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CTS Online

CTS Online is a website you can use for reporting births and movements. You can find it at www.bcms.gov.uk. As it checks some of the information you provide, it's less likely that mistakes will be made.

8.1 What you can use CTS Online for

You can use CTS Online to:

- register births;
- register cattle movements 'on' and 'off' your holding;
- report the death of an unregistered calf;
- see the animal details and history of your cattle;
- see a list of all the cattle on your holding;
- view a list of the queried cattle and movements for your holding; and
- link directly with your own farm-management software package (if compatible).

8.2 Why you should use CTS Online

- It's free! We don't charge you for using this service.
- It's quick and easy to use.
- It helps reduce paperwork.
- It's available 24 hours a day, seven days a week.
- You receive a receipt for all the information you send.
- You will receive your cattle passports more quickly.
- You can use it with some farm-management software packages.
- You can check your own farm records against information held on CTS.

CTS Online will help make sure your information is correct. When you register a new birth or movement, the system will check most of the information you enter. This means you make fewer mistakes and we can produce passports faster. It also saves you paperwork, postage costs, time and effort.

Under European regulations, the paying agencies in Great Britain must check information on cattle that are part of the Single Payment Scheme in England and Wales, and the Single Farm Payment Scheme in Scotland.

To help you check the information held on CTS is correct, you can:

- look at a list of the cattle on your holding, either on screen or by printing it off CTS Online, and use it to check against farm records; or
- look at the life history of cattle that have been or are registered to your holding.

8.3 Using an Agent

You can choose to have someone else (an agent) send your information for you using CTS Online. Your agent must contact us to register as an agent on the Cattle Tracing System, and then a link is set up between you and your agent to allow the agent access to your records.

Your agent can access all your information using CTS Online, so it's important that you keep them updated with information about your cattle. If you do have an agent, you are still responsible (as the keeper) for making sure that the information provided is correct.

You can find CTS Online agent registration and agent and farmer link forms on the CTS Online homepage and the BCMS pages of the RPA website. Your agent can be a friend, family member, neighbour or any agricultural agent that you would like to act for you. You can find a list of agents who are already registered on the Cattle Tracing System on the BCMS pages at www.rpa.gov.uk.

If, at any time, you want to end the link between yourself and your agent, please call our helpline, email us or send us a letter.

8.4 Who has access to your information?

Only you and your agent (if you choose to have one) can use CTS Online to update your animal details. Government departments and agencies can only read information on CTS Online.

8.5 How can you tell if CTS has got your information?

Calves that have recently been registered will appear on the list of cattle on your holding. At first they will appear in the list of queried cattle, but should move to the main list on the following day once they have been fully processed. If your passport does not arrive within 10 days, or if the calf does not move from your queried cattle list, you should contact us. Movements that have recently been registered using CTS Online will be in the list of queried movements from the list of cattle on your holding. Again, these should disappear on the following day as we update CTS.

8.6 Getting started

There are plenty of organisations that will help if you need computer training. To find details, see your local newspapers, contact your local council or college, or speak to your local farmers' union representative. You need to connect to the internet. When you have done this, enter the website (www.bcms.gov.uk) in the address or location line of your browser.

8.7 User ID and password

To start using CTS Online, from the homepage click on the box that reads 'Please click here to enter CTS Online' on the left of the screen.

To enter the website you need:

- your own user identity; and
- your own password.

8.8 If you have problems

Each page has on-line help in case you have difficulties.

If you come across a problem when you are using CTS Online, which is not covered by the on-line help, please contact us with the following details.

- Your name and phone number.
- Your county, parish, holding (CPH) number.
- What the problem is.
- The web page you were using when the problem happened.
- Your internet service provider (ISP) and browser type.
- The date and time the problem happened.

There is a 'contact BCMS' facility on the main menu and on the 'queried cattle movement' pages. These allow you to send us more information (and apply for bar-code labels).

If you make a mistake with some of the information you have sent, please use the 'contact us' facility to e-mail all the details to us or call our helpline.

In summer 2009 we aim to bring you an updated version of the website with more functions. More details will be available over the coming months.