

What is the CTS Self Service Line?

The CTS Self Service Line is an automated telephone line. It can be accessed by dialling **0845 011 1212** or **0845 011 1213** Welsh language line.

What can I do on the CTS Self Service Line?

You can report the following types of transactions as long as the animals have UK numeric tags:

- Births (Press 1)
- Movement ON to your holding (Press 2)
- Movements OFF your holding (Press 3)
- Deaths of registered animals (Press 4)
- Deaths of unregistered animals (Press 5)

You can choose to speak your information or use your telephone keypad. Welsh speakers will only have the option of using their keypad apart from when entering the animals breed.

If you know the menu option you want, you can go straight to it by pressing the relevant number on your telephone keypad. You do not need to wait for it to be introduced.

How do I get started?

To use the CTS Self Service Line, you need to have a County Parish Holding (CPH) number registered with us on the Cattle Tracing System (CTS) along with the telephone number(s) from which you will be calling.

If you have changed your telephone number or you want to add other numbers to call from, you can let us know by phoning the British Cattle Movement Service (BCMS) helpline 0845 050 1234 (0845 050 3456 Welsh Language) or email us at ctsonline@bcms.rpa.gsi.gov.uk . This is especially important if you have changed your mobile phone and have a new number.

If your telephone number is withheld, you will need to dial 1470 before the Self Service line number to reveal your number.

Why should I use the CTS Self Service Line?

- It's available 24 hours a day, seven days a week;
- It checks some of the information entered and tells you if a mistake has been made;
- We receive your information straightaway avoiding delays;
- If you also use CTS Online, you can see the information you reported straightaway in the 'Recorded Events';

Important points

CPH number

- Speak or enter your CPH number in full
- Include all zeros
- No slashes or dashes
- If you have sub-locations, say or enter all 11 digits

Eartag number

- Transactions are only for cattle with all numeric UK tags (including dam ear tags)
- There is no need to say 'UK', the system will automatically add it
- Speak or enter the eartag number in full including any zeros

Births (including death of unregistered cattle)

- Surrogate dam or sire ID numbers cannot be entered
- The service cannot be used to register imported cattle

Deaths

- Complete the back page of the passport
- Return the passport to BCMS within seven days of the date of death

The service will confirm each successful transaction. You will be given a reference number after each transaction type, for example after the number of births submitted.

There is no need to send movement cards or pre-printed application forms for these transactions. You must return the passports for dead cattle to BCMS within 7 days.