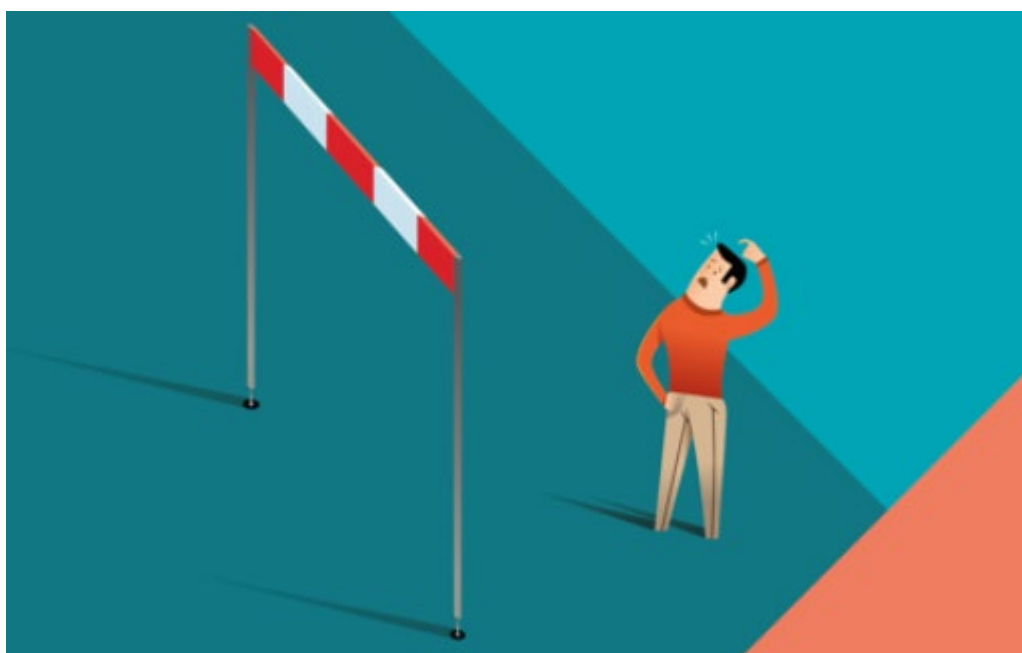




# Debt Repayment Order Supervisors



## OASIS User Manual

## **Contents:**

Roles and Responsibilities of a Debt Repayment Order Supervisor	Page 3
Before you Begin	Page 4
What does a Debt Repayment Supervisor do online?	Page 4
<ul style="list-style-type: none"><li>• Consenting to Act</li><li>• Your Estates &amp; Searching</li><li>• Managing Tasks</li><li>• Notifications from the Official Assignee</li><li>• Assets</li></ul>	 Page 5 Page 7 Page 10 Page 14 Page 15
Creditor Claims:	
<ul style="list-style-type: none"><li>• Creditor Claims</li><li>• Receiving evidence</li><li>• Viewing &amp; Linking evidence to a claim</li><li>• Vetting claims</li><li>• Withdrawing claims</li><li>• Rejected, Suspended and In Error claims</li></ul>	 Page 16 Page 18 Page 18 Page 22 Page 26 Page 27
Keeping OASIS up to date	Page 28
Emailing or adding notes to OASIS	Page 30
Trust Account and Dividend Worksheets	
<ul style="list-style-type: none"><li>• Viewing Transactions and Balances</li></ul>	Page 31
Dividend Worksheets	
<ul style="list-style-type: none"><li>• Worksheet Approval (Second Approval)</li></ul>	Page 33
Useful Tools and reference points	Page 36

## **Role of a Debt Repayment Order Supervisor**

The Insolvency Act 2006 requires the appointment of a suitable and willing person to supervise the debtor's compliance with the order.

### **Summary of Supervisors' Responsibilities:**

Prior to consenting to the Order, the DRO supervisor must ensure the applications is complete and the suggested payments are viable in relation to the debtor's income and expenditure.

The Insolvency Act 2006 states the responsibilities of the DRO Supervisor as outlined below:

- Supervise the debtor's compliance with the terms of the Order, including any special requirements stipulated in the individual Order.
- Liaise with the debtor, and communicate any non-compliance to the Official Assignee once identified.
- Direct employers to pay all or part of the debtor's earnings to the Official Assignee's Trust account and in accordance with the Order.
- Liaise with creditors, manage and vet claims and supporting evidence to ensure validity of claims which are included in the Order.
- Liaise directly with the Official Assignee (OA) where admitted claims vary from the debt levels included in the order.
- Check and approve dividend payments to creditors including costs and fees.
- Regularly monitor the debtors file and act on any outstanding tasks in a timely manner.

Supervisors must fulfil these responsibilities and record their actions in the debtors' online OASIS file in order to satisfy audit requirements.

### **Conflicts of Interest**

You must not consent to supervise a person with whom you have a business or personal relationship without checking any possible conflicts of interest with the Official Assignee. Conflicts of interest may arise where you are a creditor in the DRO, a relative of a creditor or a relative of the debtor. If you are unsure whether there may be a conflict of interest with an Order, please discuss this with the Official Assignee before consenting to act as Supervisor for an applicant.

Updated March 2021

**Before you begin:**

You will need to be approved by the Insolvency and Trustee Service (ITS) in order to become a Supervisor, prior to seeking consent to supervise a specific order. Please see the [website](#) for more details if you have not completed this process already.

You will need a RealMe login to access OASIS, which is the Official Assignee's online system. Once you have been approved as a Supervisor, ITS will arrange for you to be given the correct permissions on your RealMe login to enable you to access OASIS.

**What does a Debt Repayment Order Supervisor do online?**

Once logged on using your RealMe login, you will be presented with the OASIS Dashboard and you will be able to access all the tools you need to manage and maintain orders you have consented to be Supervisor in order to fulfil your obligations.

At the top of the screen you will be see any applications where a DRO applicant has nominated you at their Supervisor & the application is awaiting your review & Consent. To review the application, select 'View', then select View Application. This will open the Statement of Affairs as a PDF document in a separate window.

The screenshot displays the OASIS Dashboard interface. At the top, there is a header with the New Zealand Insolvency and Trustee Service logo and three buttons: 'DRO Register', 'Insolvency Register', and 'OASIS3'. Below this is a navigation bar with links to 'Insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. The main content area is titled 'Application Details' and shows the following information: Applicant name: Sky, Sunny; Application ID: 330074; Submitted date: 4-Sep-2020 11:33; Consent status: Awaiting Consent. A blue button labeled 'View Application' is highlighted with a yellow box. An information icon (i) next to the button provides instructions: 'When you press "View Application" the document will begin to download. How you view the document may differ depending on your browser. In Chrome a button will appear at the bottom of the browser when it has finished downloading and could take a few seconds. You will then be able to view the document by pressing this button.' Below the 'View Application' button are two checkboxes: 'I hereby consent to becoming the DRO Supervisor for this application' and 'I do not consent to becoming the DRO Supervisor for this application'. A red text prompt below the checkboxes reads: 'Please confirm your consent decision above.' At the bottom right of the form are 'Back' and 'Save' buttons. A yellow box at the bottom left of the screenshot shows a PDF file icon and the text 'ITS-None-4007166...pdf'.

Updated March 2021

## Consenting to Act

Before consent to act, you must review the application to check that all the information provided is correct, that the budget is accurate and ensure that the Proposal offered is appropriate.

The screenshot shows the 'Pending Consents' section of the NZITS portal. At the top, there are links for 'DRO Register', 'Insolvency Register', and 'OASIS3'. The navigation bar includes 'Insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. A user profile for 'BS Boat, Skye' is visible. The main content area is titled 'Pending Consents' and contains a table with the following data:

Application ID	Applicant name	Consent status	Submitted date	
330074	Sky, Sunny	Awaiting Consent	4-Sep-2020 11:33	<a href="#">View</a>

Below the table is a section titled 'My Key Tasks' with a link for 'All My Tasks'. It contains a table of tasks:

Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	4802597	21-Jun-2018	<a href="#">View</a>
Check claims	4877628	9-Sep-2020	<a href="#">View</a>

The screenshot shows the 'Application Details' page for application ID 330074. The page displays the following information:

- Applicant name: Sky, Sunny
- Application ID: 330074
- Submitted date: 4-Sep-2020 11:33
- Consent status: Awaiting Consent

There is a 'View Application' button highlighted with a yellow box. An information icon (i) next to it provides a warning: 'When you press 'View Application' the document will begin to download. How you view the document may differ depending on your browser. In Chrome a button will appear at the bottom of the browser when it has finished downloading and could take a few seconds. You will then be able to view the document by pressing this button.'

