Questions and Answers – Electronic Services

What is the first step I need take to register at www.agfood.ie?

Go to the Department's website www.agriculture.gov.ie and then click on the "**agfood.ie**" icon, which is mid-screen on the left hand side.   Click on the **Register** button under the heading Register for Online Services and follow the instructions to submit an electronic application form to register for online services. The details required are name, PPS Number and some details unique to you so that your security is protected. Users create their own Username and Password. The data entered will be checked against existing customer data held by the Department to verify your identity.

If I don't have broadband will I be able to access www.agfood.ie?

Yes, the system can be accessed using a dial up Internet connection.

Will I receive a password or log on code when I register?

Users create their own Username and Password at registration. A letter will be sent to you with your Personal Access Code (PAC), which will allow you to access all relevant online services.

How long after signing up before I can actually access my herd details on-line?

If there is no query on the registration, you will be able to access your herd details within 2-3 working days. If there is a query, you will be given a reference number and asked to call the agfood.ie helpdesk – Lo Call 1890 252 118 - to resolve the issue.

When signed up to www.agfood.ie do I no longer have to keep the herd register?

You must first logon to agfood.ie and complete an electronic application form. You must agree to the Terms and Conditions to use the Animal Identification and Movement (AIM) facilities on agfood.ie as your on-farm bovine electronic herd register. This can be done by selecting a new option that will be available under AIM in July 2010 called "**Bovine Electronic Herd Register**". When using this for the first time you must record agreement to the Terms and Conditions for its use. It is a condition of registration that keepers must register calves electronically and to notify movement of animals from farm to farm. These functions can be carried out on AIM or using an approved Farm Management Package. If the farm management package does not include the facility to apply to move animals from farm to farm, this function must be carried out on AIM. Keepers will have responsibility for ensuring that all notifications are up to date and that the herd profile is accurate and complete. When you log on to AIM, the system will confirm that you are signed up for the Bovine Electronic Herd Register and from that date you can stop using the on-farm herd register (blue book).

If I sign up to agfood.ie today will I no longer have to keep the herd register even where I have finished calving and will have no more births or movements to register until the autumn.

You must first complete the electronic application to use the AIM facilities on agfood.ie as the Bovine Electronic Herd Register. This facility will be available in July. When you have signed-up you will no longer have to maintain an on-farm bovine herd register (blue book) even if there are no births or movements to register until the autumn.   Keepers will have responsibility for ensuring that all notifications are up to date and that the profile is accurate and complete.

Where will I keep my animal remedies records now?

The herd register has always been but one of the options available to farmers for keeping the Animal Remedies Record; for example, many farmers prefer to maintain the Record electronically on their PCs. The important thing is that, in whatever format it is maintained, the Record contains the information specified in Schedule 7 to the European Communities (Animal Remedies) (No 2) Regulations 2007 (SI 786/2007) – this is a legal requirement. For convenience, a template for the Animal Remedies Record can be downloaded from the Department's website: http://www.agriculture.gov.ie/foodsafetyconsumerissues/veterinarymedicines/

Is there a help book I can access that will explain how to register animal births or movements on-line?

There is a help facility available under AIM on agfood.ie that explains how to register animal births and record movements on-line. The processes are easy to complete. To register a birth, the information normally entered on the white card/animal events sheet is recorded online electronically. In the case of farm to farm movements, the information recorded is the source herd number, the destination herd number (where known) and the tag number(s) of the animal(s). The system will check the data to ensure that the details entered are in order e.g. the herd number(s) and tagnumber(s) are valid. If there is a problem, the keeper will receive a message on-screen and can correct the information before proceeding.

Alternatively you can use an approved farm management package to notify animal births and movements electronically. If your farm management package allows you register births electronically but not to notify movements electronically then you can also use your farm management package to register births and agfood.ie to apply for a Certificate of Compliance and record movements electronically.

Can only suckler farmers access their herd details on line? What if I operate a trading system?

The Department's electronic services may be used by all registered customers of the Department, whatever their system of farming.

Can I just register calves on-line?

A keeper can just register calves online through agfood or using an approved farm management package. However, if a keeper signs up to use the Bovine Electronic Herd Register he/she must also apply for compliance certificates for farm to farm movements and notify farm to farm movements where possible. Keepers will have responsibility for ensuring that all notifications are up to date and that the profile is accurate and complete.

