



# Biomass Suppliers List

---

## Application User Guide

A User Guide for Self – Suppliers

Issue 2.0

## Contents

1. Overview	2
2. The BSL Website ( <a href="https://biomass-suppliers-list.service.gov.uk">https://biomass-suppliers-list.service.gov.uk</a> )	3
3. Creating a BSL account	4
4. Logging in	5
4.1 Managing your account	6
5. Submitting a new application	7
6. What supplier type are you	8
7. Self-Supplier application (Virgin and/or Waste)	9
8. Paying (New application, Quarterly reports and Membership fee)	13
8.1 Paying via Credit / Debit Card	14
8.2 Paying via PayPal	15
8.3 Paying via Bank Transfer	16
9. FAQs	17
Version Control	19



This is a user guide for accessing the BSL website and Application Portal. The BSL allows RHI participants to easily demonstrate to Ofgem that the fuel they are using in their biomass boilers meets the RHI legal and sustainability criteria required to claim their RHI payments. The Application Portal provides an online registration process for submitting fuel applications.

There are two key users on the BSL:

- RHI participants: End-users of fuel, mainly domestic and non-domestic
- Suppliers: Producers, Traders, Producer-Traders and Self-Suppliers

This guide deals with:

- Accessing the BSL website
- Setting up a BSL account
- Applications – for Self-Suppliers.
- Managing accounts
  - Accessing the portal
  - Forgot password
  - Users
  - Accounts (creating a new password)
  - Company details
  - Payments summary
- Payment method - BACS, Credit / Debit and Paypal
- FAQs

### 3. The BSL Website (<https://biomass-suppliers-list.service.gov.uk>)

The BSL website gives users access to our services such as the Application Portal. Suppliers can login or create an account to access the portal.

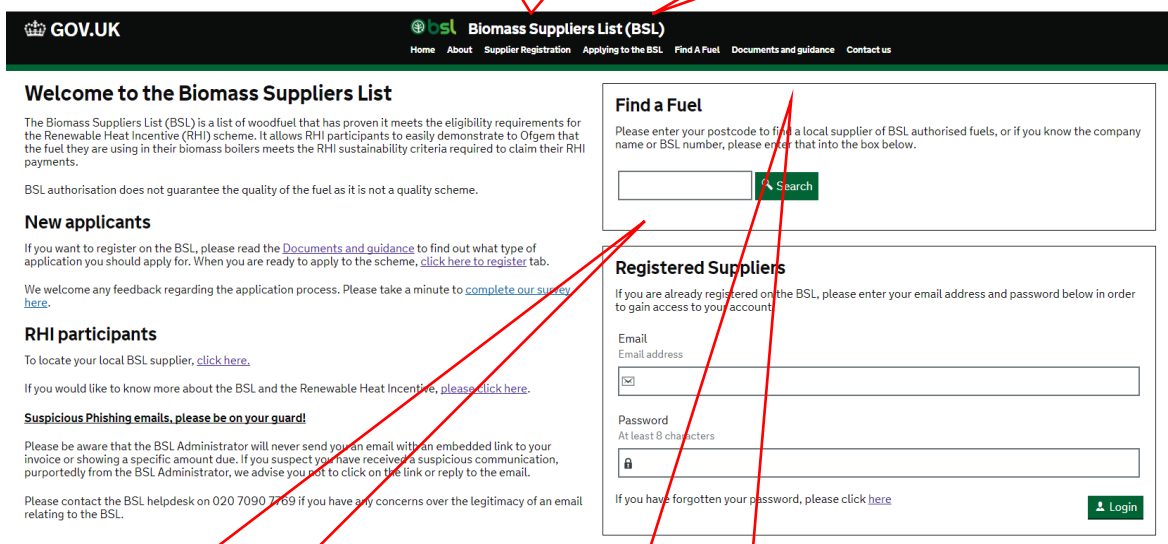
#### [Supplier Registration]

Takes you to the beginning of the account registration process.

Note - This is for new suppliers only. This is not the fuel application. This link is for creating a supplier account only.

#### [Applying to the BSL]

This provides further guidance about the registration and helps you choose the supplier type category for you.



