



The Insolvency  
Service

Insolvency Practitioner Regulation Section  
16<sup>th</sup> Floor  
1 Westfield Avenue  
Stratford  
London  
E20 1HZ

Email: [Dear.IP@insolvency.gov.uk](mailto:Dear.IP@insolvency.gov.uk)  
[www.gov.uk/government/organisations/insolvency-service](http://www.gov.uk/government/organisations/insolvency-service)

## DEAR INSOLVENCY PRACTITIONER Issue 158 – February 2023

Message from Claire Hardgrave  
Head of Insolvency Practitioner Regulation Section

*Dear Reader,*

*This newsletter has been a valued publication for many years, bringing insolvency news and updates from the Insolvency Service and other government departments to Insolvency Practitioners and other interested stakeholders.*

*In 2020, Dear IP changed its format in response to the Covid-19 pandemic. It became a medium for informing stakeholders about the rapid changes and developments in the area of insolvency legislation intended to mitigate the impact on UK households and businesses. The frequency changed from quarterly to monthly, and the scope broadened to channel urgent and critical content from multiple sources to our subscribers.*

*Three years on, we will now return to the previous, more focused and technical format, and a quarterly publication.*

Consequently, we are introducing the following changes to the format of the publication:

- *Dear IP will return to its previous area of focus: mainly on technical updates and revisions to legislation, together with updates from policy and other departments within the Insolvency Service and other agencies.*
- *It will no longer routinely accept external submissions of content for re-distribution, particularly if they have already been published by potential contributors via bulletins or regular updates to subscribers. However, we are happy to consider requests to use the Dear IP circulation list, or the Insolvency Service's Stakeholder Bulletin for such updates.*
- *It will be issued on a quarterly basis.*
- *A reminder and request for submissions will be issued to regular contributors and the RPBs a month before the date of the next issue.*

*Dear IP for March will be issued as usual, Dear IP for April will move to the new approach; and thereafter Dear IP will be published in April, July, October, and January.*

In this issue:

Information/Notes page(s):

**Chapter 8      Crown departments**

Article 51      Completing and submitting VAT100 (2021)

## **51) Completing and submitting the VAT100 (2021)**

As part of its work to improve the customer journey for Insolvency Practitioners, HMRC has improved the way VAT returns are processed.

HMRC introduced a new style VAT100 (2021) return and a fully automated process, which means that when a return is received it is automatically scanned and captured onto the system.

If your record has been migrated to the new IT system, please ensure that you are only using the new versions of the VAT100 that are issued to you. If you need another copy, please contact HMRC.

Each VAT100 return has a unique machine-readable barcode which is generated for each specific transaction.

HMRC has noticed an increase in returns being received where the barcode has been altered or deleted, where copies of returns have been used for other cases, and where pre-populated return dates have been manually altered.

If any alterations are made, or returns are made on a form other than the transaction it has been sent for, this can lead to delays in processing as HMRC is unable to use the automated rapid data capture process.

See the guidance at [How to fill in and submit your VAT Return \(VAT Notice 700/12\)](#) for a list of things to consider when submitting online or on paper.

Please ensure that the boxes are filled in correctly and that there are no amendments to the return as they will not be automatically scanned to the system.

If you are submitting a nil return or a nil value in any of the 9 boxes, please ensure you use numerical values only e.g., 0.00 and do not write the words 'nil' or 'zero'. This may cause potential delays in processing as the new VAT100 is built to read numerical values only.

As before, if your record has not been migrated to the new IT system, please continue to use the old versions which have been sent to you. If you are unsure of the status of your record, please contact HMRC.

*Below, we have included images of the old and new forms to help you identify the differences.*

HMRC knows that you want to get things done as speedily as possible and it wants that too, so to ensure that submissions of all VAT forms are received

correctly, please post them directly to the appropriate addresses. See [Insolvency \(VAT Notice 700/56\)](#) for details.

If you have any questions about this Insolvency Bulletin, please direct them to R3 or your representative group who will take them forward with HMRC.

### **Questions and Answers**

**Q. Can I send a cheque with a VAT100 (2021) return?**

**A.** Yes, you can send a cheque with the return, but please do not staple the cheque to the return.

**Q. I do not have the information needed to complete a pre-insolvency VAT100 (2021) return. What should I do?**

**A.** Please call or write to HMRC using the relevant contact details in [Insolvency \(VAT Notice 700/56\)](#) and their teams will be happy to help you. If writing, please make sure that you have not attached a blank VAT100.

**Q. I have not received a response or my repayment, should I send another VAT100?**

**A.** No, please do not send an additional VAT100. HMRC would prefer, if required to chase progress, a letter to be sent to the appropriate address.