

# Debt Repayment Order Supervisor Manual

February 2024

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## **DRO Supervisor Roles, Responsibilities and Expectations**

The role and responsibilities of a Debt Repayment Order (DRO) Supervisor are set out in the Insolvency Act 2006 and the Insolvency (Personal Insolvency) Regulations 2007 and are outlined below. Supervisors must fulfil these responsibilities and record their actions in the debtors' online OASIS file in order to satisfy audit requirements.

Supervisors can charge a fee for conducting their role as DRO Supervisor. The charge is 7.5% of the value of the payments recovered from the debtor.

### **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.

### **Supervisors' Responsibilities:**

Prior to consenting to the Order, the DRO Supervisor must ensure the application is complete and the suggested payment plan is viable in relation to the debtor's income and expenditure.

### **Debtors' compliance with the Order**

- 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 (OA) as soon as identified

### **Order administration**

- Regularly monitor the debtors online file and act on any outstanding tasks in a timely manner. Ensure that the online file is kept up to date with details of any correspondence or discussion between yourself, the debtor and/or creditors.
- Make regular contact with the debtor to ensure the Order is still viable. If there are any changes in financial circumstances, notify the OA where a variation review is required.

### **Payments and dividends**

- Direct employers and the Ministry of Social Development to pay all or part of the debtor's earnings to the OA's Trust account and in accordance with the Order.
- Direct the debtor to pay all or part of their earnings to the OA's trust account and in accordance with the Order.
- Manage payments into the trust account to ensure the requirements of the Order are met.
- Check and approve dividend payments to creditors including costs and fees within 3 working days from the date of the request.
- Ensure the correct fees and dividends are paid to creditors. Payment distributions are made with the following priority:
  1. DRO Application fee
  2. Supervisor's fee
  3. Official Assignee's fees
  4. Creditors
  5. At the end of the Order any extra money is paid back to the debtor.

### **Creditors and claims**

- Liaise with creditors, manage and administer claims and supporting evidence to ensure validity of claims which are included in the Order.
- Liaise directly with the OA where admitted claims vary from the debt levels included in the Order.

- Regularly follow up with any potential unsecured creditors, requesting claims to be submitted.

#### At the end of the Order

- Direct employers to stop DRO payments when an Order is satisfied.
- Direct the Ministry of Social development to stop DRO deductions when an Order is satisfied.
- Regularly follow up with any potential unsecured creditors, requesting claims to be submitted.

#### **Supervisor Expectations**

Anyone wanting to apply to be a DRO Supervisor must be approved by the OA and be competent in their ability to administer a DRO. They must be able to administer the DRO in an impartial and professional manner.

#### Debtors

- Make regular contact with debtors to ensure the Order is still viable. If there are any changes in financial circumstances, notify the OA where a variation review is required.
- Update the debtor's online file on a regular basis, ensuring all notes are professional and meet the requirements of the Privacy Act.
- Ensure that the debtor complies with the terms of the DRO, and any other Orders made by the OA.

#### Creditors

- Contacts and liaises with all the known creditors, ensuring that electronic claims and evidence are correct, and meet the required criteria.
- Confirm in writing to each creditor who files a claim, the outcome of that claim – Accepted or Rejected.
- Regularly follow up with any potential unsecured creditors, requesting claims to be submitted.

#### Order Administration

- Action all tasks prior to the due date. In cases where any outstanding administration, tasks or requests are unable to be completed prior to the due date, ensure a note is placed on file explaining extensions required.

#### **Conflicts of Interest**

You must not consent to supervise a person with whom you have a business or personal relationship, without checking any conflicts of interest with the OA. 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 OA before consenting to act as Supervisor for an applicant.

**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 OA'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 for, in order to fulfil your obligations.

At the top of the screen, you will see any applications where a DRO applicant has nominated you as 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 left is the logo for the New Zealand Insolvency and Trustee Service. To the right are buttons for 'DRO Register', 'Insolvency Register', and 'OASIS3'. Below this is a navigation bar with links for 'Insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search', along with a user profile 'BS Boat, Skye'. 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 'View Application' button is highlighted with a yellow box. An information icon points to a note: '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 button are two consent 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', with a red note: 'Please confirm your consent decision above.' At the bottom right are 'Back' and 'Save' buttons. At the bottom left, a yellow box highlights a PDF file named 'ITS-None-4007166...pdf'.