The screenshot shows the BSL website interface. At the top, there is a navigation bar with the BSL logo and the text 'Biomass Suppliers List (BSL)'. Below the navigation bar, the main content area is divided into several sections:

- Welcome to the Biomass Suppliers List:** A introductory text block explaining the BSL scheme and its purpose.
- New applicants:** A section providing information for new users, including a link to 'complete our survey here'.
- RHI participants:** A section providing information for existing RHI participants, including a link to 'please click here'.
- Suspicious Phishing emails, please be on your guard!** A warning section advising users to be cautious of phishing emails.
- Find a Fuel:** A search box with a 'Search' button, intended for finding local suppliers.
- Registered Suppliers:** A login form with fields for 'Email address' and 'Password', and a 'Login' button.

Red callout boxes are overlaid on the screenshot, pointing to specific sections and providing additional context:

- [Supplier Registration]:** Points to the 'Supplier Registration' link in the navigation bar.
- [Applying to the BSL]:** Points to the 'Applying to the BSL' link in the navigation bar.
- [Find a Fuel]:** Points to the search box in the 'Find a Fuel' section.
- [Documents and guidance]:** Points to the 'Documents and guidance' link in the navigation bar.
- [Registered Suppliers]:** Points to the login form in the 'Registered Suppliers' section.

#### [Find a Fuel]

Gives RHI participants a search box to find contact details of suppliers with BSL authorised fuels. You can find suppliers local to you by entering a postcode or the supplier's name or BSL number.

#### [Documents and guidance]

The documents here provide advice on how to submit a fuel application to the Biomass Suppliers List (BSL) and the type of evidence required to demonstrate compliance.

#### [Registered Suppliers]

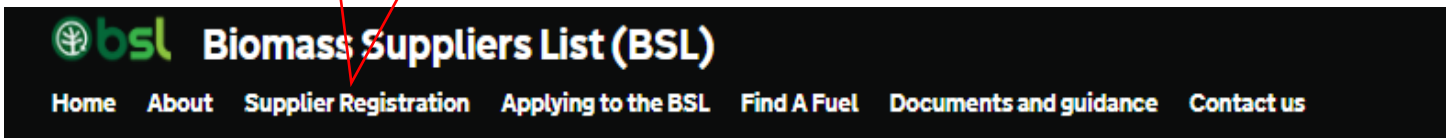
If you are a registered user, enter your email address and password to login to your account.

## 4. Creating a BSL account

To register your fuel with BSL, you must first create a supplier account to access the Application portal. To start your registration, go to **'Suppliers Registration'**. Here you give us details about yourself or your company.

Creating a BSL account does not give you a BSL number. A BSL account is necessary prior to the application submission. You will receive your BSL authorisation number when your submitted application is assessed and approved by the BSL administrative team.

Click here to begin the registration process.



When registering, you will need to confirm whether you are an individual or a business.

**Supplier Details**  
Please tell us if you are registering as a Company or as an Individual (including Partnership or Sole Trader).

Company    Individual (including Partnership or Sole Trader)

\*Registered Business Name  
Required

\*Trading Name  
Required

\*Company Size  
Required

\*Company Number  
Required

Names of company directors

Is your company based in the UK?  
 Yes    No

When you click on **'Supplier's Registration'**, you submit your details.

Complete the following sections to create a BSL account:

- Supplier Details
- Registered Address
- Communication Address
- Master User Details

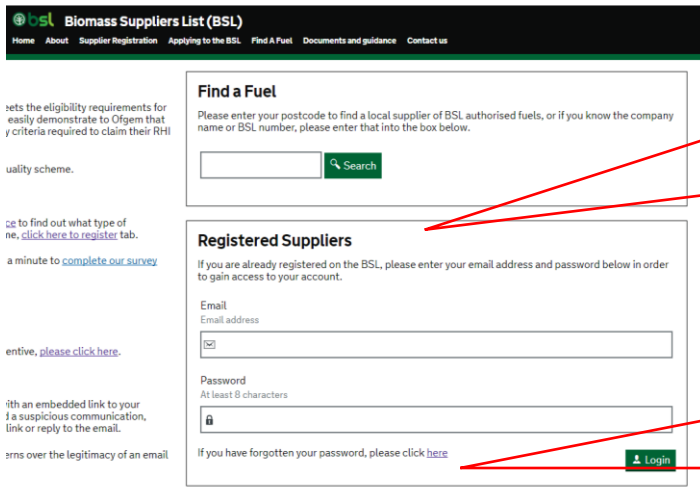
If you are a company, you must include your company size and company number (if you are a charity, your charity number should be listed as the company number).