Below this, there are two checkboxes for consent:

- ☐ I hereby consent to becoming the DRO Supervisor for this application
- ☐ I do not consent to becoming the DRO Supervisor for this application

A red note states: 'Please confirm your consent decision above.'

At the bottom right, there are 'Back' and 'Save' buttons.

To consent to act, tick the checkbox 'I hereby consent to becoming the DRO Supervisor for this applicant' and confirm by selecting Save.

If you are unable to consent for any reason, select the 'I do not consent to becoming the DRO Supervisor' option. Inform the client of your decision advising the reasoning behind it. Please also make sure to send a copy of the communication to [oasis3@insolvency.govt.nz](mailto:oasis3@insolvency.govt.nz) and [DRO@insolvency.govt.nz](mailto:DRO@insolvency.govt.nz) so that the Official Assignee is aware of

Updated March 2021

the circumstances and a note is placed on the online file. Clients should be advised to select another supervisor or apply for another insolvency option depending upon the individual circumstances.

**NEW ZEALAND**  
INSOLVENCY AND  
TRUSTEE SERVICE

DRO Register Insolvency Register OASIS3

Insolvency Home Dashboard Estates Activities Communications Search BS Boat, Skye

### Application Details

Applicant name: **Sky, Sunny**  
Application ID: **330074**  
Submitted date: **4-Sep-2020 11:33**  
Consent status: **Awaiting Consent**

**View Application**

**i** When you press 'View Application' the document will begin to download. How you view the document may differ depending on your browser. In Chrome a button will appear at the bottom of the browser when it has finished downloading and could take a few seconds. You will then be able to view the document by pressing this button.

☒ I hereby consent to becoming the DRO Supervisor for this application  
☐ I do not consent to becoming the DRO Supervisor for this application

**Back Save**


#### Best Practice Tip

By consenting to act as Supervisor, you are confirming that you have fully reviewed and verified the application; that all budget information is correct and realistic, and that the Proposal offered is appropriate.

#### **Important note:**

Remember, you must not consent to supervise a person with whom you have a business or personal relationship without checking any possible conflicts of interest with the Official Assignee.

Applications you've consented to will remain under the 'Pending Consents' section, but will display as 'Awaiting Vetting'. This means the application is waiting to be vetted by OA staff. Once OA staff have started to vet the application, the estate details will be move from your 'Pending Consents' list:



[DRO Register](#)
[Insolvency Register](#)
[OASIS3](#)

---

Insolvency Home
Dashboard
Estates ▾
Activities ▾
Communications ▾
Search ▾
BS Boat, Skye ▾

---

### Pending Consents

Application ID	Applicant name	Consent status	Submitted date	
330074	Sky, Sunny	Awaiting Consent	4-Sep-2020 11:33	<a href="#">View</a>
330076	Bobbitty, Billy	Awaiting Vetting	4-Sep-2020 12:28	<a href="#">View</a>

---

### My Key Tasks

[All My Tasks](#)

Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>

### Withdrawing Consent to supervise

If you wish to withdraw your consent at any stage, please contact the Official Assignee at [DRO@insolvency.govt.nz](mailto:DRO@insolvency.govt.nz).

### Your Estates & Searching

Further down the screen, you'll see 'My Recent Work' which will show a list of estates you've recently worked on. You can select 'All My Estates' to the right of this to bring up a list of all the open Orders you're currently acting for:

### My Recent Work

All My Estates

---

Name	Number	
Estate 0810	883435	<a href="#">View</a>
BOAT, Skye	884023	<a href="#">View</a>

Insolvency Home
Dashboard
Estates ▾
Activities ▾
Communications ▾
Search ▾
BS Boat, Skye ▾

---

[Back](#)

### Search Criteria

Search  
 Estates ▾ Search

You can search by estate number, NZBN, or debtor/estate name

[Expand](#)
Clear [Search](#)

---


### Search Results

Applied filters: SIO Group, Skye Boat 2 results found | Showing 20 per page ▾

Estate number	Name	Alternate name	NZBN	Estate type	Adjudication date	Officer	SSP status	
855948	Estate 0364			Debt Repayment Order - Consumer	19-Apr-2012	Skye Boat - SIO Group	Open	<a href="#">View</a>
883435	Estate 0810			Debt Repayment Order - Non-Complex	25-Jul-2018	Skye Boat - SIO Group	Open	<a href="#">View</a>

Updated March 2021

For all search options you can select to expand or collapse the search criteria to refine your search:



[DRO Register](#)[Insolvency Register](#)[OASIS3](#)

Insolvency HomeDashboardEstatesActivitiesCommunicationsSearchYY Yrrah, Yrrah

Back

### Search Criteria

Search

Estates Search

[Expand](#)

ClearSearch

**Search Results**

Insolvency HomeDashboardEstatesActivitiesCommunicationsSearchYY Yrrah, Yrrah

Back

### Search Criteria

Search

Estates Search

**Adjudication date**

To

**Estate type**

**Estate sub-type**

**SSP status**

ClearSearch

**Office**

SIO Group

**Officer**

Yrrah Yrrah

[Collapse](#)

**Search Results**

To view the details of an estate click on View:

Insolvency HomeDashboardEstatesActivitiesCommunicationsSearchBS Boat, Skye

Back

### Search Criteria

Search

Estates Search

[Expand](#)

ClearSearch

### Search Results

Applied filters: SIO Group, Skye Boat2 results found | Showing 20 per page

Estate number	Name	Alternate name	NZBN	Estate type	Adjudication date	Officer	SSP status	
855948	Estate 0364			Debt Repayment Order - Consumer	19-Apr-2012	Skye Boat - SIO Group	Open	<a href="#">View</a>
883435	Estate 0810			Debt Repayment Order - Non-Complex	25-Jul-2018	Skye Boat - SIO Group	Open	<a href="#">View</a>

Page 8 of 37



Insolvency Home Dashboard Estates Activities Communications Search BS Boat, Skye

**Overview** Key Data Employment Data Statistical Data Finalisation Data

Estate 883435 [Back](#)

[Contact, UQ](#)  
[Online File](#)  
[Assets](#)  
[Claims](#)  
[Tasks](#)  
[Contacts](#)  
[Summary](#)

[Data Fix](#)

Order date: 25-May-18  
 Obj period end: 11-Jun-18  
 Estimated order end: 8-Nov-19

Estate number: 883435  
 Name: [Contact, UQ](#)  
 Date of birth: 3-Oct-1984  
 Adjudication address: 135 Albert Street, CBD, Auckland 1010  
 Estate type: Debt Repayment Order  
 Estate creation date: 7-May-2017  
 SSP status: Open  
 Adjudication date/time: 25-Jul-2018 00:00

**Assigned To**

Office: SIO Group Team: SIO Team  
 Officer: Skye Boat

You can also search by using the 'Search' button at the top of the screen to search for Estates, Claims and Contacts. Select 'Expand' to refine your search

NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE

DRO Register Insolvency Register OASIS3

Insolvency Home Dashboard Estates Activities Communications Search BS Boat, Skye

Claims  
 Contacts  
 Estates

**Search Criteria**

Search  
 Claims Search


Estate number  
 Claim status  
 Claim type  
 Date range To

[Collapse](#)

**Search Results**

OASIS assists the administration of DRO estates through the use of tasks. Some of these tasks need to be responded to or reviewed by supervisors. To view your tasks, towards the middle of your Dashboard you will see 'My Key Tasks' or select 'All My Tasks' to view a list of all your open tasks. You can use the search boxes to specify the type of tasks you'd like to view.