## Consenting to Act

Before consenting 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 NZITS dashboard with the following elements:

- Header: NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE logo, DRO Register, Insolvency Register, OASIS3 buttons.
- Navigation: Insolvency Home, Dashboard, Estates, Activities, Communications, Search, BS, Boat, Skye.
- Section: Pending Consents
- Table:

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 the 'My Key Tasks' section with the following table:

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 with the following information:

- Applicant name: Sky, Sunny
- Application ID: 330074
- Submitted date: 4-Sep-2020 11:33
- Consent status: Awaiting Consent
- [View Application](#) button (highlighted in yellow)
- Information icon: 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.
- Consent checkboxes:
  - I hereby consent to becoming the DRO Supervisor for this application
  - I do not consent to becoming the DRO Supervisor for this application
- Please confirm your consent decision above.
- Buttons: Back, Save

To consent to act, tick the checkbox 'I hereby consent to becoming the DRO Supervisor for this application' 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 in writing (email is acceptable), of your decision advising them why you are unable to consent. Please also 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 OA is aware of the circumstances and an appropriate 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**   ←   ⓘ 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 have consented to will no longer appear on your Dashboard. The application will become viewable again once the Order is made.

#### Withdrawing Consent to supervise

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

#### Requesting DRO deductions

Once the DRO is made, it is the Supervisor's responsibility to ensure the payments are made as per the Order. Please request a 'direction of payments' to ensure that the debtor makes payments, directly from their employer or by benefit deduction. When making the request, the payments are to be paid into the following trust account:

Account name: The Official Assignee's Debt Repayment Order Trust account

Account number: 06 0501 0636146

Please ask the employer or debtor to use the following reference details:

Particulars – Client surname & first initial

Code - Debt Repayment Order estate number

Reference – CSHCON

**Your Estates & Searching**

Further down the screen, you will see 'My Recent Work' which will show a list of estates you have 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 are 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
BS Boat, Skye

Dashboard Estates Activities Communications Search

[Back](#)

### Search Criteria

Search  
 Search

Expand
Clear [Search](#)

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

### 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>

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

The screenshot shows the top navigation bar with the New Zealand Insolvency and Trustee Service logo and buttons for 'DRO Register', 'Insolvency Register', and 'OASIS3'. The main menu includes 'Insolvency Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. A user profile 'YY Yrrah, Yrrah' is visible in the top right. Below the navigation is a 'Back' button. The 'Search Criteria' section features a search dropdown set to 'Estates' and a search input field. An information icon indicates that searches can be performed by estate number, NZBN, or debtor/estate name. A yellow box highlights the 'Expand' button. A 'Clear' button and a blue 'Search' button are also present. Below the search criteria is a 'Search Results' section.

This screenshot shows the search interface with more filters expanded. In addition to the search criteria, there are fields for 'Adjudication date' (with a date range), 'Estate type', 'Estate sub-type', and 'SSP status'. There are also dropdowns for 'Office' (SIO Group) and 'Officer' (Yrrah Yrrah). A yellow box highlights the 'Collapse' button. The 'Search' button is blue, and the 'Clear' button is also present. The 'Search Results' section is visible at the bottom.

To view the details of an estate, click on View:

The screenshot displays the search results page. The navigation bar is the same as in previous screenshots, but the user profile is 'BS Boat, Skye'. The search criteria section is collapsed, with a yellow box highlighting the 'Expand' button. The 'Search Results' section shows 'Applied filters: SIO Group, Skye Boat' and '2 results found | Showing 20 per page'. A table lists the results:

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>

A yellow box highlights the 'View' button for the second result (Estate 0810).

**Insolvency Home** | Dashboard | Estates | Activities | Communications | Search | BS Boat, Skye

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

Estate 883435  
Contact, UQ

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

Search Criteria

Search: Claims | Search

Estate number:

Claim status:  | Claim type:  | Date range:  To

Search Results

Managing Tasks

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>

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 you can select 'All My Tasks' to view a list of all your open tasks.



DRO Register
Insolvency Register
OASIS

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_MERD	UA_TYPE	UA_UNIQUE_USER_KEY

You can use the search boxes to specify the type of tasks you would like to view.

**Search Criteria**

Category:

Allocation Type: Allocated to:

Officer:

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 25 per page

Description	Category	Sub-category	Estate name	Allocated to	Status	Due *	
Follow up for reply to letter	<a href="#">Estate 003435</a>			Skye Boat	Open	22-May-2017	<a href="#">View</a>
Notify Creditors of New SIO	<a href="#">Estate 003435</a>		Estate 0010Estate 0010	Skye Boat (BCA7)	Open	21-Jun-2018	<a href="#">View</a>
Review the claims lodged against this SIO estate	<a href="#">Estate 003435</a>		Estate 0010Estate 0010	Skye Boat (BCA7)	Open	24-Aug-2018	<a href="#">View</a>
Check claims	<a href="#">Estate 004022</a>			Skye Boat	Open	9-Sep-2020	<a href="#">View</a>

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.