It's important that these details are completed as fully as possible.

Supplier's based outside the UK may include their VIES number which is verified on [http://ec.europa.eu/taxation\\_customs/vies/vatRespons](http://ec.europa.eu/taxation_customs/vies/vatRespons)

When you click 'Complete', you should receive an email titled 'BSL Suppliers Portal Registration'. Click on the link provided in this email to activate your account. You will be asked to create a password to complete your registration.

## 5. Logging in



**For Existing Suppliers**  
 To submit a new fuel application or to view your account's activities, log-in to your BSL account. Login using the email address and password entered during supplier registration.

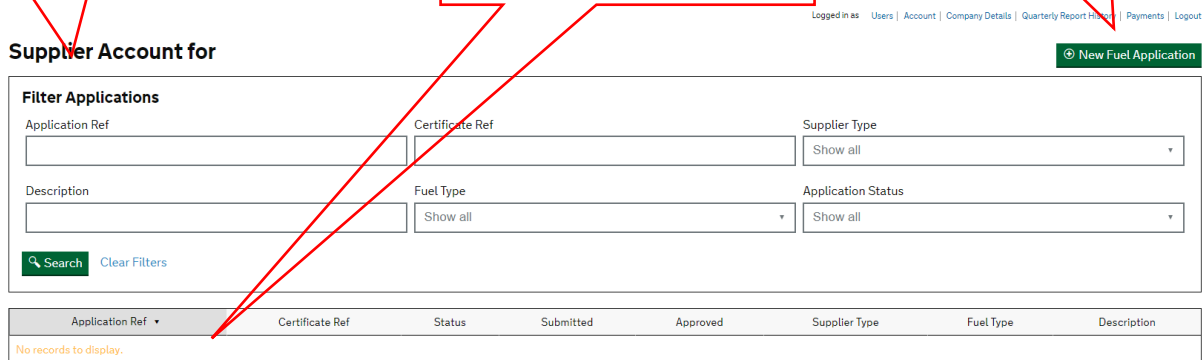
If you have forgotten your password, click here to reset your password. If the email address entered has been registered on the system, an email will be sent containing a link that allows you to specify a new password. Note: this link is only valid for **1 hour**.

When logged in, you will be directed to your account's home page. See image below.

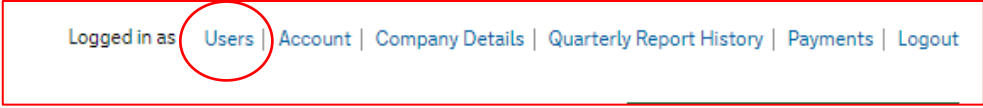
**Filter Applications**  
 This can be used to filter your existing applications. For example, if you want to find applications that are currently under review, you simply use the 'Application Status' drop down to find these applications

You can find all incomplete and submitted applications here.

**New Fuel application**  
 You click here to start a new application.



## 5.1 Managing your account



You can manage who can access your account by clicking 'Users' at the top right side of your account's page. Here you can add sub-users and edit users.

To change a User's contact details, you click 'Edit'.

Here you can add multiple sub-users. All users added here can access the portal and submit applications.

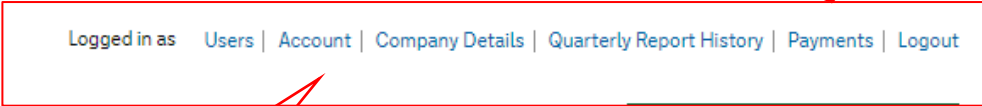
My Applications > Manage Users

Logged in as Users | Account | Company Details | Quarterly Report History | Payments | Logout

**Manage Users** Add New User Transfer Master User Status

	Forename	Surname	Email	Telephone	Added	User Type	Main Contact	
<a href="#">Edit</a>			bslhelpdesk@gemserv.com		01/05/2014	Supplier Master User	<input checked="" type="checkbox"/>	<a href="#">Suspend</a>

Your payment summaries are available here. If you paid using BACS, the status of your payment will read 'Pending'. Please allow up to one week for the payment reconciliation.



