

Online Services Help

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About Online Services

Online Services provides registered users with access to administrations related information stored on ITSA's internal database (not including the National Personal Insolvency Index). Its function is to enable efficient and effective management of key communications and administration related transactions between users and ITSA including:

- Administration enquiries and monitoring
- Document tracking and lodgement status/progress updates
- Correspondence and communications management.

Future releases will enable more of your business functions to be performed online.

Who May Use Online Services

Online Services provides registered trustees and their employees with the ability to manage their basic transactions and communications with ITSA online.

Interested trustees and their employees may register for Online Services by submitting an application through the ITSA website.

See [Register for Online Services](#)

Online Services Functions Available to Users

Online Services enables trustees to:

- Manage some registration information (e.g. your contact details)
- Grant access for trustee personnel to Online Services (including ability to audit all online personnel activities)
- Generate a Certificate of Appointment for your current administrations
- View your current List of Administrations (excluding Debt Agreement administrations)

Online Services Help

- View details of each administration, both active and finalised (debtor names, administration type, start/end dates, administration status, discharge status, etc)
- Finalise or reactivate an administration
- View your document lodgement history with ITSA and establish processing status of documents

Later releases of Online Services will enable you to:

- Lodge objections to discharge from bankruptcy
- Request issue of an Official Receiver Notice
- Lodge Consents to Act where a petitioning creditor has requested your appointment
- Lodge other documents that require filing with the Official Receiver
- View a list of Debt Agreements that you administer
- View and manage your account with ITSA where you have established a credit facility with ITSA for OR Notice applications, NPII searches and S188 lodgements

Online Services Help

Help text is available to support speedy adaption to the system. It may be useful to print a copy of the document for preliminary review on how to use the system.

Access it as you work on administrations by clicking **Help** at the foot of the Main Menu to the left of your screen.

Help Text References - Changes to ITSA Business Entities

Owing to organisational restructure ITSA business entities have changed.

Please note the following changes to business line names referred to in **Help** documentation:

- Bankruptcy Registry and Compliance is now **Information and Registry (IR)**
- Bankruptcy Regulation is now **Regulation and Enforcement (RE)**
- Estate Administration is now **Trustee Services (TS)**

Helpdesk Details

If you encounter any technical or procedural issues in the use of Online Services please contact OLS Helpdesk.

Phone: 1300 3647 85

Email: onlineservices@itsa.gov.au

Your Feedback

Your views as a user are critical for future development of Online Services and Online Services Help. Please provide us with your feedback through the Online Services Feedback Form available from the Main Menu.

Statements and Disclaimers

Terms and Conditions

In these Terms and Conditions:

- 'we', 'us' and 'our' means the Insolvency and Trustee Service Australia (ITSA)
- 'you' and 'your' means you as the user of ITSA web based services
- 'Online Services' means this electronic data system provided by ITSA, a person includes an individual, a partnership and any body whether incorporated or not.

How these terms and conditions apply

These terms and conditions apply to your current use of Online Services.

These terms and conditions, your use of Online Services, and information provided to you through this system, are governed by the laws in force in the Australian Capital Territory, Australia.

Your obligations as a user of this service

1. Access Security

If you use a digital certificate, user ID, password or similar mechanism to access ITSA Online Services, you must:

- comply with the terms and conditions that relate to that access mechanism
- keep that access mechanism secure at all times, and
- not disclose that access mechanism to, or share it with, others.

You must not use an access mechanism to access ITSA Online Services if that access mechanism:

- has not been issued to you, or
- has been revoked by its issuing authority.

If the security of an access mechanism issued to you has been compromised, or if there is any change in the information on which the issue of your access mechanism was based, you must notify the issuing authority immediately.

2. Data Security

Data about individuals and entities provided to you through ITSA Online Services is confidential. You must ensure that unauthorised persons do not have access to that data. If your computer will be unattended, even briefly, you must log out from this service or lock your computer. Please refer to the ITSA Security guidelines for more information.

3. Acting for Another Person

To use this service to access data relating to, or to carry out a transaction for, another person:

- you must be currently appointed by that other person to access data or carry out transactions on their behalf, and that appointment must not have been revoked
- if that appointment is based on you holding a certain position (e.g. as that other person's employee or agent for bankruptcy purposes) – you must currently hold that position, and
- if that appointment is based on you holding a certain qualification (e.g. as a registered trustee) - you must currently hold that qualification and that qualification must not currently be suspended or cancelled.

4. Secondary Accounts

If you are using ITSA Online Services to apply for access for a staff member you must confirm the identity of each member of your staff for whom you are creating or applying for that access mechanism.

5. Breach of Terms and Conditions

If you breach any of these terms and conditions, you must:

- immediately advise ITSA of that breach
- immediately stop using this service, and
- not use this service again until ITSA advises that you can.

6. Responsibility for Actions

You will be responsible for (and you indemnify ITSA against) any loss or damage to any person arising from:

- any breach by you of these terms and conditions, or
- any wilful, negligent or unlawful act or omission by you in relation to, or in the course of using, this service
- however, your liability to ITSA will be reduced to the extent that any wilful, negligent or unlawful act or omission by ITSA has contributed to that loss or damage
- your responsibility for activities undertaken by you through this service (e.g. for updates made and returns, notices, statements, applications and other documents transmitted to ITSA) will continue despite ceasing to use this service or having access to it.

Insolvency and Trustee Service Obligations

1. Privacy and Secrecy Obligations

ITSA is bound by:

- the Privacy Act 1988 – including the Information Privacy Principles set out in section 14 of that Act – for further information please see the Privacy Statement on this site, and
- the common law, and the privacy provisions in the Australian Bankruptcy ACT, to protect bankrupts and associated parties information in possession – for further information refer to the use and disclosure section in the Privacy statement on this site.

We will ensure that Online Services complies with these laws at all times.