Insolvency Home Dashboard Estates Activities Communications Search BS Boat, Skye

Undo Complete Back Save

### 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:

Undo Complete Back Save

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

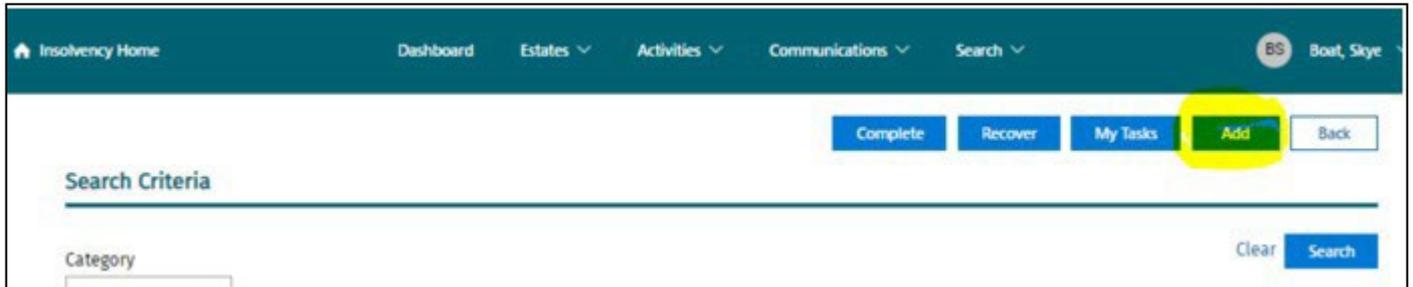
The three automated tasks for Supervisors are:

- **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)
- **Review claims:** This is a prompt to review a claim received from a creditor. The claim ID will appear in the subcategory of the task (Refer to information on Creditor claims page 16)
- **Check DRO payments have begun:** This is generated after an Order has been made and is a reminder to check that payment method and start date have been confirmed by the payee.
- **Check potential claims (DO NOT DELETE UNTIL ALL POTENTIAL CLAIMS ARE DEALT WITH):** This is generated after an Order has been made and is a reminder to follow up on remaining potential claims included in the DRO

## 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.



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.

---

**Task Details**

Category: Estate ID: 883435  Name: Contact, UQ

Sub category:

Task template: ZFREEFORMAT

Description: Call client to check whether he's restarted work & what date he'll resume payments

Allocation type: Officer

Allocated to: Skye Boat

Due date: 8-Sep-2020

Task status: **Open**

On hold

Comment: This client was made redundant, but said he has a new job starting on 7.9.20

**Best Practice Tip**

Make sure that as soon as you log on to OASIS, you check any outstanding tasks. It is particularly 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.

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

The screenshot shows the NZITS dashboard interface. At the top, there are buttons for 'DRO Register', 'Insolvency Register', and 'OASIS3'. The navigation bar includes 'Insolvency Home', 'Dashboard' (highlighted), 'Estates', 'Activities', 'Communications', and 'Search'. The user profile 'Boat, Skye' is visible in the top right.

**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 DRO 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 and creditors 10 working days within which to make any comments or representations (objections) to the application.

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 DRO is made

Once a DRO 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.

**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.

**NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE**

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

Insolvency Home Dashboard Estates ▾ Activities ▾ Communications ▾ Search ▾

🕒 0:00:10 **Assets**

[Time Entry](#)

[Estate 884223](#)  
Sky, Sunny  
[Online File](#)

**Assets**

[Claims](#)  
[Tasks](#)  
[Contacts](#)  
[Referrals](#)  
[Info Requests](#)  
[Summary](#)  
[History](#)  
[Order](#)  
[Application](#)

⊕ 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 OA’s trust account, OASIS will show this.

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

## 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.

Creditors must register their claims 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.**

Any creditors who are having issues and need assistance with the online claim registration process should be referred to the Help and Support section of the website or to our Service Centre on Freephone 0508-467-658.

## Claims filed online

Creditors must include evidence to support the claim they have made via the online claim process.

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.

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>

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

The screenshot displays a web interface for managing creditor claims. On the left is a navigation menu with links for Time Entry, Estate 883435 (with sub-links for Contact, UQ, and Online File), Assets, Claims, Tasks, Contacts, Referrals, Summary, History, Order, and Application. A 'Data Fix' button is also present in the menu.

The main content area is divided into several sections:

- Creditor Details:** Includes fields for Creditor name and Creditor Email, and a 'Change' button.
- Estate details:** Features an 'Add' button and a table with columns for Estate number (883435), Estate name (Estate 0010), and Paid to date.
- Claim Details:** This section contains multiple input fields and dropdown menus:
  - Claim ID: 1635662
  - Claim channel: OCL
  - Notified value: \$
  - Wages tax rate: %
  - Claim Value: \$ 8,000.00 (NZD dropdown), with a 'To be advised' checkbox.
  - Creditor reference: Testing
  - Admitted Value: \$
  - Aware to ITS (DD/MM/YYYY): 8/09/2020
  - Claim status: Received
  - Lodged To ITS (DD/MM/YYYY):
  - 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:** A large text area for notes.
- Reason for change:** A text area for explaining changes.
- Related Links:** A table with columns for Type, ID, and Description, and an 'Add Link' button.
- Supporting evidence:** A section with a yellow header containing a document icon and the text 'Blank document.docx - Outstanding amount evidence'.