Another way to change your password is to go to 'Account' and then 'Change Password'.

## 6. Submitting a new application

To receive a BSL authorisation number, you must submit an online application. When logged in, simply click 'New fuel application' to submit your fuel details.

Logged in as: [Users](#) | [Account](#) | [Company Details](#) | [Quarterly Report History](#) | [Payments](#) | [Logout](#)

**Supplier Account for** New Fuel Application

**Filter Applications**

Application Ref	Certificate Ref	Supplier Type
<input type="text"/>	<input type="text"/>	Show all ▾
Description	Fuel Type	Application Status
<input type="text"/>	Show all ▾	Show all ▾

Application Ref ▾	Certificate Ref	Status	Submitted	Approved	Supplier Type	Fuel Type	Description
No records to display.							

If you are unable to complete your application for whatever reason, you can click 'Save and Exit'. This application will be saved below the 'Filter Application' table. To go back to the application, click on the application reference.

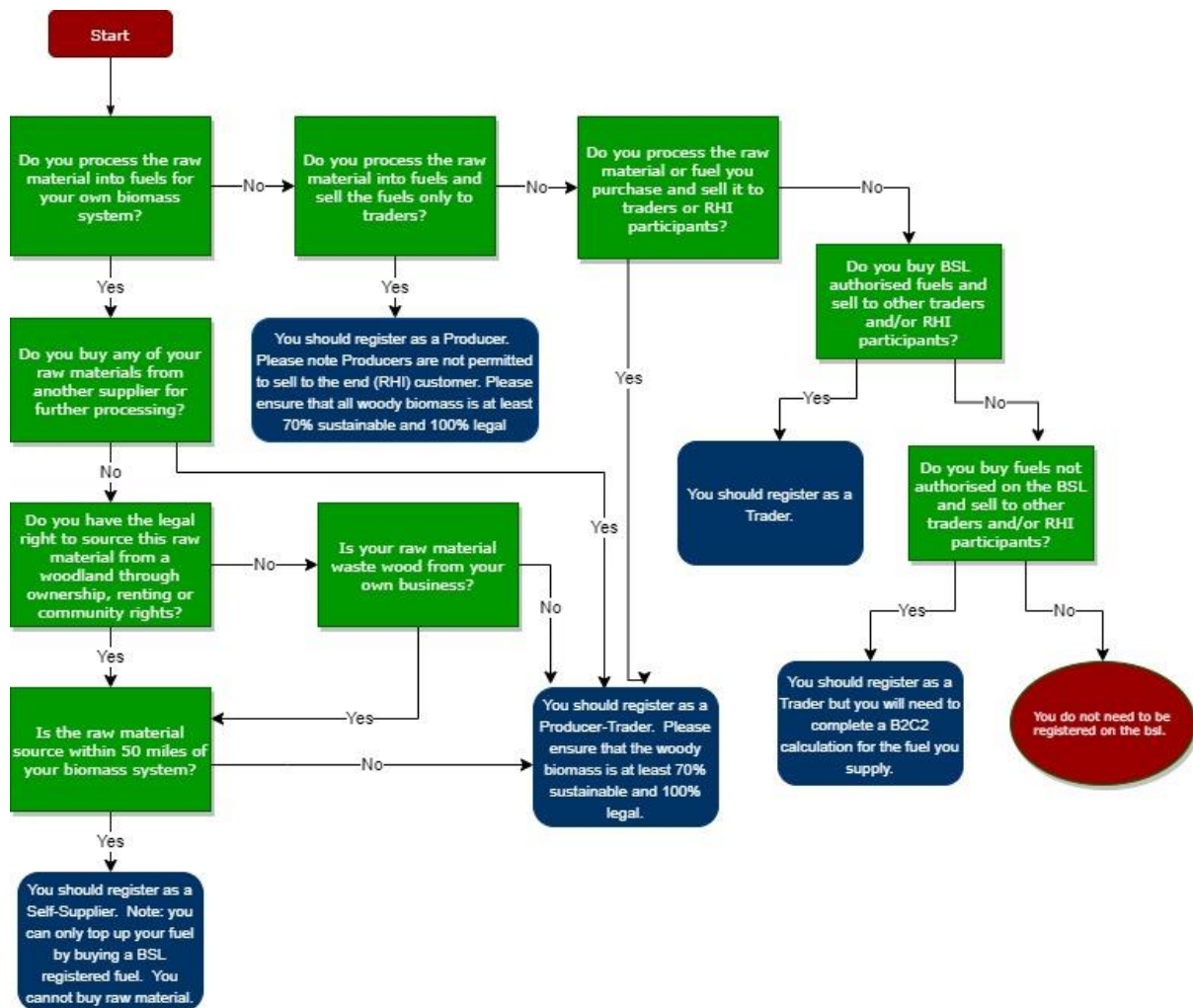
Note



Once your application has been approved, you may receive an email titled 'Approved pending payment'. This is because the membership fee is now due. Simply log-in to your BSL account and click 'Make payment'.

## 6. What supplier type are you

Use the diagram below to determine which supplier type you should be applying as:



Note: If you are purchasing any of your raw material, you must complete a Producer-Trader application. To view the Application User Guide for Producer-Traders, Producers or Traders, please go to our [Documents and Guidance](#) page



## 7. Self-Supplier application (Virgin and/or Waste)

To Submit a Self-Supplier application, you must meet the following requirements:

- The capacity of your boiler is less than 1,000 kW and intended to apply for the RHI.
- If virgin wood is used, you have the legal right to harvest the biomass e.g. through ownership of the land, renting the woodland or community rights. If waste wood is used, the waste wood is sourced legally and in compliance with regulations for burning waste wood as a fuel set out by the appropriate authority and is the right fuel for your boiler (check your emissions certificate which was submitted as part of your RHI application).
- You are not buying any of the raw material
- The biomass you will use in your boiler is woody biomass (virgin and/or waste wood).
- Do not intend to sell the fuel

The application for submitting a Self-Supplier application is £24 + VAT

You will be directed to terms and condition page to finalise the application. You must read, accept and tick the terms and conditions.