2. Provision of Online Services

ITSA can:

- limit your ability to use this service
- terminate your access to this service at any time
- determine the times and periods during which Online Services transmissions can take place
- vary the terms and conditions of use of Online Services (so the terms and conditions applicable when you next use this service may be different from

- review the activities of users of this service to ensure they are meeting the relevant terms and conditions of use.

3. Online Services and Linked Sites

This service may not contain all the information that you need. We do not prepare (or necessarily endorse) information on non-ITSA sites, even if linked to an ITSA site. ITSA takes no responsibility for your use of a non-ITSA site or the information on it.

4. Information Sent to/from Online Services

ITSA is not responsible for:

- the accuracy, veracity and completeness of material transmitted to ITSA
- errors in the manner of the input of material transmitted to ITSA, or
- any information you may lose as a result of equipment or power failures or ITSA servers terminating your session due to prolonged periods of inactivity.

5. Limited Liability

ITSA will not be liable for any direct, indirect, incidental, special, consequential or exemplary damages (including for loss of profits, goodwill, information, data or other intangible losses) resulting from:

- the use or inability to use Online Services
- unauthorised access or alterations of your transmissions to or from this service
- activities resulting from the loss or misuse of your digital certificate, user ID, password or other access mechanism
- statements or conduct of any third party, or
- any other matter relating to this service.

6. No Warranties by ITSA

Except as specified in these terms and conditions, ITSA gives no implied or express warranties in relation to the use of this service. All statutory warranties are, to the fullest extent permitted by law, expressly excluded.

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This website is presented by the Commonwealth for the purpose of disseminating information free of charge for the benefit of the public.

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Security of the Website

ITSA applies a range of security controls to protect its website from unauthorised access. However, users should be aware that the World Wide Web is an insecure public network that gives rise to a potential risk that a user's transactions are being viewed, intercepted or modified by third parties or that files which the user downloads may contain computer viruses, disabling codes, worms or other devices or defects.

The Commonwealth accepts no liability for any interference with or damage to a user's computer system, software or data occurring in connection with or relating to this website or its use. Users are encouraged to take appropriate and adequate precautions to ensure that whatever is selected from this site is free of viruses or other contamination that may interfere with or damage the user's computer system, software or data.

Privacy Statement

This statement applies to all who access the website.

As an agency of the Australian Government, the ITSA is subject to the Commonwealth Privacy Act 1988 and the Commonwealth Crimes Act 1914 which regulate, among other things, the collection, storage, quality, use and disclosure of personal information.

A record of each visit to the site is made by the web server and the following information is logged for statistical purposes: the user's Internet Service Provider (ISP) address, the user's top level domain name (e.g. .com, .gov, .au, etc.), the date and time of the visit to the site, the pages accessed and documents downloaded, the previous site visited and the type of browser used.

These log files are used for statistical purposes to help improve the services offered by the web site and to diagnose any problems with our server. No attempt will be made to identify individual users or their browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect our log files.

When an attempt is made to 'hack into' the ITSA's internal network, the user's ISP and relevant law enforcement agencies may be notified.

The ITSA website uses temporary web-browser cookies to enable better analysis of user navigation patterns and to provide additional information to our web usage analysis software. These cookies can be blocked by users without affecting their interaction with the site.

This site has security measures in place to protect the loss, misuse and alteration of the information under our control. If you communicate with the ITSA by email or via an electronic feedback form we will record your email address and other personal information only for the purpose for which you have provided it and will not pass it on to third parties or disclose it to anyone without your consent.

All personal data described in the preceding section are stored in our transmission log files and archived for a period as yet to be determined, but likely to be at least 12 months and up to 7 years. Again, this data are only used for web site and system administration including monitoring to prevent security breaches.

Users of this site should also be aware of the inherent security risks associated with transmission of personal information over the Internet and bear this in mind when deciding whether or not to use the electronic communication facilities available on this site or more conventional means (telephone, fax or through the post).

This website contains links to other sites and the ITSA is not responsible for the privacy practices or the content of these sites.

Website Security

Your role in securing information

Technology and computers cannot safeguard information automatically. You need to protect your own information related to using this service.

- Never disclose your user identifier or password to anyone. Insolvency and Trustee Service staff do not need to ask you for your password.
- Always log off correctly by selecting 'Logout' at the top of the screen.

Your user identifier and password are the keys to accessing ITSA Online Services. Do not write down or disclose your password to anyone, including anyone from ITSA. If you think that your user account has been compromised change your password immediately.

We strongly recommend that you:

- keep your computer software up-to-date, especially with security upgrades and patches. These are usually available from the licensor of the software.
- ensure that your anti-virus software is current and running on your computer at all times. Scan new programs/files for viruses before opening, running, installing or using them.
- ensure that you have anti intrusion software – commonly referred to as a 'firewall' – to provide added security around your information and protection from misuse of your identify.
- avoid opening, running, installing or using programs/files you have obtained from a person or organisation unless you are positive that you can trust them.
- select 'Logout' when you are finished using this service. You should also logout if you leave your computer unattended – to avoid others accessing your account, and
- conduct secure disposal practices such as cleansing of the hard disk on disposal of your computer.

Please review this **Website Security** information regularly. The Insolvency and Trustee Service will update it from time to time as we become aware of issues and relevant information which will help you maintain the highest levels of security.

For further information see [Stay Smart Online](#).

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You are not permitted to use the ITSA web site to sell a product or service or to increase traffic to your web site.

Register for Online Services

[Apply for an Account \(Trustee\)](#)

[Apply for an Account \(Employee\)](#)

Register for Online Services

Accounts Registration

Online Services accounts are held in the name of an individual trustee, not a firm. A trustee or a trustee's employees may obtain access to Online Services.