At the bottom of the page, there is an 'Undo' button, a timer showing '0:04:56', and buttons for 'Time Entry', 'Online Details', 'Back', and 'Save'.

### Receiving evidence of claims

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:

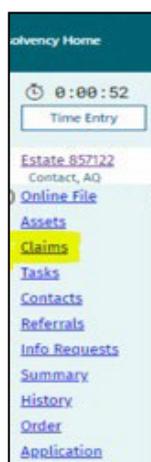
- the estate number, **immediately followed by a semi-colon (;)**
- a meaningful subject heading

The screenshot shows an email composition interface. The 'To...' field contains 'Oasis3'. The 'Subject:' field contains '883435;Claim evidence IRD'. The 'Attached:' field shows a document icon and the text 'inland Revenue UK.doc (25 KB)'. There is a 'Send' button on the left.

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 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:

The screenshot shows the 'Claims' page in OASIS. The page header includes the New Zealand Insolvency and Trustee Service logo and navigation tabs for DRO Register, Insolvency Register, and OASIS3. The main content area shows a table of claims with the following data:

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	\$10,945.34	\$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>

This will take you to the details of the claim:

ORO Register Insolvency Register DASIS3

Dashboard Estates Activities Communications Search

Undo Back Save

[Estate 003435](#)  
[Contact, UO](#)  
[Online File](#)  
[Assets](#)  
**[Claims](#)**  
[Tasks](#)  
[Contacts](#)  
[Summary](#)

Data Fix

### Creditor Details

Creditor name: Organization 0319  
Creditor Email: noreply@oasistesting.intp.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  
Admitted Value: \$  
Aware to ITS (DD/MM/YYYY):

Claim status: Potential  
Lodged To ITS (DD/MM/YYYY):

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: Its - Pur - 2017,  
Reason for change:

Rectangular Snip

### Related Links

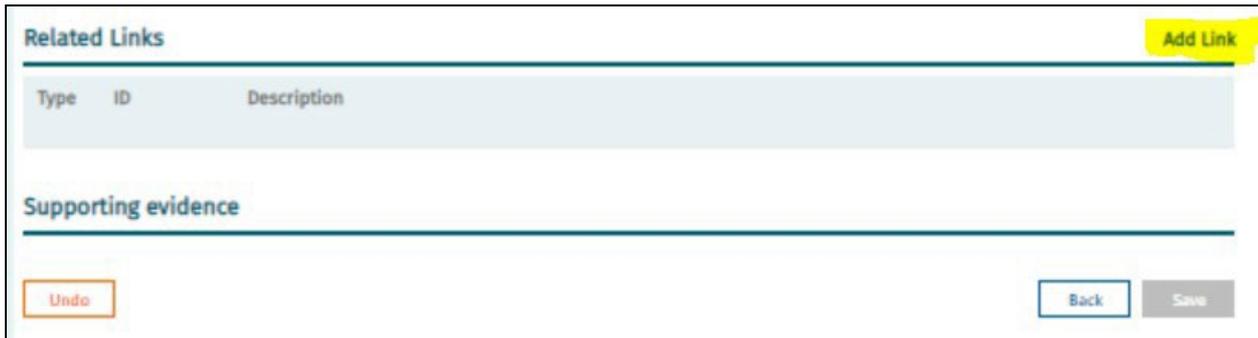
Add Link

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

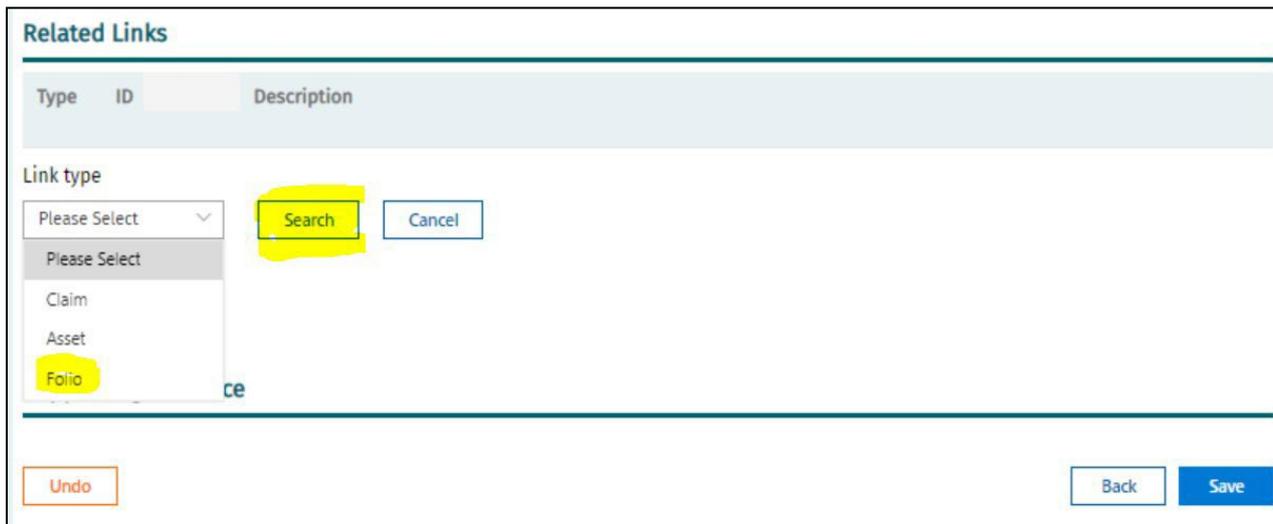
### Supporting evidence

Undo Back Save

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

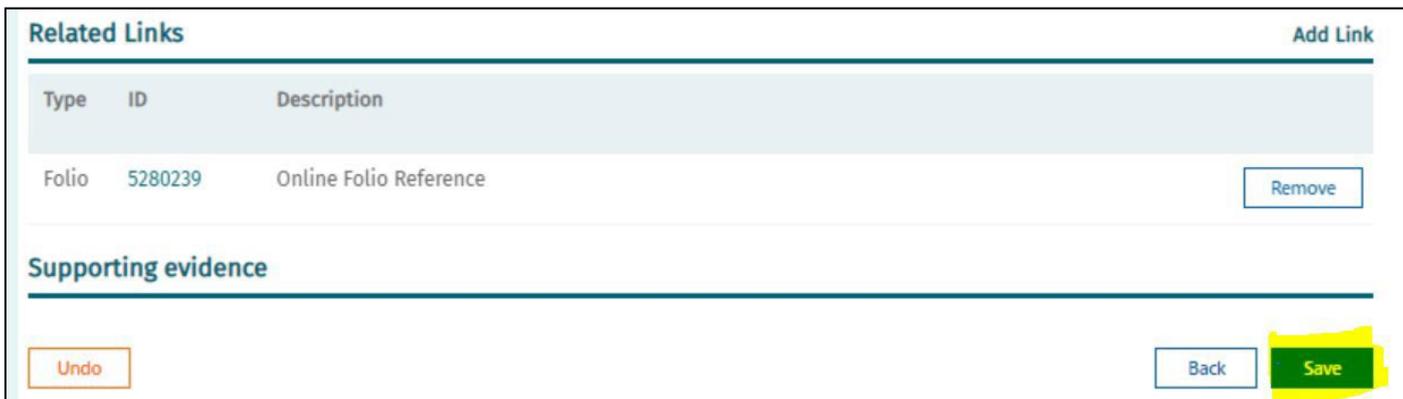


Then select 'Folio' under the 'Link type' heading & select 'Search':



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



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	<a href="#">Remove</a>

---

**Supporting evidence**

[Undo](#)
[Back](#)
[Save](#)

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:

Notified value  
\$

Claim value  
\$ 2,061.19 NZD  
 To be advised

Admitted value  
\$ 2,061.19

Claim status  
select status

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  
vetted mm

---

**Related Links**

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

---

**Supporting Evidence**

[Power 6500 proof of debt.pdf - Outstanding amount evidence](#)

## Vetting Creditor Claims

### Important Note

This is a particularly 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 amount of the claim and the amount of the evidence **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, e.g. 'Vetting' here, then select 'Save':

The screenshot displays the OASIS system interface for managing creditor claims. The top navigation bar includes a clock showing 0:18:55, an 'Undo' button, and buttons for 'Time Entry', 'Online Details', 'Back', and 'Save'. The left sidebar contains a menu with options like 'Estate 883435', 'Assets', 'Claims', 'Tasks', 'Contacts', 'Referrals', 'Summary', 'History', 'Order', and 'Application'. The main content area is divided into sections: 'Creditor Details' with fields for 'Creditor name' and 'Creditor Email', and 'Estate details' with an 'Add' button and a table showing 'Estate number' (883435) and 'Estate name' (Estate 0810). The 'Claim Details' section includes fields for 'Claim ID: 1635662', 'Notified value', 'Claim Value' (\$ 5,000.00 NZD), 'Admitted Value' (\$ 5,000.00), and 'Claim status' (Vetted). Other fields include 'Claim channel: OCL', 'Wages tax rate', 'Creditor reference' (Testing), 'Aware to ITS (DD/MM/YYYY)' (8/09/2020), and 'Lodged To ITS (DD/MM/YYYY)'. The 'Admitted Value' field and the 'Vetted' option in the dropdown are highlighted in yellow.