To submit your application, an application fee is required. The application cost is summarised, click 'Make payment' to pay the application fee. Please go to our [Documents and Guidance](#) page for the Fees breakdown. Please note that once you have submitted and paid the application fee, this fee is non-refundable. Please make sure the information provided is correct.

To start a Self-Supplier application, Log-in or create a BSL account via the BSL website and click 'New Fuel Application'. To register as a Self-Supplier, you must not be purchasing any of your raw materials.

**1 New BSL Fuel Application** Help

**What type of supplier are you applying for?**

Throughout your application, you can click the question mark buttons in the top right hand corner for further guidance on that stage of the application process.

Self Supplier  
 Trader  
 Producer  
 Producer-Trader

Select Self-Supplier. NOTE: Once you have selected your supplier type, this application cannot be changed to a different supplier type.

**2 Boiler Declaration**

Please tick to confirm the below

I have a biomass boiler installation  
 I am applying to BSL so that I can burn my own fuel and I do not intend to supply fuels to others.  
 The capacity of my boiler is less than 1,000 kW and RHI compliant.

Here, you are asked to confirm and tick the options listed. If one or more does not apply, please check our [supplier type overview](#) document or contact the Helpdesk.

**3 Boiler Location**

\*Where is the boiler located?  
Required

Existing Address  
 New address  
 Specific Coordinates

\*Please select the address where your boiler is located  
Required

Please Select ▾

You must detail the location of the boiler to which this application relates. Please note that you have the option to list the coordinates for the location if the boiler address cannot be identified by a postal address.

**If you have multiple boilers, you must submit a Self-Supplier application for each boiler or submit one Producer-Trader application.**

**4 Raw Material Declaration**

To be authorised as a Self-Supplier on the BSL, your raw material(s) must meet the following requirements. Please confirm whether the following statements apply to you.

- I source woody biomass (virgin and/or waste wood) for use in my biomass boiler.
- If virgin wood is used, I confirm that I have the legal right to harvest the biomass e.g. through ownership of the land, renting the woodland or community rights. If waste wood is used, I confirm that this waste wood is sourced legally and in compliance with regulations for burning waste wood as a fuel set out by the appropriate authority.
- I source 100% of my raw materials from within 50 miles of the boiler in which they are burnt.

To be authorised as a Self-Supplier, you must meet the requirements listed in this section. If one or more does not apply, you may need to register as a Producer-Trader. Please check with the BSL administrative team.