1. **Trustees:** have full access to (i) manage other users; (ii) view and submit changes to their administrations.
2. **Trustees overseeing their own and other trustees' administrations:** have full access to (i) manage other users (ii) view and submit changes to their own administrations (iii) request access to another trustee's administrations to manage other users and/or (iv) to view trustee administrations and/or submit documents.
3. **Trustee employees:** can request access to (i) manage other users with no access to trustee matters and/or (ii) to view trustee administrations and/or submit documents.

Process Overview

The registration process is as follows:

1. User completes an online application, accepts Terms & Conditions and submits it to ITSA.
2. Trustees are sent an email to verify the request to access their administrations.
3. On receipt of verification, ITSA creates a user account and issues a user Security Confirmation Key.
4. Users must login to Online Services within 48 hours. (The Confirmation Key must be entered to access the system.)

ITSA's Information Requirements

Applications for registration must meet ITSA eligibility requirements. The following information is required for lodgement of a registration request:

	User	Information Required
1	Trustee	Registered Trustee number. Trustee must hold current registration
		Business address and firm details
		Personal contact information
2	Employee	Registered Trustee number. Trustee must hold current registration
		Personal contact information
		Business address

Apply for an Account (Trustee)

Registration – Key Steps

1. Accept Terms & Conditions.
2. Complete online application form.
3. Submit application with ITSA.
4. Take down Receipt No. for your records.*

Action

Steps

Menu Path: Online Services > Register for Online Access > **General Information**

Register for Online Access

General Information **Form Setup** Register your Details Trustee Access Security Details Confirmation

Form Setup

Before you apply you must read and agree to the [Terms & Conditions](#) (Conditions of use) and ITSA requirements regarding [Web Site Security](#).

I have read the ITSA terms & conditions and web site security protocols and agree to be bound by the terms and conditions and will adhere to the web site security requirements.

Yes
 No

On what basis are you applying?

As a registered trustee
 As an employee of a registered trustee

Back to General Information Proceed to entering your details

1 Read **General Information** page.

2 Click Register for access setup at foot of screen.

Result: Form Setup screen displays.

The screenshot shows a web form titled "Register for Online Access". At the top, there is a navigation bar with six tabs: "General Information", "Form Setup", "Register your Details", "Trustee Access", "Security Details", and "Confirmation". The "Form Setup" tab is highlighted with a red border. Below the navigation bar, the "Form Setup" section contains the following text: "Before you apply you must read and agree to the [Terms & Conditions](#) (Conditions of use) and ITSA requirements regarding [Web Site Security](#)." Below this text is a statement: "I have read the ITSA terms & conditions and web site security protocols and agree to be bound by the terms and conditions and will adhere to the web site security requirements." There are two radio buttons: "Yes" and "No". Below this is the question "On what basis are you applying?" with two radio buttons: "As a registered trustee" and "As an employee of a registered trustee". At the bottom of the form, there are two buttons: "Back to General Information" and "Proceed to entering your details".

Form Setup

- 3 **Click/Read** [Terms & Conditions](#) and **Close** screen when done.
[Website Security](#) and **Close** screen when done.
- 4 **Click** **Yes** radio button to accept.
- 5 **Click/Select** **As a registered trustee** radio button.
- 6 **Click** **Proceed to entering your details** button.

Result: Register your Details screen displays.

Register for Online Access

General Information | Form Setup | **Register your Details** | Trustee Access | Security Details | Confirmation

Register your Details Enter all mandatory information

Provide the following details:

Registered Trustee Number
*Registered trustee number

Contact Details

*Given Names
*Family Name
*Email Address
*Re-enter Email Address
*Phone Number

Work Address Details

*Address Line 1
Address Line 2
*Locality / City
*State
*Postcode

Register your Details

7 Enter Mandatory information:

Registered Trustee Number

Contact Details

Given Names
Family Name
Email address
Re-enter email address
Phone number

Work Address Details

Address
Locality/City
State
Postcode

8 Click Proceed to entering **Trustee Access** tab.

Result: Trustee Access screen displays.

Trustee Access

Trustees have full access to all their administrations and ability to grant access to other registered users. To request access to other Trustees' administrations, proceed from **Step 9**.

9 Enter Registered trustee number.

10 Click/Select Access level(s) required.

11 Click **Clear** to delete an entry if incorrect

12 Click **Add** button.

Result: Roles Requested table at foot of screen populates with confirmation of access added.

■ Access request added.

Click **Clear** to delete an entry if incorrect and repeat **Steps 9, 10 and 12**.

13 Click **Edit** to change if details are not correct.

If access to other trustees' administrations is required, repeat **Steps 9, 10 and 12**. Otherwise, go to **Step 14**.

14 Click Proceed to **Entering Your Security Details** tab.

Result: Security Details screen displays.

Register for Online Access

General Information | Form Setup | Register your Details | Trustee Access | **Security Details** | Confirmation

Security Details

Username and password

It is essential that you can remember your user name and password. If you only intend to use ITSA online services occasionally you may prefer to use something like your email address as your user name - this may help you remember the name when you login.

* Enter a username of your choice

* Enter a password of your choice ← Enter your details

* Confirm your password

Back to Trustee Access | Proceed to submitting your application

Security Details

- 15 Enter** User name.
- 16 Enter** Password.
- 17 Confirm** Password.
- 18 Click** **Proceed to Submitting Your Application.**

Result: Confirm Application screen displays summary of information entered.

Administration Details

Debtor Name: **David Andrew THALLAS**

RT Reference: [Add Reference](#)

ITSA Admin No: VIC 5374/8/4 [Certificate of Appointment](#)

Summary | Trustees | **Online Lodgement History**

AER period: All

Display

Lodgement Date	Event	Description	Lodged By	Processing Done
23-Jul-2009	RC Payment Matching	Receipt Number P135000090, Line Item Number 1 and Remittance Reference Number RCS-949-164	TESTUSER11	23-Jul-2009
23-Jul-2009	IC Payment Matching	Receipt Number P135000091, Line Item Number 1 and Remittance Reference Number ICS-949-162	TESTUSER11	23-Jul-2009

Confirm Application

19 Check Application details are correct.

20 Click **Submit Your Application for ITSA Online Access.**

Result: Register for Online Access - Receipt confirmation displays.