My Key Tasks			All My Tasks
Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	4802597	21-Jun-2018	<a href="#">View</a>
Review the claims lodged against this SIO estate	4802598	24-Aug-2018	<a href="#">View</a>
Check claims	4877628	9-Sep-2020	<a href="#">View</a>



[DRO Register](#)
[Insolvency Register](#)
[OASIS3](#)

[Insolvency Home](#)
[Dashboard](#)
[Estates](#)
[Activities](#)
[Communications](#)
[Search](#)

ES Boat, Skye

### Pending Consents

Application ID	Applicant name	Consent status	Submitted date
----------------	----------------	----------------	----------------

### My Key Tasks

All My Tasks

Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	4802597	21-Jun-2018	<a href="#">View</a>
Review the claims lodged against this SIO estate	4802598	24-Aug-2018	<a href="#">View</a>
Check claims	4877628	9-Sep-2020	<a href="#">View</a>

### My Recent Work

All My Estates

Name	Number	
Estate 0810	883435	<a href="#">View</a>
BOAT, Skye	884023	<a href="#">View</a>

### Dashboard

PREprod report - with Current User role  
 PAGE 1

UA_ACCOUNT STATUS CODE	UA_ID	UA_MUID	UA_TYPE	UA_UNIQUE_USER_ID
				Y

Insolvency Home Dashboard Estates Activities Communications Search

83 Boat, Skye

Complete Recover My Tasks Add Back

### Search Criteria

Category  Clear Search

Allocation type  Allocated to

Task status  Task template

Task due  To

Created  To

Completed  To

☐ On Hold ☐ Overdue ☐ Urgent ☐ Escalated

☐ Collapse

### Search Results

Applied filters: Allocation type: Officer, Allocated to: Skye Boat, Status: Open 4 results found | Showing 20 per page

Description	Category	Sub-category	Estate name	Allocated to	Status	Due	
<input type="radio"/> Follow up for reply to letter	<a href="#">Estate 883435</a>			Skye Boat	Open	22-May-2017	<a href="#">View</a>
<input type="radio"/> Notify Creditors of New SIO	<a href="#">Estate 883435</a>		Estate 0810Estate 0810	Skye Boat (BCA7)	Open	21-Jun-2018	<a href="#">View</a>
<input type="radio"/> Review the claims lodged against this SIO estate	<a href="#">Estate 883435</a>		Estate 0810Estate 0810	Skye Boat (BCA1)	Open	24-Aug-2018	<a href="#">View</a>
<input type="radio"/> Check claims	<a href="#">Estate 884021</a>			Skye Boat	Open	9-Sep-2020	<a href="#">View</a>

1

Complete Recover My Tasks Add Back

To view any particular task, click on 'View' to the right of the relevant task:

My Key Tasks			All My Tasks
Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	4802597	21-Jun-2018	<a href="#">View</a>
Review the claims lodged against this SIO estate	4802598	24-Aug-2018	<a href="#">View</a>
Check claims	4877628	9-Sep-2020	<a href="#">View</a>

This Task will outline the issue, what is needed to resolve the matter and the date the task needs to be completed by (usually 3 working days).

Once the issue has been resolved, close the task by making a comment in the 'Comments' field giving brief details of any action taken and then selecting the 'Complete' button.

When you use the Back button, you will be taken back to the task list. You will see that the task you just completed no longer appears in the task list.

**Task Detail**

Category: **ESTATE** ID: **883435** Name: **Estate 0810**

Sub category: ID:

Task template: **AP\_VET\_SIO\_CLAIMS**

Description: **Review the claims lodged against this SIO estate**

Allocation type: **Officer**

Allocated to: **Skye Boat**

Due date: **24-Aug-2018**

Task status: **Open**

Recovered date: **25-May-2018 12:18** Recovered by:

☐ On hold

☐ Urgent

Comment

**Vetted & admitted claim received from IRB**

Created: **25-May-2018 12:18** Created by:

Updated: **25-May-2018 12:18** Updated by:

All outstanding tasks must be completed by the 'Due Date'.

The three automated tasks for Supervisors are:

- **Follow up Missed Payment:** This is generated when a debtor has missed a payment & is a prompt for this to be followed up
- **Review the claims lodged against this SIO estate:** This is generated 3 months after an Order has been made and is a reminder to follow up any remaining potential creditors to register their claims
- **Approve SIO Dividend Worksheet:** This is a prompt to review and give final approval to a worksheet. You will also have received an email from OA staff about this. (Refer to information on Worksheet approvals on page 34)

### Adding a Task to an estate

You can add tasks to remind yourself to complete things on a specific day.

Select 'All my Tasks', then select the 'Add' button.

My Key Tasks		
Name	Number	Expiry date

The screenshot shows the top navigation bar of the OASIS system. The 'Add' button, located next to 'My Tasks', is highlighted with a yellow circle. Other buttons in the bar include 'Complete', 'Recover', and 'Back'. Below the navigation bar, there is a 'Search Criteria' section with a 'Category' dropdown and a 'Search' button.

This will open a 'Task Details' page. Locate the estate number you want to add the task to and select 'Find'. In the 'Task Template' section select 2FREEFORMAT from the drop down list. Enter a description of your task in the 'Description' field. Select 'Allocation type' and choose 'Officer'. In the 'Allocated to' field, select your own name. In the 'Due date' field, enter the date you want to be notified of the task. You can enter any additional comments in the 'Comment' field. To save the task, Select the 'Save' button:

The task will pop up on your 'My Key Tasks' list on the due date.

The screenshot shows the 'Task Details' form. The 'Category' is set to 'Estate' and the 'ID' is '883435'. The 'Find' button is highlighted. The 'Task template' is set to '2FREEFORMAT'. The 'Description' field contains the text 'Call client to check whether he's restarted work & what date he'll resume payments'. The 'Allocation type' is set to 'Officer'. The 'Allocated to' field is set to 'Skye Boat'. The 'Due date' is set to '8-Sep-2020'. The 'Task status' is 'Open'. The 'Comment' field contains the text 'This client was made redundant, but said he has a new job starting on 7.9.20'. The 'Save' button is highlighted.

### Best Practice Tip

Make sure that as soon as you log on to OASIS, you check any outstanding tasks. It's very important that Supervisors regularly check their tasks and keep in touch with their clients to ensure their orders are not falling behind.

Managing and completing these tasks in a timely manner reduces the number of reminders the OA has to send to you.

Updated March 2021

To return to your Dashboard, select the 'Dashboard' heading at the top of the screen:

**Pending Consents**

Application ID	Applicant name	Consent status	Submitted date	
330074	Sky, Sunny	Awaiting Consent	4-Sep-2020 11:33	<a href="#">View</a>
330076	Bobbitty, Billy	Awaiting Vetting	4-Sep-2020 12:28	<a href="#">View</a>

**My Key Tasks** All My Tasks

Name	Number	Expiry date	
Follow up for reply to letter	4708919	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	4802597	21-Jun-2018	<a href="#">View</a>
Check claims	4877628	9-Sep-2020	<a href="#">View</a>

**My Recent Work** All My Estates

Name	Number	
Estate 0810	883435	<a href="#">View</a>
BOAT, Skye	884023	<a href="#">View</a>

**Dashboard**

PREprod report - with Current User role  
PAGE 1

### Notifications from the Official Assignee

- Notification of accepted application

Once a Debt Repayment Order application is accepted, the OA will notify all creditors and the nominated Supervisor by sending a letter known as a 'Summary for Creditors' notice. This notice gives the debtor, supervisor and creditors 10 working days within which to make any comments or representations (objections) to the application. During this time the status of the application will show as 'Objection Period'.

Any comments or representations are received via post or email to the OA. These will be loaded into OASIS and the OA will make the final decision on the acceptance of the comments or representations and will notify the outcome.

- Notification when a Debt Repayment Order is made


Once a Debt Repayment Order is made, a copy of the sealed Order is sent to the Supervisor and the debtor. The OA also sends a notice to creditors advising them that the Order has been made, together with a copy of the sealed Order.

The notice to creditors advises that they need to cease any further recovery action and register their claim in the Order within 15 days. The DRO Register will be updated to show details of the DRO as soon as the Order is made.

