

****FORESTRY PREMIUM HELPDESK, WEXFORD****
TEL: 076 106 4437

In any correspondence with the Forest Service, you must quote your Contract Number or your Forestry Owner (FO) number. This information is required to assist us in dealing with your query and to protect your personal data.

Frequently Asked Questions 2017 Premium Payments

When can I apply online for my 2017 Premium Payment?

- You can apply online at www.agfood.ie from 16th November 2016.
- Once you have submitted a fully complete and correct online application before 1st January 2017, you will receive payment in early January 2017. Payments will be made on a weekly basis thereafter.

What do I need to do if I have no access to a computer or I am not registered for online services with the Department; will I continue to receive my form in the post?

- There is no need for you do anything. Your premium application form (Form 4) will be sent to you by post as in previous years.
- It is proposed to post the paper Form 4 in mid February 2017.
- It is intended that payment of completed postal Form 4's will issue in April 2017.

I am registered for online services however I do not wish to apply for my forest premium payment online. Will I receive a premium application form in the post?

- If you have not applied online by the end January 2017 a Form 4 will issue by post in mid February 2017 which you should complete and return to the Forest Service. It is proposed that payment will issue in April 2017

How do I register for online services?

- Log on to www.agfood.ie.
- On the top left hand side of the screen you will see **Register for Online Service**.
- Select **Register**.
- Complete **Registration Details** and then select **Submit Registration**.
- A letter will then be sent to you by post with your log on details which will include your Personal Access Code (PAC).
- Once you have received your letter you can then apply for any online services, including your forestry premium.

I am registered for online services but have forgotten my Password or mislaid my Personal Access Code (PAC) details, who should I contact?

- All queries relating to registering for online services, including problems with Passwords and PACs should be emailed to agfood@agriculture.gov.ie.
- If your query specifically relates to your Password you must include your **Agfood Services Username** in your e-mail.
- **Alternatively, you can contact the AgFood Helpdesk at 1890 252 118**

- **Please note** that Forest Service staff will **not** be able to assist you with any query relating to registering for online services (i.e. with Passwords or PACs, etc.). Forest Service staff will help with all queries relating to your forestry premium.

I have my Username and Personal Access Code, how do I apply for my 2017 Premium Payment?

- Log on to www.agfood.ie
- Enter your Username
- Enter the requested digits from your **Personal Access Code (PAC)**
- Enter your **Password**
- Select **Logon**
- Select **IFORIS iNet** from the menu of applications
- A list of your Forestry Contracts will be shown under **Your Outstanding Form 4's**.
- Select a **contract** and then **review and submit**
- Select **"I accept these conditions and wish to proceed"**
- Select **"De Minimis Declaration"**
- Select **"View Forestry De Minimis Details"** and view your forestry *De minimis* payments listed in table 1
- You will be given the option to select **"yes"** (I have received other *de minimis* payments in addition to those payments listed in table 1) or **"no"** (I have not received any other *de minimis* payments besides those listed in table 1)
- If you select **"no"** then click **"Save the Declaration"**
- If you select **"yes"** you must complete relevant details in the tables provided where appropriate and when complete click **"Save the Declaration"**
- Complete the Tax Clearance Certificate (TCC) details section, if required
- View the Aerial Photograph of your plantation and close out of the Map screen
- Submit your Application.
- If you have more than one contract, all the information provided by you in relation to any "other" *de minimis* payments will be duplicated on each individual Form 4.

Why are some contracts missing from the list?

- There may be a payment stop on the contract. The Forest Service will normally have notified you of any issue which would prevent further premiums payments being made until the matter is resolved. If you have not been notified, please contact the Forestry Premium Helpdesk.
- Many of the Native Woodland (NWS) contracts are not recorded on IFORIS and therefore will not be accessible online. Premium application Forms (Form 4) for these NWS contracts will issue by post in May/June 2017.

How will I know that my 2017 premium application has been successfully submitted to the Forest Service online?

- After you have submitted your premium application, the following message will be displayed on your screen **"Application for subsequent premium for CN***** has been submitted successfully to the Forest Service. Further checks will be carried**

out before payment issues. You are advised to print this screen for your records”.