Register for Online Access - Receipt

Thank you for Registering with Online Services, your request will be processed and you will be notified with your access details. Please keep the following receipt number for further reference.

Receipt Number: REGACS-20090804131034+100025

21 Note Application **Receipt No** for future reference.

End Procedure.

[Back to Top](#)

Apply for an Account (Employee)

Process Overview

1. ITSA will register a user account upon receipt and approval of an online application via the Online Services site.
2. Individual applications to a trustee's administrations must be lodged for each employee identifying the **access level/s** required for the employee.
3. The trustee/s or his/her delegate will be contacted by ITSA to confirm the application prior to authorisation.
5. On receipt of an online registration form the following process occurs:
 - Automated email is sent to trustee(s) to verify employee request
 - Trustee(s) verifies employee request
 - Online Services Support creates account
 - Email is sent to the applicant confirming that an account has been created (a Confirmation Key is provided for initial login)

Note: An employee working for several trustees may apply for access rights at different levels to meet the needs of individual trustees. See [User Account Roles and Access Rights](#).

Online Applications – Key Steps

1. Accept Terms & Conditions.
2. Complete online application form.
3. Submit application with ITSA.
4. Take down Receipt No. for your records.*

Action

Steps

Menu Path: Online Services > Register for Online Access > **General Information**

Australian Government
Insolvency and Trustee Service Australia

Online Services [Home](#) [About](#) [Contact](#)

Register for Online Access

Help **General Information** Form Setup Register your Details Trustee Access Security Details Confirmation

General Information

Have this info handy before you apply, if you wish to apply you will need your relevant ITSA reference number for:

- A registered trustee - your registered trustee identifier
- An employee of a registered trustee - your registered trustees number

You will also need your personal details such as address and contact information. Your email address is essential. You will also be asked to create a user name and password.

- *Note: A trustee request for access will require a match with the trustee's name*

Stepping you through

ITSA Online Services Protocol

When you apply you must read the the [Terms & Conditions](#) (Conditions of use) and ITSA requirements regarding [Web Site Security](#).

You will need to agree to be bound by the terms and conditions and to uphold web site security etiquette in order to be issued with an account.

User name and password

Your user name must be unique for the service you wish to access online. It is important that you can remember your user name because if you forget it you may need to reapply. If you only intend to use our online services occasionally you may prefer to use something like your email address as your user name. This may help you remember the name when you logon.

Your password must be at least eight characters long and contain one lower case character, one upper case character, a number, and a special character such as #.

Your user name and password will only be valid for access to online services. Access to a registered trustee matters is given to the registered trustee you are associated with on application. If you require online access to another trustees matters you will be granted this access by the trustee in question separately.

Submit

You must **Submit** your application online to ITSA using the Submit menu.

Click after reading General Information

Register for access setup

Version: 1.10.5871 [Disclaimer](#) | [Copyright](#) © 2009 Commonwealth of Australia

- 1 **Read** **General Information** page.
 - 2 **Click** **Register for access setup** at foot of screen.
- Result: Form Setup** screen displays.

Register for Online Access

General Information **Form Setup** Register your Details Trustee Access Security Details Confirmation

Form Setup

Before you apply you must read and agree to the [Terms & Conditions](#) (Conditions of use) and ITSA requirements regarding [Web Site Security](#).

I have read the ITSA terms & conditions and web site security protocols and agree to be bound by the terms and conditions and will adhere to the web site security requirements.

Yes
 No

On what basis are you applying?

As a registered trustee
 As an employee of a registered trustee

Back to General Information Proceed to entering your details

Form Setup

- 3 **Click/Read** [Terms & Conditions](#) and **Close** screen when done.
[Website Security](#) and **Close** screen when done.
- 4 **Click** **Yes** radio button to accept.
- 5 **Click/Select** **As an employee of a registered trustee** radio button.
- 6 **Click** **Proceed to entering your details** tab.

Result: Register your Details screen displays.

Register for Online Access

General Information | **Form Setup** | **Register your Details** | Trustee Access | Security Details | Confirmation

Register your Details

Provide the following details:

Contact Details

* Given Names

* Family Name

* Email Address

* Re-enter Email Address

* Phone Number

Work Address Details

* Address Line 1

Address Line 2

* Locality / City

* State

* Postcode

Back to Form Setup | Proceed to entering Trustee Access

Register your Details

7 Enter Mandatory information:

Contact Details

Given Names
 Family Name
 Email address
 Re-enter email address
 Phone number

Work Address Details

Address
 Locality/City
 State
 Postcode

8 Click **Proceed to entering Trustee Access** tab.

Result: Trustee Access screen displays.

Trustee Access

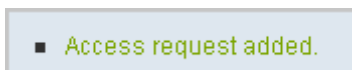
9 Enter Registered trustee number.

10 Select Required access level(s) from:

- Authorised to manage Trustee users (no access to administrations)
- Authorised to enter data only
- Authorised to enter data and submit documents

11 Click **Add** button.

Result: Roles Required table at foot of screen populates with confirmation of access added.



Click **Clear** to delete an entry if incorrect and repeat.

If access to other trustees' administrations is required, go to **Step 12**

12 Click **Proceed to entering your security details.**

Result: Security Details screen displays.

Register for Online Access

General Information | Form Setup | Register your Details | Trustee Access | **Security Details** | Confirmation

Security Details

Username and password

It is essential that you can remember your user name and password. If you only intend to use ITSA online services occasionally you may prefer to use something like your email address as your user name - this may help you remember the name when you login.