**5 Quantity of Raw Materials Sourced from Within 50 Miles of your Boiler**

<input type="checkbox"/> Virgin timber	Quantity Quantity	Unit Tonnes
<input type="checkbox"/> Non-waste timber residue e.g. Slabwood	Quantity Quantity	Unit Tonnes
<input type="checkbox"/> Short rotation coppice	Quantity Quantity	Unit Tonnes
<input type="checkbox"/> Waste wood	Quantity Quantity	Unit Tonnes

Tick the box on the left-hand side, selecting what type(s) of raw material(s) that you are sourcing. Once this has been completed, please enter the quantities of raw materials in either cubic metres or tonnes.

**6 Evidence Declaration**

**Non-waste**

- Forestry Commission approved Woodland Management Plan
- Felling Licence
- A map of the woodlands (only accept if exemption applies) that clearly details the size of the property, when the wood will be / has been felled and any details on thinning or extraction plans
- Where you have the rights to the wood fuel that you are using in your boiler and proof that it is legal e.g. a felling licence or proof that it is arboricultural arisings, other evidence will be considered

\*File to upload  
Required, Waste evidence file

\*Type of file  
Required

Please select. Add Another

---

**Clean, Pre-consumer Waste**

Waste exemption or environmental permit issued from with your local authority or the Environment Agency (EA) that permits you to legally process, handle and burn a waste fuel in a boiler.

\*File to upload  
Required, Waste evidence file

\*Type of file  
Required

Please select. Add Another

You must upload evidence for your waste wood materials (if applicable) and/or non-waste raw materials (if applicable). To upload the document(s), click on the 'file to upload' box where you will be asked to locate the file on your computer. You must also select what type of evidence this is. Please see the [Self-Supplier Factsheet](#) for the list of acceptable documents.

Once one or both items have been completed, the 'Add Another' button will go blue, at this point please click this to upload the document if you are adding another file. Please repeat this process if you have multiple documents.

**Note** If you are using waste wood, you must have a permit/exemption for processing, storing and burning the waste wood from the relevant environmental authority and an emissions certificate stating you can burn waste wood in your appliance.

7

I confirm that the information I have provided is accurate and correct.

You will be directed to a summary of your application; if you notice that there are any mistakes in this, please click 'back' to go back and make the necessary amendments. Please note that once you have submitted and payed the application fee, this fee is non-refundable. Please make sure the information provided is correct.

8

### Terms & Conditions

- I hereby declare that the information and record(s) submitted in relation to this application is true and correct to the best of my knowledge.
- I accept that my application may be rejected and / or appropriate sanctions taken where the information/record(s) supplied above are found at any time, now or in the future, to be incorrect or false.
- I acknowledge and accept my continuing obligation to notify the Biomass Suppliers List Administrator within one week of the occurrence of any issue that may affect my fuel's eligibility for registration or compliance with the scheme or any material changes to the information submitted during the application process.
- I acknowledge and accept my continuing obligation to submit relevant data to the BSL upon request.
- I am willing to receive audits and openly answer questions, and shall disclose all records associated with the scope of application to the BSL Administrator and/or its appointed agent, and shall grant them access to the relevant information.
- I acknowledge that the BSL Administrator reserves the right to change these rules for registration herewith without prior notification as required by the Secretary of State for Business, Energy and Industrial Strategy.
- I acknowledge that the BSL Administrator reserves the right to suspend or withdraw Authorisation at any time.
- I consent to the processing of the information I submit, including to the transfer of my information/record(s) to any relevant government departments and / or regulatory bodies.

You must tick and agree with all the listed terms and conditions. To submit your application, an application fee is required. The application cost is summarised on the next page. Click 'Make payment' to pay the application fee. Please go to our [Documents and Guidance](#) page for the Fees breakdown.

## 8. Paying (New application, Quarterly reports and Membership fee)

New or existing Suppliers are required to pay fees to BSL.

You will need to pay for the following:

**Application fee** – You will be charged for each application submitted. The fee amount will depend on the application type and will be calculated for you automatically on the BSL application portal before you submit your application. You won't have to pay anything for your existing authorised fuels or applications submitted before 1 January 2017.