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  
Wtting

**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**

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

Wages tax rate %

Creditor reference

Aware to ITS (DD/MM/YYYY)

Lodged To ITS (DD/MM/YYYY)

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

**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. For example, 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 [DRO@insolvency.govt.nz](mailto:DRO@insolvency.govt.nz) and the DRO Admin Team 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

---

<p>Claim ID: 1634921</p> <p>Notified value \$ 5,000.00</p> <p>Claim Value \$ 5,000.00 <span style="float: right;">NZD ▾</span></p> <p><input type="checkbox"/> To be advised</p> <p>Admitted Value \$ 5,000.00</p> <p>Claim status  <div style="border: 1px solid #ccc; padding: 2px;">           Duplicate ▾            Potential            Received            Vetted            Admitted            Suspended  <span style="background-color: #ffff00;">Duplicate</span>            Rejected            Withdrawn            In Error         </div> </p>	<p>Claim channel: MCL</p> <p>Wages tax rate <input style="width: 100%;" type="text"/> %</p> <p>Creditor reference <input style="width: 100%;" type="text"/></p> <p>Aware to ITS (DD/MM/YYYY) <input style="width: 100%;" type="text"/> </p> <p>Lodged To ITS (DD/MM/YYYY) <input style="width: 100%;" type="text"/> </p>
---	--

- 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 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	<input type="text"/>			
Claim status	Lodged To ITS (DD/MM/YYYY)			
Withdrawn	<input type="text"/>			
Potential				
Received				
Vetted				
Suspended				
Duplicate				
Withdrawn				
In Error				
Not Received				
Is the claim under appeal?	<input type="radio"/> No			
Does claim include any contract interest?	<input type="radio"/> No			
Does claim include OA GST?	<input type="radio"/> No			
General comment	<input type="text"/>			
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

## Rejecting claims

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 related documents must be **saved to the estate 'Online File' and linked to the claim.**

0:01:23
Undo
0:01:23
Time Entry
Back
Save

Time Entry

Change Estate

Estate 897680  
Test Test, Test  
[Online File](#)

[Assets](#)

[Claims](#)

[Tasks](#)

[Contacts](#)

[Referrals](#)

[Summary](#)

[History](#)

[Trust Account](#)

[Payment Request](#)

Data Fix

Filenote

### Creditor Details

---

Creditor name: [2121120](#) The Official Assignee As DRO Supervisor  
Creditor email: dro@insolvency.govt.nz  
[Change](#)

### Estate Details

---

[Add](#)

Estate number	Estate name	Paid to date

### Claim Details

---

Claim ID: 2101575

Notified value  
\$ 500.00

Claim value  
\$  NZD

To be advised

Admitted value  
\$

Claim status  
**Rejected**

Claim type  
Unsecured creditor with POD

Transaction code  
Dividend to unsecured creditors

Priority  
410

Claim source  
Paper

Is the claim under appeal?  No

Does claim include any contract interest?  No

Does claim include OA GST?  No

General comment

Reason for change  
**Not a valid claim, debt not included in DRO - XX 13/06/2022**

Claim channel: MCL

Wages tax rate  
 %

Creditor reference

Aware to ITS (DD/MM/YYYY)  
13/06/2022

Lodged to ITS (DD/MM/YYYY)

### Related Links

[Add Link](#)

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 OA in writing within 15 working days of this notification to have this decision reviewed'**.

Note: The OA may modify or reverse the Supervisor's decision to reject creditors claim.

**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, 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.**

***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.

### 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 dashboard for Estate 884223. The top navigation bar includes 'Home', 'Dashboard', 'Estates', 'Activities', 'Communications', and 'Search'. Below this, there are tabs for 'Overview', 'Key Data', 'Employment Data', and 'Statistical Data'. A sidebar on the left contains a 'Time Entry' button and a list of links: Estate 884223, Sky, Sunny, Online File, Assets, Claims, Tasks, Contacts, Referrals, Info Requests, Summary, History, Order, and Application. The main content area displays the following details:

- Estate number: 884223
- Name: Sky, Sunny
- Date of birth: 1-Feb-1972
- Adjudication address: 55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand
- Estate type: Debt Repayment Order
- Estate creation date: 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

**Address Details**

Current
  Previous
  Future

Valid from  
8-Sep-2020

Address type  
Email

Email  
 Address  
 Registered Office  
 Address for Service  
 Phone  
 Fax

Cancel Save

**Important note**

**DO NOT** overwrite 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 client's main correspondence address
- Advised by Debtor should be ticked if the debtor has advised you of this change themselves.