*Enter a username of your choice

*Enter a password of your choice **Enter your details**

*Confirm your password

[Back to Trustee Access](#) [Proceed to submitting your application](#)

Security Details

- 13 Enter** User name.
- 14 Enter** Password.
- 15 Confirm** Password.
- 16 Click** **Proceed to submitting your application.**

Result: Confirm Application screen displays summary of information entered.

Register for Online Access

General Information | Form Setup | Register your Details | Trustee Access | Security Details | **Confirmation**

Confirm Application

Your application is made up of the following details:

Your User Name Details

User Name UserName

Your Personal Details

You are applying as an employee of a Registered Trustee

Trustee Number 1066

Given names Fred

Family name Bloggs

Email address Fred@bigpod.net

Telephone number 0812345678

Address Line 1 PO BOX Y3019

Address Line 2 EAST ST GEORGES TERRACE

Locality / City Perth

State WA

Postcode 6005

Trustee Access Details

Trustee Number	Role
1066	Authorised to enter data only

Confirm Application

17 Check Application details are correct.

18 Click **Submit your application for ITSA online access.**

Result: Register for Online Access - Receipt confirmation displays.

Register for Online Access - Receipt

Thank you for Registering with Online Services, your request will be processed and you will be notified with your access details. Please keep the following receipt number for further reference.

Receipt Number: REGACS-20090804131034+100025

19 Note Application **Receipt No** for future reference.
End Procedure.

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Login and Maintain Your Account

[Logon for the First Time](#)
[Login and Logout](#)
[Change Your User ID and/or Password](#)

User Names and Passwords – System Rules

All users of Online Services must have a username and password for login.

The following rules apply to creation of user names and passwords.

User Names

User names are alpha-numeric, case sensitive and **must be**:

- At least 8 characters in length.
- Unique within the Online Services user group i.e. all registered trustees and their staff.
- Contain a special character such as #.

Passwords

Passwords are alpha-numeric, case sensitive and **must**:

- Contain at least 8 characters.
- Include one lower case character.
- Include one upper case character.
- Include a number.

Passwords **may**:

- Contain spaces and/or punctuation.
- Be non-English

Passwords **must not be**:

- The surname, given names or any combination of these names.
- The same as the user account name.

Logon for the First Time

Process Overview

1. When your account is approved, a confirmation email containing an alphanumeric Confirmation Key will be provided to authenticate your details at login.
2. Access Online Services via official ITSA website at <http://www.itsa.gov.au> or <https://www.itsa.gov.au/online> within 48 hours.
3. Logon using your User ID and password.
4. Enter Confirmation Key to access system.

Action

Steps

Menu Path: Main Menu > Online Services Login Section > Confirmation Key

1 Enter User ID
Password

2 Click Logon

Result: Online Services Confirmation Key displays



3 Enter Confirmation Key.

4 Click **Submit**

Result: Welcome to Online Services displays.



5 Click Click any menu option to commence work.

End Procedure.

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Login and Logout of Your Account

Action

Steps

Menu Path: Online Services Login Section



1 Enter

User
Password

Id

2 Click

Logon.

Result: Welcome to Online Services displays.



3 Click

Any menu option to commence work.

End Procedure.

Logout

- For account and information security, logout of the site whenever an online session will be interrupted or when no longer working on an administration.
- Logout from any page by clicking the Logout link located in the top right-hand corner of the page.



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[Forgotten Password or User Name](#)
[Expired Account or Password](#)
[Account Locked](#)

Login Issues

Forgotten Password or User Name

If you have forgotten your user name or password:

- Contact Online Services to obtain your user name or reset your password.
- If your password is reset you will be issued with a new Security Confirmation Key.
- Enter the Confirmation Key at your next login. (Confirmation Keys expire after 48 hours.)

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Expired Account or Password

Account Expired

An account expires if not accessed within 12 months. Contact [Online Services Support](#) to have your account reactivated.

Password Expired

Passwords expire after 90 days. The system will prompt you to change your password every 30 days. If you have forgotten your password, please contact Online Services Support.

Process Overview

1. A confirmation email containing an alphanumeric security token will be forwarded to you to authenticate your login.
2. Enter the token via Confirmation Key screen within 48 hours.

See [User Names and Passwords – System Rules](#)

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Account Locked

Your account will be locked:

1. Temporarily - after three consecutive failed attempts at login. You will receive an email advising you of the temporary lockout. You may login again after 30 minutes.
2. Permanently - if locked twice within the last 24 hours and a third failed login occurs. You will receive an email advising you of the lockout.

Permanently locked out? Contact Online Services Support to have your access restored.

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Change Your Password

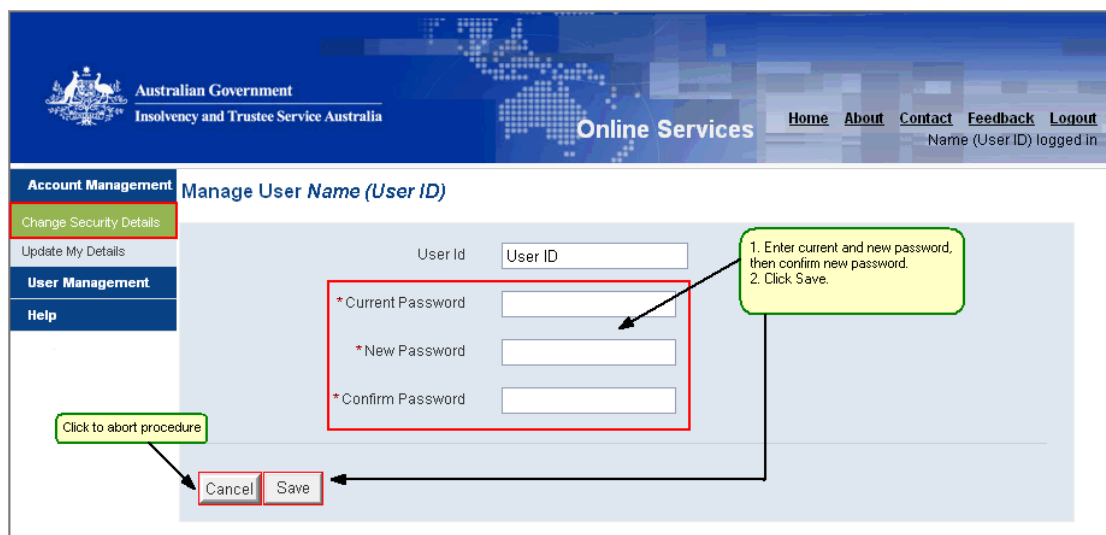
Passwords may be changed voluntarily by users. Users may also be prompted to change a password by the system whenever the following events occur:

- Password has expired.
- Password is about to expire.

Action

Steps

Menu Path: Account Management > Change Security Details screen



- 1 User ID (auto populated on entry to screen)
- 2 **Enter** Current Password.
- 3 **Enter** New Password.
- 4 **Confirm** New Password.
- 5 **Click** **Save**.
- 6 **Click/Select** Menu option or Logout.
End Procedure.

[Update Business Details](#)

Update Personal Details - Trustees

1. Changes made to Trustee Personal Details will update ITSA's system records and your own online Personal Details screen.
2. You will receive email confirmation that your details have been updated.

Action Steps

Menu Path: Account Management > Update Trustee Personal Details screen

The screenshot shows the 'Trustee's Personal Details' form. The form is titled 'Trustee's Personal Details' and is part of the 'Account Management' section. The form includes the following fields:

- Trustee Name: xxxxxxxxxx
- Trustee Number: xxxxxxxxxx
- Date of Birth: 19/12/56 00:00:00.000
- Date Registration Expires: 25/06/10 00:00:00.000
- Residential Address:
 - Address Line 1: 1 EAGLE STREET
 - Address Line 2: [Empty]
 - Suburb/Town: BEACHMERE
 - State: QLD
 - Postcode: 4501
- Personal Phone: 07 5454 5454
- Mobile: 0411 111 111

Annotations on the form include:

- A red box highlights the Residential Address section.
- A green callout box points to the Address Line 1 field with instructions: '1 Enter new details 2 Click Submit'.
- A yellow callout box points to the Cancel and Submit buttons with instructions: 'Click to abandon any changes made'.

1 Enter/Change Any or all of the following information:

- Residential Address
- Suburb
- State
- Postcode
- Personal Phone
- Mobile

2 Click **Submit.**

Result: The following confirmation message will display:

▪ your changes to xxxxxxxxxxx have been submitted to ITSA and will appear shortly.

OR

3 Click **Cancel** to abandon changes.

4 Click Menu option or Logout.

End Procedure.

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Update Business Details - Trustees

1. Change requests for Business Details will be verified by Regulation & Enforcement before updating of NPII and ITSA administrative records occurs.
2. You will receive email confirmation of changes made to your records.
3. If you change firm details, and more than one trustee is linked to your firm, you will be asked to confirm if changes apply to all trustees.

Changes to Email Addresses

New or changed email addresses must be entered twice.

Action	Steps
--------	-------

Menu Path: Account Management > Update Trustee Business Details screen

Australian Government
Insolvency and Trustee Service Australia

Online Services Home About Contact Feedback Logout
Name (User ID) logged in

Account Management
Update Trustee Personal Details
Update Trustee Business Details
Change Security Details

Administrations
User Management
Help

Trustee's Business Details

Trustee Name: XXXXXXXXXX
Trustee Number: XXXXXXXXXX

Firm Name: XXXXXXXXXX

Firm Street Address

*Address Line 1: 3333 ST KILDA ROAD
Address Line 2:

*Suburb/Town: MELBOURNE
*State: VIC
*Postcode: 3000

Trustee Postal Address

*Address Line 1: 3333 ST KILDA ROAD
Address Line 2:

*Suburb/Town: MELBOURNE
*State: VIC
*Postcode: 3004

*Trustee's Phone: 03 99168619
*Trustee's Fax: 03 31625483

Trustee's Work Email Address: Fred@bigpod.net
Trustee's Personal Email Address:
Website:
Email for Official Receiver Correspondence: fred@itsa.gov.au

1 Change/enter any information
2 Click Submit

Click to abandon any changes made

Cancel Submit

1 Update/Enter Any of the following fields:

- Firm Name
- Street Address
- Suburb/State/Postcode

- Postal Address
- Suburb/State/Postcode
- Phone
- Fax
- Trustee's Work Email Address
- Trustee's Personal Email Address
- Website
- Email for Official Receiver Correspondence

2 Click **Submit.**

Result: The following confirmation message will display:

▪ your changes to xxxxxxxxxxxx have been submitted to ITSA and will appear shortly.

OR

3 Click Cancel to abandon changes.

4 Click Menu option or Logout.

End Procedure.

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Update Personal Details - Trustee Employees

You may change your personal and contact details through the Update My Details menu option.

Action

Steps

Menu Path: Account Management > Update My Details

Australian Government
Insolvency and Trustee Service Australia

Online Services Home About Contact Feedback Logout
Name (User ID) logged in

Account Management Manage User Name (User ID)
Change Security Details
Update My Details
Administrations
Help

User Id User ID

*Given Names Fred
*Family Name JONES
*Email Address Fred@bigpod.net
*Phone Number 123456789
*Address Line 1 level 16
Address Line 2 300 Latrobe st
*Locality / City Melbourne
*State VIC
*Postcode 3000

Click Cancel to abandon changes
Cancel Save
Update information and click Save

1 Update/Enter Contact Details

Given Names
Family Name
Email Address
Phone Number

Work Address

Address Line 1

Address Line 2
Locality/City
State
Postcode

2 Click **Save.**

Result: The following message displays.