How do I know when my payment has issued?

- In addition to the **Annual Premium List**, there is a **Contract Enquiry** option and, once this option is selected, it will show the current status of your application.
- **Payment Pending** – indicates that the premium application has been correctly submitted and payment will be made during the first payment run in January or in the next weekly payment run once payments commence in 2017.
- **Approval Pending** – the premium application has been received in the Forest Service however it has not been approved for payment. This may be for a number of reasons including:-
 - (i) Tax Clearance Certificate details to be validated.
 - (ii) A 10 Year Management Plan required – you will already have received the Management Plan for completion.
 - (iii) You have already received six premiums but the 2nd Instalment Grant is not yet paid.
 - (iv) Payment amount differs from amount paid last year.
 - (v) Your application has been selected for a control or audit check.
 - (vi) Remedial works are outstanding on your plantation.
- **Contract Enquiry** – this screen gives some basic information about the contract and will show details of payments made in the last two years.

While applying online, can I enter details of a change of address or notify the Forest Service of concerns regarding my plantation?

- On the **Change Information** screen you will have the opportunity to notify the Forest Service of any changes to the plantation or to your application. **Examples of changes which you are obliged to notify to the Forest Service under the terms and conditions of the Premium Scheme include, but are not limited to, the following:**
 - (i) Change of address.
 - (ii) Intention to sell part of or the full plantation, or to change ownership of it.
 - (iii) Removal of any trees (for which a felling licence is required under the Forestry Act, 1946).
 - (iv) Any damage by fire, frost, flood, wind-blow, etc.
 - (v) Trespass/damage by animals.
 - (vi) Dumping.

Do all applicants have to submit tax clearance details?

- Where the total forestry payments due to an applicant is **€10,000 or more in any 12 month period**, you must complete the *Tax Clearance Certificate details* section before your online application can be submitted and approved for payment.

With regard to Tax Clearance, what is required if the forestry contract is in joint names?

- In cases where the forestry contract is in joint names, the tax clearance must be in joint names or, if there are two separate certificates, then tax clearance for both applicants must be provided.
- Applications for tax clearance must be made on the Revenue Commissioners website (www.revenue.ie). On application, tax compliant applicants will receive a Tax Clearance Access Number which, along with their Tax Number, they must provide to the Department for verification purposes.
- Details can be submitted by e-mail to **ForestServicePremiums@agriculture.gov.ie** or by telephone by calling the **Forestry Premium Helpdesk 076 106 4437** or by post to the **Second Grant and Subsequent Premium Section, Forest Service, Department of Agriculture, Food and the Marine, Johnstown Castle Estate, Co. Wexford.**
- You must provide details of the names on the contract and the contract number, together with the TCC number(s) and expiry date(s) in the e-mail or by post.

What are the map details?

- Maps displayed are shown on the most recent ortho-photography available to the Department.

How will my payment be made?

- All payments since August 2013 are lodged directly to your bank account.

I have changed my bank account recently and have not notified the Department, what should I do?

- You should contact the - **Direct Payments Section, Accounts Division, Department of Agriculture, Food and the Marine, Farnham Street, Cavan (Tel 049 4368200)** to request a Bank Mandate Form to enable payment into your account.

Should I have any further queries regarding submitting my online premium application who should I contact?

- You can telephone the Forest Service Premium Helpdesk, Wexford at **076 106 4437**.

NOTE: In any correspondence with the Forest Service, you must quote your Forestry Contract number (beginning with CN, OP or FP) or your Forest Owner (FO) number. This information is required in order to assist the Forest Service in dealing with your query and to protect your personal data.

Further information can be found at:

- Subsequent Premium Section, Forest Service, Johnstown Castle Estate, Wexford. Tel: 076 106 4437
- www.agfood.ie or lo-call 1890 252 118 – Online Services, Portlaoise, for **all information on Registration, Usernames, Passwords, Personal Access Code (PAC) and technical problems relating to online services.**
- www.agriculture.ie/forests-service