Updated March 2021

## Assets

Any assets which are included in a debtor's Statement of Affairs are entered into OASIS. Supervisors can view these assets by selecting the Assets link on the left hand menu of the estate as below, but you cannot update any details.



[DRO Register](#)[Insolvency Register](#)

Insolvency HomeDashboardEstates ▾Activities ▾Communications ▾Search ▾

🕒 0:00:10

Time Entry

[Estate 884223](#)  
Sky, Sunny  
[Online File](#)  
**Assets**  
[Claims](#)  
[Tasks](#)  
[Contacts](#)  
[Referrals](#)  
[Info Requests](#)  
[Summary](#)  
[History](#)  
[Order](#)  
[Application](#)

Assets

⊕ Expand

Applied filters: **None**

1 result found | Show

Asset ID	Asset type	Description	Status of interest	Location	Bankrupt estimate	OA's estimate
893951	Other	Secured asset	Potential	Other	\$-1,000.00	

1

If the realisation of an asset is part of a Debt Repayment Order, once the funds have been received into the Official Assignee's trust account, OASIS will show this.

If a supervisor notices any asset details that are incorrect, please inform the Assignee by emailing [DRO@insolvency.govt.nz](mailto:DRO@insolvency.govt.nz).

Updated March 2021

## **Creditor Claims**

Claim details advised by the applicant are entered into OASIS when the application is submitted. Creditors can make a claim online once the Order has been made. Claims can be added or modified by the OA if further information becomes available.

All creditors listed in the application, including any secured creditors, will receive the creditor notifications mentioned in the 'Notifications for the Official Assignee' section so that they have the opportunity to register their claims once the Order is made.

Where possible creditor claims must be registered online directly from the Creditors Dashboard. Appropriate evidence is uploaded and will be attached to the online claim for supervisors to vet accordingly. Please destroy any manual claim forms you have and do not email forms directly to creditors.

If creditors need assistance with the online claim registration process, refer creditors to the Help and Support section of the website or to our Service Centre on Freephone 0508-467-658.

### **Claims filed online**

The fastest way for a creditor to file a claim is from their Dashboard. When a creditor files their claim online they must include evidence to support the claim they have made.

You will receive a 'Task' which advises that there has been a claim filed which needs to be reviewed. The claim will show in 'Claims' located in the left hand menu.



When selected a list of claims will show. Locate the correct claim and View.

The screenshot shows the 'NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE' dashboard. At the top, there are buttons for 'DRO Register', 'Insolvency Register', and 'OASIS'. The main navigation bar includes 'insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. On the left, a sidebar menu lists various options, with 'Claims' highlighted in yellow. The main content area is titled 'Claims' and shows a table of claims. The table has columns for Claim ID, Creditor name, NZBN, joint, Claim type, Claim status, Claim amount, Dividend, and Created date. There are 6 results found, showing 50 per page. The first four rows are visible, each with a 'View' button. The 'View' button for the third row (Claim ID 1148147) is highlighted in yellow.

Claim ID	Creditor name	NZBN	joint	Claim type	Claim status	Claim amount	Dividend	Created date	
1148143	Organization...		<input type="checkbox"/>	Mortgage	Potential	\$213,799...		24-May-2012	<a href="#">View</a>
1155228	Organization...		<input type="checkbox"/>	Unsecured ...	Admitted	\$10,945.14	\$3,024.44	22-Jun-2012	<a href="#">View</a>
1148147	Organization...		<input type="checkbox"/>	Unsecured ...	Admitted	\$8,136.98	\$2,248.49	24-May-2012	<a href="#">View</a>
1148146	Organization...		<input type="checkbox"/>	Unsecured ...	Errored			24-May-2012	<a href="#">View</a>



Updated March 2021

The full details of the claim will show with the supporting evidence attached:

[Time Entry](#)  
[Estate 883435](#)  
[Contact, UQ](#)  
[Online File](#)  
[Assets](#)  
[Claims](#)  
[Tasks](#)  
[Contacts](#)  
[Referrals](#)  
[Summary](#)  
[History](#)  
[Order](#)  
[Application](#)

[Data Fix](#)

### Creditor Details

Creditor name:

Creditor Email:

[Change](#)

### Estate details

[Add](#)

Estate number	Estate name	Paid to date
883435	Estate 0810	

### Claim Details

Claim ID: 1635662	Claim channel: OCL
Notified value \$ <input type="text"/>	Wages tax rate <input type="text"/> %
Claim Value \$ 8,000.00 NZD <input type="text"/>	Creditor reference <input type="text"/>
<input type="checkbox"/> To be advised	
Admitted Value \$ <input type="text"/>	Aware to ITS (DD/MM/YYYY) <input type="text"/>
Claim status Received <input type="text"/>	Lodged To ITS (DD/MM/YYYY) <input type="text"/>
Claim type Unsecured creditor with POD <input type="text"/>	
Transaction code Dividend to unsecured creditors <input type="text"/>	
Priority 410 <input type="text"/>	
Claim source: electronic	
Is the claim under appeal? <input type="checkbox"/> No	
Does claim include any contract interest? <input type="checkbox"/> No	
Does claim include OA GST? <input type="checkbox"/> No	

General comment

Reason for change

### Related Links

[Add Link](#)

Type	ID	Description
------	----	-------------

### Supporting evidence

[Blank document.docx](#) - Outstanding amount evidence

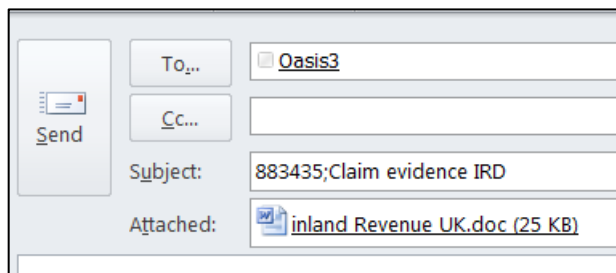
[Undo](#) [0:04:56](#) [Time Entry](#) [Online Details](#) [Back](#) [Save](#)


Updated March 2021

## Receiving Claims/evidence

If Supervisors receive evidence for claims, this should be saved to the online file by scanning and emailing into OASIS - the email address is [oasis3@insolvency.govt.nz](mailto:oasis3@insolvency.govt.nz). As with all communications submitted into OASIS, the details in the subject line must be clear and include:

- the estate number, **immediately followed by a semi-colon (;)**
- a meaningful subject heading



Send To...  Cc...   
Subject: 883435;Claim evidence IRD  
Attached:  inland Revenue UK.doc (25 KB)

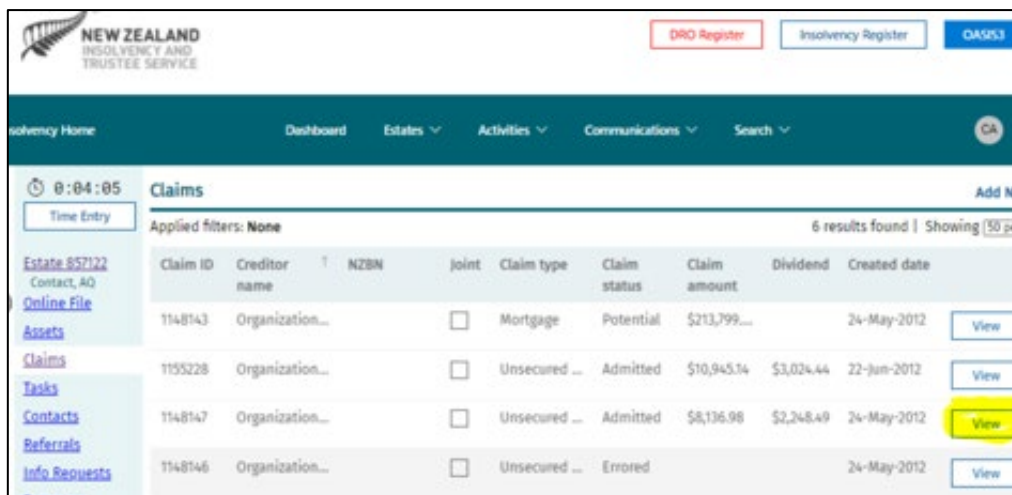
It is important to remember that the subject heading will appear on the Online File in OASIS. If the Subject heading does not explain what the communication relates to, it will be confusing for anyone reading through the online file. This could mean more work when you are trying to locate a specific document in future.