**Address Details**

Current
  Previous
  Future

Valid from  
8-Sep-2020

Address type  
Address

Advised by debtor
  For correspondence

Care of

PO box or private bag number / Street name and number  
55 Wordsworth Street, Sydenham, Christchurch, 8023, New Zealand

Manually Enter Address

Notes

Cancel Save

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 OASIS. 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 debtor 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 is important to give a brief but meaningful description of what the entry contains.

The screenshot shows an email composition interface. The 'To' field contains 'Oasis3'. The 'Subject' field contains '883435;Claim evidence IRD'. The 'Attached' field shows a document icon and the text 'inland Revenue UK.doc (25 KB)'. There is a 'Send' button on the left side of the form.

#### 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 outlined above.

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

**Trust Account**

As a DRO Supervisor you can 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 are 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).

**NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE**

DRO Register    Insolvency Register    **Trust Accounting**

Insolvency Home    Dashboard    Estates ▾    Activities ▾    Communications ▾    Search ▾

Overview    Key Data    Employment Data    Statistical Data    Final

Estate 824857  
Contact, IC Middle

Online File  
Assets  
Claims  
Tasks  
Contacts  
Summary  
**Trust Account**

Data Fix

Obj period end: 1-Aug-08  
Order date: 22-Jul-08  
Estimated order end: 1-Aug-11

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**  
Estate creation date: **18-Jun-2008**

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.

**NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE**

**Case Management**

Insolvency Home    Trust Account ▾    Dividends ▾    BS    Boat, Skye ▾

Transaction History    Account Balances    Back

**Account Details**

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

## Transaction History

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

The screenshot shows the 'Insolvency Home' dashboard. At the top right, there are navigation menus for 'Trust Account' and 'Dividends', and a user profile for 'BS Boat, Skye'. Below the navigation, there are three buttons: 'Transaction History' (highlighted in yellow), 'Account Balances', and 'Back'. The main content area is titled 'Account Details' and contains 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

## Account Balances

The screenshot shows the 'Insolvency Home' dashboard with the 'Account Balances' page selected. The page includes an 'Export' and 'Back' button. The 'Account Details' section displays the following information:

- Account name: TA 0386
- Account code: 00
- Account status: Closed
- Current balance: \$0.00
- Estate number: 824857
- Estate name: Estate 0615
- Estate type: Debt Repayment Order
- OA Bank account: 004
- Description: Debt Repayment Order Trust Account

The 'Transaction Filters' section includes a date range selector, a 'Batch type' dropdown, and a 'Transaction code' dropdown, with a 'Search' button. Below the filters are three checked checkboxes: 'Include future recoveries', 'Include recoveries written off', and 'Include recoveries in error'.

The 'Unprocessed Transactions (0)' section is empty. The 'Processed Transactions (202)' section shows a table with the following data:

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

To view the account balance, select the 'Account Balances' button.

The screenshot shows the 'Insolvency Home' dashboard with the 'Account Balances' button highlighted in yellow. The main content area is titled 'Account Details' and contains 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

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

The screenshot displays the 'Account Details' section of the Insolvency Home dashboard. The account is identified as 'TA 0386' with ID '49895' and is currently 'Closed'. It is a 'Debt Repayment Order Trust Account' for 'Estate 0615'. The account balance as of 30-Nov-2020 13:49 is \$0.00 across all categories: Available, Withheld, Total funds, Recovery, and Unrecovered time costs. The description is 'Debt Repayment Order Trust Account'.

Account Details	
Account ID: 49895	Account status: Closed
Account name: TA 0386	Account code: 00
Estate number: 824857	Estate type: Debt Repayment Order
Estate name: Estate 0615	Description: Debt Repayment Order Trust Account
OA Bank account: 004	
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 considering the application fee, Supervisor's commission and OA'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.

The screenshot shows the 'My Key Tasks' section of the dashboard. It contains a table with one task: 'Approve SIO Dividend Worksheet' with a due date of '14-Sep-2020'. A 'View' button is located to the right of the task.

Name	Number	Expiry date
Approve SIO Dividend Worksheet		14-Sep-2020

### 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'.

The screenshot shows the OASIS dashboard. At the top right, there is a blue 'Case Management' button. Below it, the 'Trust Accounting' button is visible. The 'Dividends' dropdown menu is open, showing options for 'Search Worksheet' and 'Process Dividends'. The dashboard also displays the 'Hello from Trust Accounting' message.

Enter the estate number and select 'Search'.