A keeper can currently carry out the following events online:

- Register calf births;
- Check cattle in their herd according to the AIM facilities on agfood.ie;
- Verify that movements in and out of the herd have been recorded on the system;
- See the life history of individual animals until they leave the herd;
- View the most recent TB and BR test dates for animals in herd;
- Apply for a Certificate of Compliance (to move cattle direct from farm to farm).

From early July, a keeper will also be able to:

- Print a Certificate of Compliance from their home PC to move cattle from farm to farm;
- Confirm the movement of an animal from farm to farm where his/her herd number is the nominated destination on the Certificate of Compliance;
- Use the Bovine Electronic Herd Register

So I can actually go on-line and register farm to farm movements?

A keeper registered with www.agfood.ie is able to apply for and print a Certificate of Compliance online. Where the herd number was the destination nominated on the Certificate of Compliance, a keeper will be able to confirm the movement of an animal(s) into their herd online.

What is involved in this process?

To apply for a Certificate of Compliance, a keeper must record the herd number, the destination herd number (where known) and the tag numbers of the animals to be moved on-line. The details will be checked to ensure that they are in order e.g. tag number (s) is valid and animal(s) is located in herd. If everything is in order, the application will be approved and the keeper can print-off the Certificate of Compliance. If the application is not in order, the keeper will be given the reason on-screen (e.g. a tagnumber is not valid) and can correct the information before proceeding.

The online Certificate of Compliance will include a copy for both the source and destination herds and a notification to confirm the movement of the animal(s). If the destination herd has been nominated on the Certificate of Compliance and the keeper is a registered agfood.ie user, he/she can confirm the movement on-line.

When registering online will I still get a movement permit in the post to give to the farmer/agent buying my cattle?

No. Keepers signed-up for the Bovine Electronic Herd Register must apply for and print a Certificate of Compliance online. The Certificate of Compliance will include a copy for both the source and destination keepers and a movement notification. The copy for the destination keeper can be given to the farmer/agent buying the animal. The destination keeper is responsible for ensuring that the movement is confirmed. Where he/she is registered, the movement can be confirmed online. Alternatively, the destination keeper must return the completed form signed by both parties to the Movement Notification Agency.

Note: Some farm management packages also offer a facility which allows keepers to apply for a Certificate of Compliance and record the movement electronically.

If I am selling cattle through a mart do I need to go on-line to register the movement in advance?

No, the movement will be notified by the mart and advance notice is not required.

If I am selling cattle to the meat factory do I need to go on-line to register the movement in advance?

No, the movement will be notified by the meat plant and advance notice is not required.

If I am restricted from moving stock, e.g. due to a TB breakdown, will I be notified of this when trying to register a movement online?

Yes, where a restriction applies the application for a Certificate of Compliance will not be approved and the keeper will be prompted to contact the DVO.

If I receive a farm inspection will the inspector be notified that I have signed up to agFood and therefore will not ask for me to produce the herd register?

Yes, the information that a keeper has signed-up to use the database as the Bovine Electronic Herd Register will be recorded on AIM for the inspector's information.

If I sign up to agfood.ie can I still register births and movements using the old animal events book?

If a keeper signs up to use the Bovine Electronic Herd Register he/she must register births and movements electronically using AIM or an approved Farm Management Package and the Animal Events data will also be recorded on-line.

If I am a member of the Suckler Cow Welfare Scheme can I record the additional data required through agFood?

Yes, the additional data can be recorded on-line.

A farmer operating a trading system where all cattle are purchased in the mart and sold to a meat processor - If this farmer registers with agFood is he/she still exempt from completing the herd register even though they won't actually be registering any movements or births online?

The keeper may sign up to use the Bovine Electronic Herd Register. Where all animals are sourced in the mart and moved to a meat plant, the keeper will not have to record the movements on the electronic herd register. However, the keeper will be responsible for ensuring that the details maintained on the database in respect of the herd are accurate and complete.

What do I do with my old herd register if I sign up to go online?

If the old herd register has animal medicine records, the legislation requires that records be kept for a period of 5 years. Accordingly the existing records of animal remedies on the farm should be maintained in the old format or transferred onto the electronic record.

If I am already signed up, when will I be allowed to stop using my old register?

Keepers registered on www.agfood.ie will see an option available under AIM called Bovine Electronic Herd Register. Keepers must complete the electronic application form and agree to the Terms and Conditions to use the Bovine Electronic Herd Register. AIM will confirm that they are signed up and from that date they can stop using the old herd register.