## Viewing & Linking evidence to a claim

Once the evidence has been added to the online file as outlined above, it should be linked to the correct claim. From the left hand menu of the estate in OASIS, select 'Claims'.



This will take you to the full list of the claims which have been entered to the estate. Select 'View' next to the relevant claim. Select 'View' next to the relevant claim:



NEW ZEALAND  
INSOLVENCY AND  
TRUSTEE SERVICE

0:04:05  
Time Entry


Claims

Applied filters: None 6 results found | Showing 50 per page

Claim ID	Creditor name	NZBN	joint	Claim type	Claim status	Claim amount	Dividend	Created date	
1148143	Organization...		<input type="checkbox"/>	Mortgage	Potential	\$213,799...		24-May-2012	<a href="#">View</a>
1155228	Organization...		<input type="checkbox"/>	Unsecured ...	Admitted	\$10,945.14	\$3,024.44	22-Jun-2012	<a href="#">View</a>
1148147	Organization...		<input type="checkbox"/>	Unsecured ...	Admitted	\$8,136.98	\$2,248.49	24-May-2012	<a href="#">View</a>
1148146	Organization...		<input type="checkbox"/>	Unsecured ...	Errored			24-May-2012	<a href="#">View</a>

Updated March 2021

This will take you to the details of the claim:



ORO Register

Insolvency Register

OASIS

Dashboard

Estates

Activities

Communications

Search

Undo

Back

Save

[Estate 883435](#)  
[Contact, IQ](#)  
[Online File](#)  
[Assets](#)  
[Claims](#)  
[Tasks](#)  
[Contacts](#)  
[Summary](#)

Data Fix

Creditor Details

Creditor name: Organization 0319  
Creditor Email: noreply@oasistesting.intnp.wd.govt.nz

Change

Estate details

Add

Estate number

Estate name

Paid to date

Claim Details

Claim ID: 1625908

Claim channel: MCL

Notified value  
\$ 8,413.27

Wages tax rate  
%

Claim Value  
\$ NZD

Creditor reference

☐ To be advised

Aware to ITS (DD/MM/YYYY)

Admitted Value  
\$

Lodged To ITS (DD/MM/YYYY)

Claim status  
Potential

Claim type  
Unsecured creditor with POD

Transaction code  
Dividend to unsecured creditors

Priority  
410

Claim source  
Not Received

Is the claim under appeal? No

Does claim include any contract interest? No

Does claim include OA GST? No

General comment  
01-Mar-2017,

Reason for change

Related Links

Add Link

Type	ID	Description
------	----	-------------

Supporting evidence

Undo

Back

Save

Page 19 of 37

Updated March 2021

Select the 'Add Link' button in the lower right hand corner of the page:

The screenshot shows a form titled 'Related Links' with a table containing columns 'Type', 'ID', and 'Description'. Below the table is a section titled 'Supporting evidence'. At the bottom left is an 'Undo' button, and at the bottom right are 'Back' and 'Save' buttons. The 'Add Link' button in the top right corner is highlighted in yellow.

Then select 'Folio' under the 'Link type' heading & select 'Search':

The screenshot shows the 'Related Links' form with the 'Link type' dropdown menu open. The menu options are 'Please Select', 'Claim', 'Asset', and 'Folio', with 'Folio' highlighted in yellow. The 'Search' button is also highlighted in yellow. The 'Undo', 'Back', and 'Save' buttons are visible at the bottom.

This will take you to the list of documents which have been added to the online file. Select the correct evidence by choosing 'Select' to the right of the relevant document, then select 'Save'.

18	This is an example txt file	22-May-2017	Select
17	This is an example pdf file	22-May-2017	Select
16	This is an example pdf file	17-May-2017	Select

The screenshot shows the 'Related Links' form with the 'Folio' link type added to the table. The table has columns 'Type', 'ID', and 'Description'. The row for 'Folio' has ID '5280239' and Description 'Online Folio Reference'. A 'Remove' button is next to this row. Below the table is a section titled 'Supporting evidence'. At the bottom left is an 'Undo' button, and at the bottom right are 'Back' and 'Save' buttons. The 'Save' button is highlighted in yellow.

Updated March 2021

If you have made a mistake, the evidence can be removed by selecting 'Remove' next to the incorrect document, then 'Save'

Related Links

Add Link

Type	ID	Description	
Folio	5280239	Online Folio Reference	Remove

Supporting evidence

UndoBackSave

Evidence for claims registered by the creditor online will be shown at the bottom of the screen under 'Supporting Evidence'. Click on the hyperlink to the evidence to open it:

## Vetting Creditor Claims

Claims must be registered by creditors online. Please destroy any manual claim forms you have and **do not** email forms directly to creditors.

If creditors need assistance with the online claim registration process, refer creditors to the Help and Support section of the website or to our Service Centre on Freephone 0508-467-658.

### Important Note

This is a very important step in the process which must be checked thoroughly!

In **all** cases, creditors must provide evidence that shows the actual value of their debt at the date the Order is made, and must not contain any amount owed after the date of the Order.

Creditors are required to register their claim online only. **Please dispose of any manual claim forms and please do not send these to creditors.**

To begin the claim vetting process, view the claim details and review the evidence the creditor has provided. The details in both **must** match. When you are satisfied that the claim is supported by appropriate evidence which matches the claim details, you can record that you have vetted the claim in OASIS by changing the Claim status to 'Vetted', which will open the 'Admitted Value' box. Add the amount you are admitting the claim for and you will also be prompted to add a comment in the 'Reason for Change' field. Enter something relevant, eg "Vetting" here, then select 'Save':

The screenshot displays the OASIS system interface for managing creditor claims. The interface includes a sidebar with navigation links such as 'Estate 883435', 'Contact, UQ', 'Online File', 'Assets', 'Claims', 'Tasks', 'Contacts', 'Referrals', 'Summary', 'History', 'Order', and 'Application'. The main content area is divided into several sections:

- Creditor Details:** Includes fields for 'Creditor name' and 'Creditor Email', with a 'Change' button.
- Estate details:** Includes an 'Add' button and a table with columns 'Estate number', 'Estate name', and 'Paid to date'. The table shows '883435' and 'Estate 0810'.
- Claim Details:** Includes fields for 'Claim ID: 1635662', 'Claim channel: OCL', 'Notified value', 'Wages tax rate', 'Claim Value' (set to '\$ 5,000.00 NZD'), 'Creditor reference' (set to 'Testing'), 'Admitted Value' (set to '\$ 5,000.00'), 'Aware to ITS (DD/MM/YYYY)' (set to '8/09/2020'), and 'Lodged To ITS (DD/MM/YYYY)'. The 'Claim status' dropdown is set to 'Vetted'.

The 'Admitted Value' field is highlighted with a yellow box, indicating the amount being admitted for the claim.

Claim type

Unsecured creditor with POD

Transaction code

Dividend to unsecured creditors

Priority

410

Claim source: electronic

Is the claim under appeal?

No

Does claim include any contract interest?

No

Does claim include OA GST?

No

General comment

Reason for change

Witting

Related Links

Add Link

Type	ID	Description
------	----	-------------

Supporting evidence

Blank document.docx - Outstanding amount evidence

Undo

0:07:11

Time Entry

Online Details

Back

Save

Updated March 2021

Once you are completely satisfied that the claim is from the correct creditor, has a value equal to the amount owing at the date of the Order and is fully evidenced, then you can admit the claim by changing the 'Status' from 'Vetted' to 'Admitted', add a comment in the 'Reason for Change' field, then select 'Save':

Claim ID: 1634921

Claim channel: MCL

Notified value

\$ 5,000.00

Claim Value

\$ 5,000.00 NZD

☐ To be advised

Admitted Value

\$ 5,000.00

Claim status

Admitted

Potential

Received

Vetted

Admitted

Suspended

Duplicate

Rejected

Withdrawn

In Error

☐ No

Does claim include any contract interest?

☐ No

Does claim include OA GST?