**Membership fee** – You need to pay an annual membership fee if you have any authorised fuels on the BSL. The amount you need to pay will depend on the size of your company, or if you are classed as an individual. As a Self-Supplier, you will pay a one-off annual payment each January.

For a new supplier - Once an application has been approved, to receive the BSL number, you must pay the membership fee.

To pay your application fee, membership fee, please follow the instructions in section 11.1. 'Paying via Credit / Debit Card', section 11.2. 'Paying via PayPal' and section 11.3. 'Paying via Bank transfer'.

To find out more about charging please see:

- [Final BSL charges and consultation feedback report](#)
- [BSL charges – Questions and answers document for suppliers](#)

## 8.1 Paying via Credit / Debit Card

When you complete a new application, you need to pay an application fee. A membership fee is required from all authorised suppliers. Self-Suppliers pay this fee yearly

To pay your application fee or membership fee via Credit / Debit card, please follow the instructions below.

**1**

Period	1st January 2017 to 31st December 2017	
Company size	Individual	
Membership fee (for 1st January 2017 to 31st December 2017)		
Membership fee		£25.00
VAT		£5.00
<b>Total to pay now</b>		<b>£30.00</b>

[← Back](#) [Make Payment →](#)

A payment page will appear at the end of an application form, quarterly submission or when you click 'Make Payment' to pay your membership fee.

To pay these fees via Credit / Debit, click 'Make Payment'.

If you decide on this method, you will be directed to a PayPal credit card page.

**2 Make Payment**

Choose how you would like to make payment from the options below.

<b>Pay with PayPal Account</b> <small>Click here to make an instant online payment using your existing PayPal account.</small>	<b>Pay with Debit or Credit Card</b> <small>Click here to make an instant online payment using your credit or debit card.</small>	<b>Pay by Bank Transfer</b> <small>Click here to make generate an invoice for this transaction and make payment via your bank.</small>
---	--	---

[Cancel](#)

**3**

PayPal logo, £30.00 GBP

Got a PayPal account? [Log in](#)

or

**PayPal Guest Checkout**  
Your financial details won't be shared with the merchant.

Country: United Kingdom



Scroll down to 'PayPal Guest Checkout'. Enter your card details. Click 'continue' to complete your payment. If payment is successful, you will be directed to a 'Payment Successful' page and you will be given a payment reference number. A receipt will be emailed to you immediately.

## 8.2 Paying via PayPal

### 1 Make Payment

Choose how you would like to make payment from the options below.

<b>Pay with PayPal Account</b> <small>Click here to make an instant online payment using your existing PayPal account.</small>	<b>Pay with Debit or Credit Card</b> <small>Click here to make an instant online payment using your credit or debit card.</small>	<b>Pay by Bank Transfer</b> <small>Click here to make generate an invoice for this transaction and make payment via your bank.</small>
---	--	---

[Cancel](#)

To pay your fees via PayPal click 'Make Payment'.

Then click on 'Pay with PayPal Account' and you will be directed to a PayPal page.

### 2



**PayPal** £25.00 GBP

Got a PayPal account? [Log In](#)

or

PayPal Guest Checkout  
Your financial details won't be shared with the merchant.

Country: United Kingdom

PayPal is the safer, easier way to pay  
No matter where you shop, we help keep your financial information more secure.

Click 'Login' to login to your PayPal account.

Login to your PayPal account and click 'continue'

If payment is successful, you will be directed to a 'Payment Successful' page and you will be given a payment reference number. A receipt will be emailed to you immediately.

## 8.3 Paying via Bank Transfer

### 1 Make Payment

Choose how you would like to make payment from the options below.

Pay with PayPal Account

Click here to make an instant online payment using your existing PayPal account.

Pay with Debit or Credit Card

Click here to make an instant online payment using your credit or debit card.

Pay by Bank Transfer

Click here to make generate an invoice for this transaction and make payment via your bank.

[Cancel](#)

To make a payment via BACS, please click 'Pay by Bank Transfer'.

