16	Ready for issue	Mary Leitch	<p>The Known Issues document has been changed to move the issues that have been fixed into this new document.</p> <p>The fixes that have been reported previously have been taken forward into this new version. See fixes 1 to 33</p> <p>7 fixes added in January 2016</p> <ul style="list-style-type: none"> • .
V1.1	18/04/16	Ready for issue	Mary Leitch	7 fixes added
V1.2	13/06/16	Ready for Issue	Mary Leitch	3 fixes added -
V1.3	31/08/2016	Ready for Issue	Marie Lowrie	1 fix added
V1.4	23/01/2017	Ready for Issue	Mary Leitch	9 Fixes added
V1.5	20/02/2017	Ready for Issue	Mary Leitch	7 issues solved and added to the end of the list
V1.6	17/03/2017	Ready for Issue	Mary Leitch	6 issues solved and added to the end of the list
V1.7	07/04/2017	Ready for Issue	Mary Leitch	4 issues solved and added to the end of the list
V1.8	10/05/17	Ready for Issue	Mary Leitch	6 issues solved and added to the list with fix dates 07/04/17 through to 27/04/17
V1.9	14/08/17	Ready for Issue	Mary Leitch	6 issues added with fix dates 12 May to 10 August 2017