The screenshot shows the 'Case Management' interface for the New Zealand Insolvency and Trustee Service. The top navigation bar includes 'Insolvency Home', 'Trust Account', 'Dividends', and a user profile 'BS Boat, Skye'. A 'Back' button is located in the top right. The main content area is titled 'Search Worksheet' and contains a form with the following elements:

- A text input field for 'Estate number' with a 'Find' button to its right.
- A 'Required' label in red text below the input field.
- A 'Collapse' checkbox below the 'Required' label.
- 'Clear' and 'Search' buttons on the right side of the form.
- A 'Search Results' section below the form.

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:

The screenshot shows the 'Work Trans' screen with a table of transactions. A notification at the top states: "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." The table has the following columns: Estate, Payee/Payer, Type, Trans. code, Priority, Claim ID, Div rate, Paid to date, joint paid, Amount, GST, and Net. The table is divided into sections: 'No priority transactions (2)' and 'Priority 410 transactions (5)'. The 'Priority 410 transactions' section includes entries for ASB Bank Limited, Cash Converters New Zealand, Collection House Nz Ltd, and WINZ (Ministry of Social Development). A 'Totals' row at the bottom shows a net amount of (\$252.18).

Estate	Payee/Payer	Type	Trans. code	Priority	Claim ID	Div rate	Paid to date	joint paid	Amount	GST	Net
<b>No priority transactions (2)</b>											
	SIO Commission Holding	J	OASIOCO...						(\$27.00)	(\$0.00)	(\$27.00)
	SIMMONS, Andrew Noel	J	OASIOCO...						\$27.00	\$0.00	\$27.00
<b>No priority transactions Totals:</b>									<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Priority 410 transactions (5)</b>											
	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)
<b>Priority 410 transactions Totals:</b>									<b>(\$252.18)</b>	<b>\$0.00</b>	<b>(\$252.18)</b>
<b>Totals:</b>									<b>(\$252.18)</b>	<b>\$0.00</b>	<b>(\$252.18)</b>

### 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.

The screenshot shows a software interface for managing a trust account. At the top, there are navigation tabs: Trust Account, Payments, Dividends, and Reports. On the left, a sidebar lists options: Estate, Worksheet (First), Work trans, View statement, Actual trans, View worksheet, and Surplus. The main content area is titled 'Worksheet' and contains the following information:

- OA Bank account: Debt Repayment Order Trust Account
- Main estate account: [Dropdown menu]
- Worksheet ID: 318470
- Dividend type: Interim
- Worksheet status: [Dropdown menu with options: First approval granted, First approval granted, **Final approval granted**, Draft]
- Interim % of available: 100.0
- Interim priority: [Text input field]
- Batch date: 10-Feb-2021
- Accounting period: 8
- Period start: 1-Feb-2021
- Period end: 28-Feb-2021
- Disbursement account: [Text input field]
- Include withheld funds:
- Transfer balances to main account:
- Bank control account: BNKCTL
- Outstanding application fee: \$0.00
- OA's disbursements: [Text input field]
- GST Registered: No

Below the 'Worksheet' section, there are sections for 'Commission' and 'OA Commission':

- Commission account: SIO Commission
- Net value of assets realised: \$738.00
- OA Commission
- Commission charged to date: \$18.45
- Minimum charge: \$0.00
- Commission charged: \$46.80
- Uncharged commission due: \$0.00
- Commission amount: 27.00

***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 extremely 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 is 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						
16	joint claims (y/n)	y		instalments	\$	-	
17	amount of joint claims			instalments to pay		#DIV/0!	
18	joint loaded correctly (y/n)	y		days remaining		#DIV/0!	
19	duplicate claims flagged correctly (y/n)	y		estimated end date		#DIV/0!	
20	received claims followed up (y/n)	y		months over (under) to complete		#DIV/0!	
21	potential claims (y/n)	no					
22	check joint claims exceeding 50%	check joint claims		Commission			
23		#DIV/0!		OA	\$	-	
24		Worksheet		Supervisor		0.00	
25	worksheet date	31-Jul-18					
26	Amount Paid to Creditors	\$	-				
27	Dividends under \$20						
28		\$	-				
29	Percentage paid to date	#DIV/0!					
30							
31	check contributions will satisfy order	#DIV/0!					
32	cents in the dollar not exceeded	#DIV/0!					
33	check commission/fees	#DIV/0!					
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 OASIS (see below) you need to enter the **Total Payments** figure.

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

Cell B6 – From the 'Summary' tab of the estate in OASIS 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 (e.g., 52 (Weekly) 26 (Fortnightly) or 12 (Monthly))
- Cell B12 – Order end date
- Cell B15 – Enter the total of all potential (non-joint) claims

- 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 0508-467658 or email our DRO Team at [DRO@insolvency.govt.nz](mailto:DRO@insolvency.govt.nz)**