☐ No

General comment

Reason for change

Evidence matches claim amount, no claim made for any amount pre Order date

Wages tax rate

%

Creditor reference

Aware to ITS (DD/MM/YYYY)

Lodged To ITS (DD/MM/YYYY)

Related Links

Add Link

Type	ID	Description
------	----	-------------

Supporting evidence

Undo

Back

Save



### Important Vetting Claim Information

- Evidence supporting the amount claimed **must accompany every claim**. All evidence must be saved to the online file of the estate and linked to the claim, as mentioned above.
- Where there is a significant difference between the amount notified by the debtor and the amount claimed by the creditor, this needs to be investigated and backed up with evidence to explain the difference.
  - For example; if a debt collection agency claims for a higher amount than notified by the debtor, the debt collection agency needs to provide evidence to show what additional fees/costs have been added and at what dates. *Remember only to admit the debt to the value as at the date of the Order.*
- If a creditor registers a claim with any 'Claim Type' other than "Unsecured Creditor with POD", this will need to be corrected before the claim is vetted or admitted. EG some creditors occasionally register a claim with 'Preferential unsecured creditor' claim type in error.

So that this can be corrected, please send an email to the DRO Admin Team who will make the correction.. Once this change has been made, you will then be able to vet/admit the claim.

- Occasionally a creditor may file a separate claim to the one that was created with the application. Where there are two or more claims listed for the same creditor, these should be checked to determine whether these are duplicate claims, or for different debts.
  - If they are for the same debt, the claim that does not have a status of 'Received' should have its status changed to 'Duplicate':

#### Claim Details

Claim ID: 1634921	Claim channel: MCL
Notified value \$ 5,000.00	Wages tax rate %
Claim Value \$ 5,000.00 NZD	Creditor reference
<input type="checkbox"/> To be advised	
Admitted Value \$ 5,000.00	Aware to ITS (DD/MM/YYYY)
Claim status Duplicate	Lodged To ITS (DD/MM/YYYY)
Potential	
Received	
Vetted	
Admitted	
Suspended	
Duplicate	
Rejected	
Withdrawn	
In Error	

- In particular, care must be taken where debts have been passed to a debt collection agent to ensure that they are not also claimed by the original creditor. In all cases where a debt collection agency has

Updated March 2021

filed a claim, you must verify who the original creditor was and ensure that the claim has not been duplicated.

In cases where creditors state that there is no debt owed, it is a good idea to check that the debt is not listed in one of the debtor's alternative names.

### **Withdrawing Claims**

You are able to withdraw a claim if a creditor advises that a debt has been paid in full or they no longer wish to receive any further dividends. **Evidence of this advice must be saved to the online file in OASIS.**

In such cases you must add the reason for the withdrawal in the 'Reason for change' field on the claim screen and link the evidence of the advice to the claim. This reduces future risk if the creditor or a debt collection agency later registers another claim for the amount.

If a claim is withdrawn in error, it is not possible to re-instate the claim. In such cases, please advise the OA of the error and we will be able to re-enter the claim onto the estate.

Admitted Value	Aware to ITS (DD/MM/YYYY)			
\$ 5,000.00				
Claim status	Lodged To ITS (DD/MM/YYYY)			
Withdrawn				
Potential				
Received				
Vetted				
Suspended				
Duplicate				
Withdrawn				
In Error				
Not Received				
Is the claim under appeal?	<input checked="" type="radio"/> No			
Does claim include any contract interest?	<input checked="" type="radio"/> No			
Does claim include OA GST?	<input checked="" type="radio"/> No			
General comment				
Reason for change				
Claim withdrawn, registered in error				
Related Links				
Add Link				
Type	ID	Description		
Supporting evidence				
Undo	0:03:57	Time Entry	Back	Save

**Rejected, Suspended and In Error claim status**

In some cases a claim may be loaded to an incorrect estate or it is discovered that a debtor is not the debtor the creditor has a claim against. In these cases the claim 'Status' should be changed to 'In Error' with an appropriate explanation added to the 'Comment' field, with any documents/evidence **saved to the online file and linked to the claim in OASIS.**

There may be times when you may need to suspend the payment of further dividends to a creditor due to investigations or an after adjudication debt that you have agreed to include (these are not paid till after the creditors who had debts at the date of the order have been paid). In these cases you can change the claim 'Status' to 'Suspended', with an appropriate explanation added to the 'Comment' field and any documents **saved to the online file and linked to the claim.**

There may also be cases where you have decided that the claim is not appropriate and so you wish to reject it. In these cases you have the option to change the Claim Status' to 'Rejected' with an appropriate explanation added to the 'Comment' field and any documents **saved to the estate 'Online File' and linked to the claim.**

If a claim has been rejected, the supervisor is required to notify the creditor in writing of their decision. Please ensure to include the following in your correspondence; **'If you wish to appeal this decision, please apply to the Official Assignee in writing within 15 working days of this notification to have this decision reviewed'.**

***Important Tip***

In all of these cases, it is important that you leave clear and concise notes in the comments section so that there is a record of the reasoning behind the change in status.

Updated March 2021

### Keeping the OASIS online file up to date

It is important that all client records are up to date and any documents are added to the Online File to provide a full record on the individual estate. Some of these records will be viewable on the public register. With this in mind, please be mindful of professionalism in any communications you upload to OASIS – any documents received into the system may be requested as part of an Official Information or Personal Information Request by interested parties.

### Updating debtor's contact details in OASIS

To update your client's contact information in OASIS select the debtors 'Name' hyperlink on the front page of the estate:

The screenshot shows the OASIS system interface. At the top is a navigation bar with links: Home, Dashboard, Estates, Activities, Communications, and Search. Below this is a sub-navigation bar with tabs: Overview, Key Data, Employment Data, and Statistical Data. The main content area displays details for Estate 884223, including the debtor's name (Sky, Sunny), date of birth (1-Feb-1972), and adjudication address (55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand). The estate type is listed as 'Debt Repayment Order' and the creation date is 4-Sep-2020.

Select 'Add Contact Details', then select the Address type you wish to add and add the new address, then select 'Save':

Contact Details							Add Contact Details
ID	Type	Details	Start date	Corresponde...	DC advice	Advised by debtor	
1782901	Phone	64 7 7777777	24-May-2019				Edit
1782919	Email	@mbie.govt.nz	25-May-2018	<input type="radio"/>	<input type="checkbox"/>		Edit
1782920	Email	@insolvency.govt.nz	25-May-2018	<input checked="" type="radio"/>	<input type="checkbox"/>		Edit
1782918	Address	55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand	25-May-2018	<input type="radio"/>		<input type="checkbox"/>	Edit

☐ Collapse

The screenshot shows the 'Address Details' form. At the top, there are three radio buttons: 'Current' (selected), 'Previous', and 'Future'. Below them is a 'Valid from' date field set to '8-Sep-2020'. The 'Address type' dropdown menu is open, showing options: 'Email' (highlighted), 'Address', 'Registered Office', 'Address for Service', 'Phone', and 'Fax'. The 'Save' button is highlighted in yellow at the bottom right.

### Important note

**DO NOT** over write any existing address. A new entry for each address must be added to show the history of changes for auditing purposes.

### Add Address:

Select 'Add Contact Details' then select the address type and start typing the address into the address box. When the address you require shows up, select it, then hit 'Save'. There are two further boxes which should be ticked where appropriate.

- Address for Correspondence should be ticked if this is to be the clients main correspondence address
- Advised by Debtor should be ticked if the debtor has advised you of this change themselves.

This screenshot shows the 'Address Details' form with more fields filled in. The 'Address type' dropdown is set to 'Address'. Below it, two checkboxes are checked: 'Advised by debtor' and 'For correspondence'. The 'Care of' field is empty. The 'PO box or private bag number / Street name and number' field contains the text '55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand'. A 'Manually Enter Address' link is visible below the address field. The 'Save' button is highlighted in yellow at the bottom right.

Updated March 2021

When adding a new address, also select “Edit” next to the old address and select the ‘Previous’ button at the top of the screen and add an appropriate explanation in the ‘Reason for change’ field explaining why the address has been changed. This will move the old address into the ‘Previous’ Contact Details for the estate.

