

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

**In any correspondence with the Forestry Division, you must quote your Contract Number (CN) 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 2019 Forestry Premiums**

### **What is the advantage in applying online for my 2019 Premium Payment?**

Prompt payment and convenience – see attached Forestry Premiums leaflet.

### **When can I apply online for my 2019 Premium Payment?**

- You can apply online at [www.agfood.ie](http://www.agfood.ie) from 14<sup>th</sup> November 2018.
- Once you have submitted a fully complete and correct online application before 1<sup>st</sup> January 2019, you will receive payment in early January 2019. 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 2019.
- It is intended that payment of completed postal Form 4s will issue in April 2019.

### **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 2019, a Form 4 will issue by post in mid-February 2019 which you should complete and return to the Forestry Division. It is proposed that payment will issue in April 2019, so it is advisable to submit your Form 4 by mid-March.

### **How do I register for online services?**

- Log on to [www.agfood.ie](http://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](mailto: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 076-1064424**
- **Please note** that Forestry Division staff will **not** be able to assist you with any query relating to registering for online services (i.e. with Passwords or PACs, etc.). Forestry Division staff will help with all queries relating to your forestry premium.

**I have my Username and Personal Access Code (PAC), how do I apply for my 2019 Premium Payment?**

- Log on to [www.agfood.ie](http://www.agfood.ie)
- Enter your Username.
- Enter the requested digits from your **Personal Access Code (PAC)**.
- Enter your **Password**.
- Select **Logon**.
- Select **IFORIS iNet** (Forestry Online) 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”**.
- **Press “Back” button to get back to previous screen to “I accept these conditions and wish to proceed”**.
- If you select **“yes”** you must complete relevant details in the tables provided where appropriate and when complete click **“Save the Declaration”**.
- **Press “Back” button to get back to previous screen to “I accept these conditions and wish to proceed”**.
- Please note that failure to complete (1) and, where necessary, (2), on page 2 of the Application Form will result in the Form being returned to you for completion and delayed payment.
- 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.

## What other scheme payments should be recorded under “other” Agriculture De Minimis Aid?

Beef Data & Genomics Programme	Imported Fodder Transport Scheme
Beef/Sheep Technology Adaption Programme (BTAP/STAP)	Kerry Cattle Scheme
Bord Bia (Beef/Lamb Quality Assurance Scheme)	Milking Skills Programme
BVD Eradication	Superlevy Instalment Scheme
Development Programme for Dairy	

### Why are some contracts missing from the list?

- There may be a payment stop on the contract. The Forestry Division 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** on **0761 064 437**.
- 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 2019.

### How will I know that my 2019 premium application has been successfully submitted to the Forestry Division 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 Forestry Division. 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 2019.
- **Approval Pending** – the premium application has been received in the Forestry Division 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 2<sup>nd</sup> Instalment Grant is not yet paid.
  - (iv) If you applied under the FEPS scheme there may be a query on your REPS status for this year, which must be checked.
  - (v) Payment amount differs from amount paid last year.

- (vi) Your application has been selected for a control or audit check.
- (vii) 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 Forestry Division of concerns regarding my plantation?**

- On the **Change Information** screen you will have the opportunity to notify the Forestry Division of any changes to the plantation or to your application. **Examples of changes which you are obliged to notify to the Forestry Division 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, 2014).
  - (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 Certificate (TCC) details?**

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

**With regard to Tax Clearance Certificates (TCC), what is required if the forestry contract is in joint names?**

- In cases where the forestry contract is in joint names, the Tax Clearance Certificate provided must be in joint names or, if there are two separate certificates, then the details for both TCCs must be provided. Details can be submitted by e-mail to **ForestServicePremiums@agriculture.gov.ie** or by post to the **2<sup>nd</sup> Instalment Grant and Subsequent Premium Section, Forestry Division, 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.

**I have entered my Tax Clearance Certificate details but they are not being accepted?**

- Check to ensure that you have entered the details correctly. The last character you enter from the Certificate must be **alphabetical** and **not numeric**.
- The Tax Clearance Certificate number entered must be for a TCC in the name of the forestry contract owner/s.

### **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 nominated bank account.

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

- You should contact the - **Direct Credit Section, Accounts Division, Department of Agriculture, Food and the Marine, Farnham Street, Cavan (Tel 049 4368283)** to request a Bank Mandate Form.

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

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

**NOTE:** In any correspondence with the Forestry Division, 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 Forestry Division in dealing with your query and to protect your personal data.

### **Further information can be found at:**

- Subsequent Premium Section, Forestry Division, Johnstown Castle Estate, Wexford. Tel: 076 106 4437
- [www.agfood.ie](http://www.agfood.ie) or 076-106 4424 – 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](http://www.agriculture.ie/forests-service)

### **Data Protection**

The General Data Protection Regulation (GDPR) came into force in the European Union on 25<sup>th</sup> May, 2018. GDPR affects the way businesses and organisations, such as Department of Agriculture, Food and the Marine (DAFM), process the personal data of EU Citizens. GDPR will give individuals greater control over how their data is collected and processed. A comprehensive guide to GDPR and how it affects the processing of personal information by the Department is available on the Department's website at [www.agriculture.gov.ie/dataprotection](http://www.agriculture.gov.ie/dataprotection) or from the Data Protection Unit, Department of Agriculture, Food and the Marine, Pavilion A, Grattan Business Park, Dublin Road, Portlaoise, Co. Laois.