

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 on 14 August 2017

1. **The payment rate for the Sustainable Management of Forests – Rural Woods option is not calculating properly across applications/contracts -**
The payment rate for the Sustainable Management of Forests – Rural Woods **option** is £100/ha, Capped at £10,000 per location code per year. The payment cap is working properly within an application/contract, but if a Location Code has several applications/contracts with this option the £10,000 cap is not being applied across the applications/contracts and therefore each application/contract is capped at £10,000 per year. Note:- The cap should be applied to the application that gets to contract agreed status first, so if a contract for this option is for £9,000 per year the system will cap the next application for the Location code at £1,000 per year and any thereafter would be for zero value. **Do NOT issue** any contracts with this option if the payment calculation has not been capped properly on the Schedule of Works. To check if the cap has been properly applied, add up the total value for each claim year for all contracts for the same Location Code with this option plus the FGS Application that you are working on, and make sure it does not exceed £10,000 per claim year per Location code.
2. **Draft Contracts getting stuck whilst generating** – There have been several different issues affecting draft contracts which results in them getting stuck when generating. Most of the issues are fixed, but there are still one or two workarounds required if a draft contract gets stuck. The first step is to contact the FGS Enquiries mailbox who will arrange for the draft to be released. Then carry out the appropriate workaround below:-
 - a) Check if there are Additional Conditions on the Setup/issue contract screen. If so, were they typed into RP&S before 4th April 2017? If they were, copy the additional conditions, then delete the text from RP&S and then paste it back in. Please make sure the format of the additional conditions is correct in the text box, before generating the draft contract again. Copying and pasting sometimes result in formatting issues in RP&S.

If the additional conditions were typed into the system **after 4th April 2017**, **or** if there are no additional conditions, carry out the following:-

- b) Remove any documents or maps from the Setup/issue contract screen and scan them to create a new version of the pdf's. Upload the scanned versions to the Supporting document screen. Then access the Setup/issue contract screen and add the newly scanned version of the document(s)/map(s). The draft contract should now generate.

If there are no supporting docs or maps added to the draft contract, contact the FGS Enquiries mailbox for more help.

Note:- 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).**

3. **RP&S is creating "Issue Contract" tasks for Agreed Contracts** – The system automatically re-validates FGS applications/contracts when changes are made to land parcels which are contained on the application/contract, or if changes are made to legacy contracts such as RP contracts which affects the FGS Agreed contract. This process that triggers the re-validation is raising an invalid "issue contract" task on contracts which have reached Agreed Contract status. A fix for this issue is expected by mid-September, but in the meantime; if you have invalid "Issue contract" tasks in your Conservancy Application and Contracts queue, please contact the FGSEnquiries mailbox. Marie or Gillian will move these invalid tasks to your general Conservancy queue since these queues are not really used. A datafix will be carried out in due course, to delete the "Issue Contract" tasks that have been raised in error.
4. **Unable to delete supporting documents with a pending status** – Supporting Documents display a status of pending until they have been saved successfully in RP&S, at which point they have a status of successful. When eRDMS is not working properly, some documents get stuck at the pending status and are required to be deleted by staff. The delete link is not available for supporting documents that are at pending status. This is a fault and will be sorted in due course.
5. **Gross Area Exceeded Validation Error is incorrect on a few applications -**
The Gross Area Exceeded validation (compatibility check) on FGS applications/contracts should only validate against RP cases which have a RDC Confirmed Contract. If a RP contract is at RDC Issued status, it should not be considered by the validation check. However, the system is considering RP contracts which have been created through a succession, but where the incomer has not had their acceptance recorded on the Contract Monitoring screen and which therefore does not have a confirmed contract.

The Show LPID Details screen displays the areas used in the validation check and if it contains duplicate areas for the same claim years from both the RP outgoer and RP Incomer contract, you will know that the scenario mentioned above, is likely to exist. You must sort out the Variations for the RP succession, making sure the outgoer contains only areas for claim years prior to the date of transfer, and the incomer contains the areas being transferred after the date of transfer. Once the incomer has accepted the varied contract, it must be set to RDC Confirmed status on the contract Monitoring screen in Back office. The errors should then clear on the FGS Application/Contract.

Note: - The issue covered above regarding RP Successions is not a common problem and should not affect many FGS applications.

Information added on 04/04/2017

6. **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 about Returning an Application to the Applicant - added on 17/03/2017

7. **On returning an application to the applicant** the system takes the following actions:-
 - a. Changes the status back to Draft FGS Application status.
 - b. If staff view the application when it is returned to the applicant, the right hand panel in RP&S will be blank. This is because the system has deleted all the answers to the 4 assessment types, when the application was returned to draft application 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 were answered before returning the application to the applicant, we recommend that the assessment is printed and retained, before the application is returned to the applicant.
 - c. The system uses the re-submission date as the date of submission. The system bases all claim year validations on the re-submission date, not the original submission date until the application is approved, at which time the system uses the Approval year for claim year validation.
 - d. **Do NOT** Return a FGS Application to the applicant if the application has already been to Clearing stage (manually or in the system). The Clearing date cannot be before the submission date and therefore, the application would need to go to Clearing again if the application is returned to the applicant after it was cleared. Admin/Woodland officers or Ops Managers

should adjust an application if it needs changed after it has been to clearing stage.

- e. Applications should only be Returned to the Applicant at Under action/assessment stage, and only if there is no adverse effect on the claim years on the application. For example:- If an application is submitted in 2016 and has a 2017 annual recurrent claim year, if it is returned to the applicant and re-submitted in 2017, then the Annual recurrent claim year will need to be changed to 2018

Ongoing issues/information

8. **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.
9. **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.
10. **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.
11. **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.
12. **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.

13. **Some Print/post tasks are assigned to RPID, instead of 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.
14. **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.
15. **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.

16. **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.
17. **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.

18. **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

19. **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.
20. **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.
21. **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.

22. 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.

23. 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.

24. 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”.

25. 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.

26. **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.

27. **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.

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 issue	Mary Leitch	New issues added and fixed 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

Known issues that exist on the Forestry Grant Scheme

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.
V1.25	14/08/17		Mary Leitch	1. Moved the draft contract generating issue to the 14 th August update section and provided additional workarounds. 2. 4 new issues added to the 14 August 2017 section 3. Deleted the 5 th May 2017 Update Section, as the issue it contained has been fixed. 4. Amalgamated the issues that have been open for several months into a new

Known issues that exist on the Forestry Grant Scheme

				section, named "Ongoing Issues". 5. 6 issues moved to the "Solved" version of the Known Issues.
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