If the preferred correspondence address is changing, ensure the ‘For Correspondence’ box is checked. This can be seen in the ‘Correspondence’ column as below or the ‘Address for correspondence’ in the ‘Maintain Address’ screen. This is important to ensure that any further correspondence being sent to the debtor will go to the correct correspondence address.

Contact Details							Add Contact Details
ID	Type	Details	Start date	Corresponde...	DC advice	Advised by debtor	
1782901	Phone	64 7 7777777	24-May-2019				Edit
1782919	Email	@mbie.govt.nz	25-May-2018	<input checked="" type="radio"/>	<input type="checkbox"/>		Edit
1782918	Address	55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand	25-May-2018	<input type="radio"/>		<input type="checkbox"/>	Edit
1785702	Fax	64 03 6453645	8-Sep-2020				Edit

#### Important note

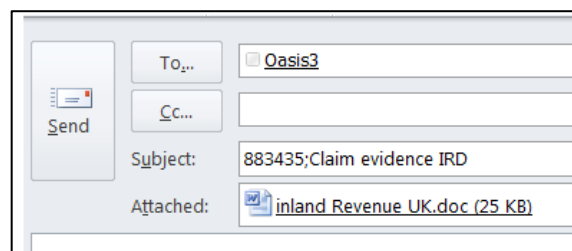
It is important to include an email address as the main correspondence address as this is the fastest method of communication.

#### Emailing updates or adding notes to OASIS

As mentioned earlier in the Evidence section, it is important that all file notes are added to the online file in OSIS. To update the online file, send an email to ([oasis3@insolvency.govt.nz](mailto:oasis3@insolvency.govt.nz)). As with all communications submitted into OASIS, the details in the subject line must be clear and include:

- the estate number with no gaps before it, **followed immediately** by a semi-colon (;)
- a meaningful subject heading after the semi-colon

For example, ‘Email to dr re missed payment’ or ‘Note of call to creditor BNZ’. The subject heading you enter will be the title of the entry that will be seen on the online file. Therefore, to avoid confusion, it’s important to give a brief but meaningful description of what the entry contains.



#### Important note:

If you are responding to an email which has been sent via OASIS, when you hit respond the subject line of your email will have RE: before the estate number - this email will not automatically be sent to the online file as the subject line no longer includes the required information as out lined above.

To overcome this, ensure that the RE: is removed from the line when you are sending your response.

Updated March 2021

## Trust Account

As a DRO Supervisor you are able to view payments your client has made into their estate. You can check the account balance and transaction history for an individual estate at any time. This is helpful to ensure that your client is maintaining the agreed payments and that the Order is on track.

### Viewing Transactions and Balances

When you're in an estate, select 'Trust Account' on the left hand menu of the estate. This will take you to the Account Details screen for the estate you are in, which will open in a separate tab (1a).

The screenshot shows the 'Trust Accounting' section of the NZITS portal. The top navigation bar includes 'DRO Register', 'Insolvency Register', and 'Trust Accounting'. The main header has 'Insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. The left sidebar lists various options: 'Estate 824857', 'Contact, IC Middle', 'Online File', 'Assets', 'Claims', 'Tasks', 'Contacts', 'Summary', and 'Trust Account' (highlighted). The main content area shows a timeline with 'Obj period end' at 22-Jul-08, 'Order date' at 1-Aug-08, and 'Estimated order end' at 1-Aug-11. Below the timeline, estate details are listed: Estate number: 824857, Name: Contact, IC Middle, Date of birth: 9-May-1968, Adjudication address: 135 Albert Street, CBD, Auckland 1010, Estate type: Debt Repayment Order, and Estate creation date: 18-Jun-2008. A 'Data Fix' button is also visible.

This will take you to the Account Details screen showing the details of the estate including the current balance. You can return to the main Overview screen at any time by selecting the Case Management button. This will however open a new tab.

The screenshot shows the 'Account Details' screen. The top navigation bar includes 'Case Management'. The main header has 'Insolvency Home', 'Trust Account', and 'Dividends'. The left sidebar has 'BS', 'Boat', and 'Skye'. The main content area has buttons for 'Transaction History', 'Account Balances', and 'Back'. Below these buttons is a table with the following data:

Account ID	Account name	Account code	Estate number	Estate name	Current balance	Account status
49895	TA 0386	00	824857	Estate 0615	\$0.00	Closed

Updated March 2021  
Transaction History

Select the Transaction History button to view all the processed transactions made on the estate.

The screenshot shows the 'Insolvency Home' interface. At the top, there are tabs for 'Trust Account' and 'Dividends', and a user profile 'BS Boat, Skye'. Below these, there are three buttons: 'Transaction History' (highlighted in yellow), 'Account Balances', and 'Back'. The 'Account Details' section is visible below the buttons, showing a table with one row of account information.

Account ID	Account name	Account code	Estate number	Estate name	Current balance	Account status
49895	TA 0386	00	824857	Estate 0615	\$0.00	Closed

You are able to export the transaction history if needed by selecting the Export button and following the onscreen prompts.

The screenshot shows the 'Transaction History' page. At the top, there are tabs for 'Trust Account' and 'Dividends', and a user profile 'BS Boat, Skye'. Below these, there are two buttons: 'Export' and 'Back'. The 'Account Details' section is visible, showing account information for 'TA 0386'. Below this, there is a 'Transaction Filters' section with fields for 'Date range', 'Batch type', and 'Transaction code', and checkboxes for 'Include future recoveries', 'Include recoveries written off', and 'Include recoveries in error'. Below the filters, there are two sections: 'Unprocessed Transactions (0)' and 'Processed Transactions (202)'. The 'Processed Transactions' section shows a table with transaction details.

Transaction date	Batch number	Batch type	Payer/Payee	Reference	Transaction code	Narrative	Amount (Incl. GST)	GST
19-Aug-2011	11107	Payment Cheque	[REDACTED]	File Closure	CSHCON	Contributions returned to payer after completion of order	(\$38.68)	\$0.00
31-Jul-2011	10837	Journal	MED	Interest Allocation	INVINT	interest allocation	\$0.94	\$0.00

Account Balances

To view the account balance select the Account Balance button.

The screenshot shows the 'Insolvency Home' interface. At the top, there are tabs for 'Trust Account' and 'Dividends', and a user profile 'BS Boat, Skye'. Below these, there are three buttons: 'Transaction History', 'Account Balances' (highlighted in yellow), and 'Back'. The 'Account Details' section is visible below the buttons, showing a table with one row of account information.

Account ID	Account name	Account code	Estate number	Estate name	Current balance	Account status
49895	TA 0386	00	824857	Estate 0615	\$0.00	Closed



Updated March 2021

This shows the full details of the account including the current balance of the client's account.

**Account Details**

Account ID: 49895      Account status: **Closed**  
Account name: TA 0386      Account code: 00  
Estate number: 824857  
Estate name: Estate 0615      Estate type: Debt Repayment Order  
OA Bank account: 004      Description: Debt Repayment Order Trust Account

**Account Balance as at 30-Nov-2020 13:49**

Available: \$0.00      GST: \$0.00  
Withheld: \$0.00  
Total funds: \$0.00

**Recovery Details**

Recovery: \$0.00      Recovery GST: \$0.00  
Unrecovered time costs: \$0.00  
Recoveries written off: \$0.00  
Recoveries in error: \$0.00

### Worksheet Approval (Final Approval)

By regulation, distributions to creditors must be completed six monthly. The OA will calculate the distribution taking into account the application fee, Supervisor's commission and Official Assignee's commission. The OA will check the dividend worksheet calculation and complete a first approval before requesting that you, as Supervisor, complete the Final/Second Approval.

Final Approval involves checking & agreeing with the distribution and calculation of the worksheet. You will receive an email as well as a task on your Dashboard when you have a worksheet to approve.

My Key Tasks			All My Tasks
Name	Number	Expiry date	
Approve SIO Dividend Worksheet		14-Sep-2020	<a href="#">View</a>

### Viewing the Dividend Worksheet for Approval

From the home page of OASIS you can click on the blue Trust Accounting button at the top right hand corner of the screen. This will take you to a landing page which says 'Hello from Trust Accounting'.

From the dropdown list under 'Dividends' select 'Search worksheet'.

NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE


Insolvency Home      Trust Account      Dividends      BS Boat, Skye

Hello from Trust Accounting.

Search Worksheet  
Process Dividends

Updated March 2021

Enter the estate number and select Search.

**NEW ZEALAND**  
INSOLVENCY AND  
TRUSTEE SERVICE

Case Management

Insolvency HomeTrust Account ▾Dividends ▾BS Boat, Skye ▾

Back

**Search Worksheet**

Estate number

Find

Clear

Search

Required

☐ Collapse

**Search Results**

The Dividend Worksheet will be displayed. This will include details of the calculations the OA has already completed in the First Approval.

You must check the following:

- Check all creditor payments are correct, using the Work Trans screen In the drop down list (as shown below)
- All deductions such as the application fee have been taken correctly.
- All claims have been entered correctly and 'Admitted' for the correct amount.
- The OA commission of 2.5% of receipts is calculated.
- The Supervisor commission of 7.5% receipts has been calculated correctly.

Example of the Work Trans Screen:

Insolvency HomeTrust Account ▾Payments ▾Dividends ▾ReportsMC ▾

There must be available funds remaining after all OA costs and admitted claims have been paid in full in order for a surplus to be distributed.

Estate

Worksheet (Ready)

Work trans

View statement

Actual trans

View worksheet

Surplus

Payee/Payer	Type	Trans. code	Priority	Claim ID	Div rate	Paid to date	Joint paid	Amount	GST	Net
No priority transactions (2)										
SIO Commission Holding	J	OASIOCO...						(\$27.00)	(\$0.00)	(\$27.00)
SIMMONS, Andrew Noel	J	OASIOCO...						\$27.00	\$0.00	\$27.00
No priority transactions Totals:								\$0.00	\$0.00	\$0.00
Priority 410 transactions (5)										
ASB Bank Limited	D	DIVUNS	410	1998321	\$0.024	\$101.71		(\$87.27)	(\$0.00)	(\$87.27)
Cash Converters New Zeala...	D	DIVUNS	410	1996855	\$0.024	\$26.95		(\$23.13)	(\$0.00)	(\$23.13)
Cash Converters New Zeala...	D	DIVUNS	410	1996856	\$0.024	\$53.78		(\$46.14)	(\$0.00)	(\$46.14)
Collection House Nz Ltd (li...	D	DIVUNS	410	2030865	\$0.051			(\$17.06)	(\$0.00)	(\$17.06)
WINZ (Ministry of Social De...	D	DIVUNS	410	1996998	\$0.024	\$91.57		(\$78.58)	(\$0.00)	(\$78.58)
Priority 410 transactions Totals:								(\$252.18)	\$0.00	(\$252.18)
Totals:								(\$252.18)	\$0.00	(\$252.18)

Updated March 2021  
Approving the Worksheet.

When you are happy that the worksheet is correct, change the 'Worksheet status' to 'Final Approval' from the dropdown list. To complete the process select the Save button from the corner of the screen.

Trust Account ▾ Payments ▾ Dividends ▾ Reports

Estate ID:

Undo Delete Back Save

OA Bank account: Debt Repayment Order Trust Account

Main estate account:

**Worksheet**

Worksheet ID: 318470

Dividend type: Interim

Worksheet status:

First approval granted

Final approval granted

Draft

☐ Include withheld funds

☒ Transfer balances to main account

Bank control account: BNKCTL

Outstanding application fee: \$0.00

OA's disbursements:

GST Registered: No

Interim % of available:

Interim priority:

Batch date:

Accounting period: 8

Period start: 1-Feb-2021

Period end: 28-Feb-2021

Disbursement account:

**Commission**

Commission account: SIO Commission

Net value of assets realised: \$738.00

**OA Commission**

Commission charged to date: \$18.45

Commission charged: \$46.80

Commission amount:

Minimum charge: \$0.00

Uncharged commission due: \$0.00

***By approving the dividend worksheet you are taking responsibility for the fact that the distribution is correctly calculated and the creditors are being paid the correct amounts.***

**Useful Tools and Reference Points for Supervisors**

- **Budget Calculator:** This tool assists you to calculate a household's weekly or monthly surplus or shortfall. The categories in the budget tool are more detailed than the categories contained in the budget section of the Statement of Affairs, which can be very useful in some circumstances.
- **DRO Calculator:** This tool assists you to calculate the costs and fees to be paid under the Order, based on the percentage of payments to creditors. By adjusting the % of debt to pay, the amount of weekly payments or the number of weekly payments, it's possible to determine the appropriate proposal to submit to creditors, based on the debtor's circumstances and financial capacity.
  - The DRO calculator requires a weekly payment amount to be entered. When converting the monthly amounts to weekly amounts, the monthly amounts must be multiplied by 12 then divided by 52 (not divided by 4)
- **DRO Dividend Check Spreadsheet:** The DRO dividend check spreadsheet can be used to work out balances, to calculate variation options or to check whether an Order is on track. A copy of this will be sent to you when you are accepted to be a supervisor.

Below is an example of the spreadsheet & instructions on which fields to complete, along with a few notes on particular issues that may cause discrepancies in the total calculations.

	A	B	C	D	E	F	G
1	Estate			Amount Owed to Creditors	\$	-	
2				Potential claims	\$	-	
3		Summary		subtotal	\$	-	
4	Total Payments			cents in the dollar		0	
5	Balance of funds on hand			total debt	\$	-	
6	Admitted & unsecured claims amount			less Joint debt	\$	-	
7				debt to pay	\$	-	
8							
9	Cents in the dollar			Application fee	\$102.22		
10	instalments			Supervisor commission	\$8.52		
11	payments per year			OA commission	\$2.84		
12	Order End Date			Total to Pay	113.58		
13							
14				Outstanding	113.58	Remaining Balance	
15	potential claims			instalments	\$	-	
16	joint claims (y/n)	y		instalments to pay	#DIV/0!		
17	amount of joint claims			days remaining	#DIV/0!		
18	joint loaded correctly (y/n)	y		estimated end date	#DIV/0!		
19	duplicate claims flagged correctly (y/n)	y		months over (under) to complete	#DIV/0!		
20	received claims followed up (y/n)	y					
21	potential claims (y/n)	no					
22	check joint claims exceeding 50%	check joint claims		Commission			
23		#DIV/0!		OA	\$	-	
24	worksheet date	Worksheet		Supervisor	0.00		
25	Amount Paid to Creditors	31-Jul-18					
26	Dividends under \$20	\$					
27							
28	Percentage paid to date	#DIV/0!					
29							
30	check contributions will satisfy order	#DIV/0!					
31	cents in the dollar not exceeded	#DIV/0!					
32		#DIV/0!					
33	check commission/fees						
34							
35							
36	Final commission charge for Completed Order		To be charged				
37	OA Commission Charged		\$2.84				
38	Supervisor Commission Charged		\$8.52				
39			recalculate				

Cell B4 – From the Summary tab of the estate in OASIS3 (see below) you need to enter the **Total Payments** figure.

Cell B5 – From the Summary tab of the estate in OASIS3 you need to enter the **Balance of funds on hand**

Cell B6 – From the Summary tab of the estate in OASIS3 you need to enter the **Admitted** figure

Then enter following data:

- Cell B9 – Cents in the dollar of the Order
- Cell B10 – The instalment amount (amount paying each week / fortnight or month)
- Cell B11 – payments per year (eg 52 (Weekly) 26 (Fortnightly) or 12 (Monthly))
- Cell B12 – order end date
- Cell B15 – enter the total of all potential (non-joint) claims

Updated March 2021

- Cell B16 – enter the amount of any joint claims - This spreadsheet does not calculate the payments being made or percentage by the partner.

**Important note**

Supervisors must check claims and manually add any potential and suspended claims to the Admitted figure in Cell B6. Also any withdrawn claims that have received a dividend will need the dividend amount plus 10% to be removed from the Total payment figure in Cell B4. A comment to explain each of these entries should be added to the spreadsheet.

**If you have any queries or need any assistance, please call our Service Centre on Freephone 0508-467-658 or email our DRO Team at [dro@insolvency.govt.nz](mailto:dro@insolvency.govt.nz)**