### 2 Pay via Bank Transfer

To make a payment by BACS, please note the following:

Purchase Order # (optional)

Account Name	Woodsure Ltd
Bank Name	Barclays Bank
Branch Name	128 High Street, Cheltenham, GL50 1EL
Sort Code	20-20-15
Account Number	33528006
IBAN	G8938UK820201533528006

**Please tick to confirm the following terms before submitting your quarterly report**

Any fees paid by you in association with your inclusion in the BSL are non-refundable including in the event that the BSL Administrator removes your BSL Authorisation, or you voluntarily withdraw from the scheme;

You agree to pay the charges associated with your supplier account and fuel(s) where applicable, under the BSL, in accordance with the BSL Administrator's guidance relating to charges, and that if any payment is overdue by 45 days, your fuel(s) may be removed from the BSL, and your Authorisation withdrawn;

[Save & Exit](#) [Back](#) [Generate Invoice](#)

You may enter a purchase order number.

Read and tick the terms and conditions to generate the invoice. Once you click 'Generate Invoice', you will receive an invoice immediately to your email address. You will notice the next time you are logged in, the message should now read 'Payment Pending'. You have up to 7 days to pay this fee.

Please Note that payment reconciliation may take up to one week.



## 9. FAQs

### Accessing the BSL portal

**Q. Where do I go to login?**

A. Visit <https://biomass-suppliers-list.service.gov.uk/home> and go to the right side of the page. In the 'Registered Supplier' section, enter your email address and password.

**Q. How do I reset my password?**

A. If you have forgotten your password, please click [here](#).

**Q. The email link provided to reset my password doesn't work.**

A. Make sure you go to the link straightaway when it was emailed to you. This link expires after 1 hour. Contact the BSL helpdesk if you are still unable to reset your password.

**Q. Can I have the email address used to create my account?**

A. Contact the BSL helpdesk to retrieve this information.

**Q. I have logged in but can't find my BSL application / authorisation number.**

A. Click 'Clear Filter' below 'Filter application'. If you are a new supplier, you need to submit a new application before a BSL authorisation number is allocated. Simply click 'New fuel application' to start a new application.

### Managing your account

**Q. Where are my submitted applications?**

A. When you are logged into your BSL account, below 'Filters application' you will find your applications. If you can't find this, make sure you refresh the search by clicking 'Clear Filter'.

**Q. How do I remove an application?**

A. Email your request from the email address of the BSL account to the BSL helpdesk ([BSLHelpdesk@gemserv.com](mailto:BSLHelpdesk@gemserv.com)).

### Submitting a new application

**Q. How do I amend or remove an application?**

A. Email your request from the BSL account's email address to the BSL helpdesk ([BSLHelpdesk@gemserv.com](mailto:BSLHelpdesk@gemserv.com)). If your application is incomplete, you can click on the application reference to complete this application. If your submitted application has been released back to you, the status of the application will be 'With supplier', click on the application reference to make the relevant amendments.

**Q. Do I lose my incomplete application when I log out of the BSL portal?**

A. Click 'Save and exit' if you want to save the information entered on your application.

**Q. I have submitted my application, when will I receive my BSL authorisation number?**

A. It takes up to ten working days for the BSL administrative team to process an application. Application process and feedback are communicated via email.

**Q. Why is my application status 'Approved pending payment'?**

A. To receive your BSL authorisation number, you must submit pay your annual membership fee (new and existing suppliers).

## Making Payments

**Q. Can I pay my fees over the phone?**

A. Unfortunately, we are unable to accept payment over the phone. You must pay your fees online by logging into your BSL account.

**Q. Can I set up a direct debit?**

A. Unfortunately, we do not offer direct debit payments. You will receive email reminders when payments are due.

**Q. Why am I directed to the PayPal page when I select 'Pay via Credit / Debit card)?**

A. When you select 'Pay with credit/debit card' you will be directed to PayPal page. Go to 'Guest checkout' to enter your card details.

**Q. Can I pay using a Cheque?**

A. Unfortunately we are unable to accept cheques. The options for payment are PayPal, PayPal credit card or Bank transfer.

**Q. Can you send me an invoice?**

A. To receive an invoice, log-in to your account and navigate to the payment section. Click 'Pay via Bank Transfer'.

**Q. How much do I pay to register on the BSL?**

A. Please see our [Guidance and Document page](#) 'BSL charges - Questions and answers document'

**Q. Why is my payment still pending even though I paid via bank transfer?**

A. Please allow up to one week for the payment to be updated on your account.

## Version Control

Document no.	Amendment Details	Date
1.0	Final Version Published	10/10/2018
2.0	Updated with changes for new administrator	01/07/2021