

INSSight: New templates and guidance

In the autumn, the Insolvency Service will be introducing a new internal case management system called 'INSSight'.

You should plan to use the new templates from October 2024, and replace any previous ones in use. We will confirm the exact date in due course.

Contents

1. New templates
2. Unclaimed receipts
3. Cheque and BACS payment requisitions
4. IVA Registrations
5. Bulk transfer of bankruptcy, compulsory liquidation and non-compulsory liquidation cases

1. New templates

The new templates have slightly different fields to the versions used at present.

For guidance purposes, mandatory fields appear as black text, optional fields appear in red. Fields that are for Insolvency Service use only appear in green and must be left blank.

All templates should be saved and sent to us in CSV format. Please note, once saved, the coloured text will revert to black.

The process for submitting information is still the same:

1. Use a separate email for each template you want to send.
2. Enter the name of the type in the subject header to make sure it can be correctly identified and processed.
3. Send the completed template and covering email to Customerservices.eas@insolvency.gov.uk.

Authorised email accounts

We will only accept templates from an email account that has been authorised by a licensed Insolvency Practitioner.

It's your responsibility to make sure access to this account remains secure and is not used by unauthorised parties. We cannot accept liability for emails sent to us by people who are not authorised to use this email account.

To nominate other people within your firm to submit on your behalf, please send us an email from the address we have on our records to give authorisation to them.

2. Unclaimed Receipts (and the creditor listings relating to those receipts)

CAU form 103 or 104 should be attached to an email along with the correct template. We can accept CAU forms without a template, however these may take longer to process.

Please use the subject header: 'IP Unclaimed'.

It is important that you do not use the case reference when paying unclaimed receipts into the Insolvency Service Account. A case reference should only be used when making other remittances such as realisations. For unclaimed receipts please quote the form number e.g. CAU103 followed by your INSS IP Number.

Changes to: Unclaimed Receipt & Creditor template

- 'Amount Due to Creditor' has been renamed as 'Amount'
- there are three new mandatory fields: 'Case Reference', 'Case Type' and 'Creditor Type'
- there are two new optional fields: 'Case Sub Type' and 'Description'
- there are two new fields for INSS use only 'Transaction ID' and 'Mode (Unclaimed)'

3. Cheque and BACs payment requisitions

There are separate templates for Cheque and BACs requisitions. Do not mix methods of payment on a single template.

We can only accept one template per email.

Please use the subject header 'IP Requisitions'.

Your CAU form 101, 105 or 109 should be attached to the email along with the template. We can accept CAU forms without a template, however these may take longer to process.

We can accept multiple payment requisitions per spreadsheet, but they must be from the same estate and be covered by the same CAU form.

The 'IP address' provided should be the address you require the payment making to. This might be your office address or your firm's head office, but it must match an address we hold in our records.

4. IVA registrations

Templates should be submitted by email with the subject header: 'IVA Registrations' (for registrations)

Where there are joint supervisors on an IVA, please provide a name and the INSS Service IP Number for the Lead Supervisor.

New templates for IVA completions and terminations will be shared at a later date.

Changes to: IVA Registrations

- 'Supervisor Surname and DTI Number' have been separated into two fields called 'IP Surname' and 'INSS IP Number'
- 'Supervisor Postal Address' field has been renamed as 'IP Address'.
- 'Date Approved' has been renamed as 'IVA Date Approved'
- there is a new optional field 'IVA Fee Payment Reference'
- two other new fields ('IVA Fee Received' and IVA Batch Reference') are for INSS use only

5. Bulk transfer of bankruptcy, compulsory liquidation and non-compulsory liquidation cases

Templates should be submitted by email with the subject header: 'IP Bulk Transfer'

Cases of different types can be included in the same template.

You should continue to send a copy of the signed court order when telling us about bulk transfers of cases. This should be attached to the email with the template.

A separate template for bulk transfer of IVAs will be shared with you soon and this guidance will be updated.