

Debt Relief Order Newsletter – August 2009

Day 2 Fix Edition



Creditor Page Functions

When a creditor has been added to the web application it will appear in a creditor grid on the creditor page, there is now a function to scroll back and forth between the list of creditors if this list is larger than 10 creditors.

This function should allow intermediaries to ensure all creditors have been added correctly before submitting the application.



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Edit & Delete Function

Where intermediaries have added creditors and not used the drop down list, intermediaries will now have the function to amend and/or delete these creditor details.

As such it is a requirement that intermediaries review the information before submission to ensure accuracy. The DRO Unit will no longer be making any amendments to creditor details.



Creditor Drop Down List

The creditor drop down list within the creditor page of the web application, has now been amended and all creditors will appear in alphabetical order.

As such, it is imperative that intermediaries are using the available drop down list and not adding creditors to the application unnecessarily.

The Insolvency Service will be adding regular creditors to the drop down list on an ongoing basis.



Address Look Up Function

When entering a debtor's address the web application now has an extra line for the debtors town. This is in addition to the address lines and the county and postcode fields.

This should enable intermediaries to locate and match the debtors address much easier than previously found.

Submitted Applications

Intermediaries wishing to view the status of one of their applications should select the "view applications" function on the first page of the web application.

This list will cover all applications that the intermediary has started or completed.

Intermediaries should note that when an application has been submitted a date will appear next to the application number in the submitted field, this will clearly show when the application has been submitted to the DRO Unit.

If there is no date in the submitted field then the intermediary will know the application has yet to be submitted.



Intermediary Passwords

Any intermediary that finds themselves locked out of an application, or where they have a locked password, will now have their passwords and/or applications automatically unlocked after a 1 hour period.

As such, it is requested by the Insolvency Service that intermediaries no longer contact the DRO Unit to unlock any applications and merely wait for the 1 hour to elapse. Unless of course it is an emergency and the application or password needs unlocking immediately.