■ Changes to User Fred Jones have been saved.

3 Click Another menu option or Logout.

End Procedure.

User Roles and Access Rights

[Add a \(New\) User](#)
[Set/Change Account Roles](#)
[Remove Access to Administrations](#)
[Change Access to Administrations](#)

Manage User Roles and Access Rights

1. A trustee is automatically granted access to all online functions on approval of an application by ITSA.
2. Employee access to Online Services functions is controlled through user roles which differentiate the types of tasks employees may perform for a trustee. There are currently three (3) roles which may be assigned to a Trustee employee.

	Role	Access to:
1	Manage Trustee Users	Authorised to grant and restrict access for other registered users to Trustee administrations. This role provides no access to Trustee administrations.
2	Enter Data	Authorised to view administrations and add data, but cannot submit data to ITSA.
3	Enter Data & Submit to ITSA	Authorised to view administrations, edit data and submit data to ITSA.

Note: User access rights may be managed by trustees or employees authorised to manage trustee users.

Employee Access to Administrations

Users with permissions to manage users (i.e. trustees and approved employees) may grant or revoke access to administrations at any time. Users may hold different access levels for different Trustees.

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Add User Access

Trustee Administrators or IT Staff may grant access rights to new users or vary existing users' access to administrations to meet business needs.

Process Overview

1. Add a user to a trustee's list of users. (User must have been first authorised by ITSA.)

AND

2. Set account roles for a new user to perform specific tasks for a trustee.

Action	Steps
--------	-------

Menu Path: User Management > List Users > Users Associated with Trustee...

Australian Government
Insolvency and Trustee Service Australia

Online Services [Home](#) [About](#) [Contact](#) [Feedback](#) [Logout](#)

Account Management

- Administrations
- User Management**
 - List Users
 - Help

Users associated with Trustee Keith Laurence LAND

User ID	Family Name	First Names	Role
User ID 1	HYLES	David	<ul style="list-style-type: none"> Authorised to enter data only
User ID 2	Rudaks	Dianne	<ul style="list-style-type: none"> Authorised to enter data and submit documents
User ID 3	Gently	Dirk	<ul style="list-style-type: none"> Authorised to enter data and submit documents Authorised to manage Trustee users
User ID 4	Russell	Jean	<ul style="list-style-type: none"> Authorised to enter data only
User ID 5	McPherson	Jenny	<ul style="list-style-type: none"> Authorised to enter data and submit documents Authorised to manage Trustee users
User ID 6	Walsh	Neville	<ul style="list-style-type: none"> Authorised to manage Trustee users

Click to create a new user

[Add User](#)

- 1 Click **Add User** button.

Result: Add User Access screen for staff member displays.

The screenshot shows the 'Add User Access' screen. It has a title 'Add User Access' and two main sections: 'Add access for user:' and 'Access levels required:'. In the 'Add access for user:' section, there is a text input field containing 'Fred Jones', which is highlighted with a red box. A green callout box with an arrow points to this field, containing the text 'Enter name for new user'. In the 'Access levels required:' section, there are three checkboxes: 'Authorised to manage Trustee users' (unchecked), 'Authorised to enter data only' (checked), and 'Authorised to enter data and submit documents' (unchecked). This entire section is highlighted with a red box. A green callout box with an arrow points to the checked checkbox, containing the text 'Select access level and click Save'. At the bottom of the screen, there are two buttons: 'Save' and 'Cancel', both highlighted with red boxes. A green callout box with an arrow points to the 'Cancel' button, containing the text 'Click to abort procedure'. A long black arrow points from the 'Save' button back to the 'Add access for user:' section.

- 2 **Enter** User name.
- 3 **Select/Click** Required roles/access.
- 4 **Click** **Save**.

Result: User listing is displayed with new user link.

- 5 **Click** Any menu option or Logout.
- End Procedure.**

Set/Change Account Roles

Trustee Administrators or employee Administrators may grant specific account roles to new users or vary existing users' access to trustee administrations to meet business needs.

Process Overview

1. Access a trustee's list of users.
2. Select/de-select account roles for the user to perform specific tasks for trustee.
3. Click **Save**.

Action

Steps

Menu Path: User Management > List Users > Users Associated with Trustee...

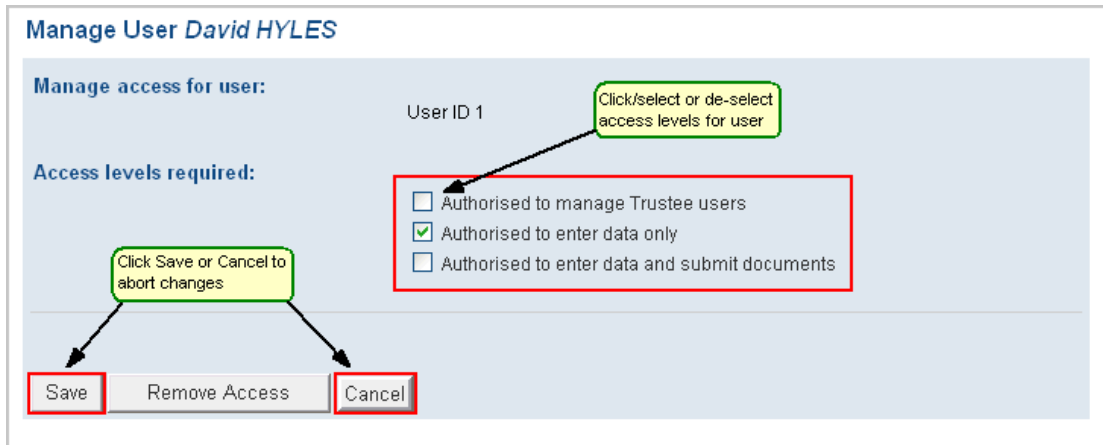
The screenshot shows a web application interface for managing users. On the left is a navigation menu with the following items: Account Management, Administrations, User Management, List Users (highlighted in red), and Help. The main content area is titled 'Users associated with Trustee Keith Laurence LAND'. It contains a table with the following data:

User ID	Family Name	First Names	Role
User ID 1	HYLES	David	<ul style="list-style-type: none"> Authorised to enter data only
User ID 2	Rudaks	Dianne	<ul style="list-style-type: none"> Authorised to enter data and submit documents
User ID 3	Gently	Dirk	<ul style="list-style-type: none"> Authorised to enter data and submit documents Authorised to manage Trustee users
User ID 4	Russell	Jean	<ul style="list-style-type: none"> Authorised to enter data only
User ID 5	McPherson	Jenny	<ul style="list-style-type: none"> Authorised to enter data and submit documents Authorised to manage Trustee users
User ID 6	Walsh	Neville	<ul style="list-style-type: none"> Authorised to manage Trustee users

Below the table is an 'Add User' button. A callout box with the text 'Click to select user link to open Manage User screen' points to the 'User ID 1' link in the first row of the table.

- 1 **Select /Click** Staff member link.

Result: Manage User screen for staff member displays.



2 Select/Click Roles checkboxes to set access levels.

3 Click **Save.**

Result: User listing (above) is displayed with confirmation that changes have been saved.

■ Your changes have been saved.

4 Click Any menu option or Logout.

End Procedure.

Remove Access to Administrations

Trustee Administrators or a delegated employee may:

1. Revoke users' access to all of a trustee's administrations.
2. Remove all user roles and notify ITSA to cancel access for an employee.

Process Overview

1. Click **List User** to display users attached to trustee. (If more than one trustee select trustee first to display users.)
2. Click user link to **Manage User**.
3. Click **Remove Access** button.

Action Steps

Menu Path: User Management > List Users

Account Management	Users associated with Trustee Keith Laurence LAND			
Administrations	User ID	Family Name	First Names	Role
User Management	User ID 1	HYLES	David	<ul style="list-style-type: none"> ■ Authorised to enter data only
List Users	User ID 2	Rudaks	Dianne	<ul style="list-style-type: none"> ■ Authorised to enter data and submit documents
Help	User ID 3	Gently	Dirk	<ul style="list-style-type: none"> ■ Authorised to enter data and submit documents ■ Authorised to manage Trustee users
	User ID 4	Russell	Jean	<ul style="list-style-type: none"> ■ Authorised to enter data only
	User ID 5	McPherson	Jenny	<ul style="list-style-type: none"> ■ Authorised to enter data and submit documents ■ Authorised to manage Trustee users
	User ID 6	Walsh	Neville	<ul style="list-style-type: none"> ■ Authorised to manage Trustee users

Click to select user link to open Manage User screen

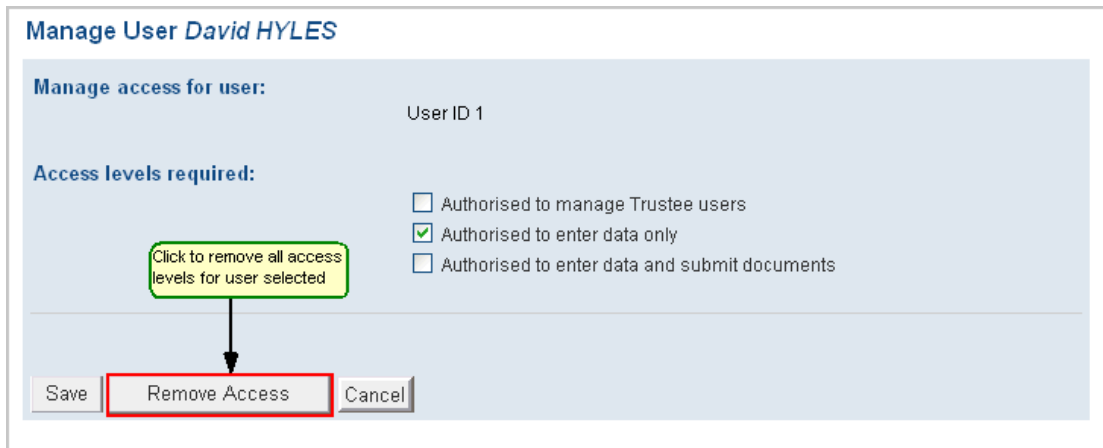
Add User

1 Click List Users

Result: List of trustee users displays.

2 Select/Click User link.

Result: Manage User screen displays.



3 Click **Remove Access**

Result: The following message displays:



4 Click Any menu option or Logout.

End Procedure.

Navigation

Welcome to Online Services

The Online Services Home page updates trustees with:

- **Business and Administrative Functions Undertaken** by trustee/employees during an online session.
- **Trustee Notes** - alerts and notifications, progress and status of lodgements, documents pending, compliance issues etc. Notifications include AER Due date, RC/IC Payment Due, RC/IC Payment Expected by ITSA (for lodged Remittance Advice).

Australian Government
Insolvency and Trustee Service Australia

Online Services [Home](#) [About](#) [Contact](#) [Feedback](#) [Logout](#)

Account Management
Administrations
User Management
Help

Welcome to Online Services

- You successfully logged in at 10:25 04-Aug-2009

Business and Administrative functions undertaken

- Joe Blow has been granted access to Online Services.

Trustee Specific Notes

- Certificate of Appointment request failed on 04/AUG/09 for ITSA Admin Number: VIC 5375/8/5. Please contact ITSA.
- Certificate of Appointment request failed on 04/AUG/09 for ITSA Admin Number: VIC 5375/8/5. Please contact ITSA.
- Certificate of Appointment request failed on 03/AUG/09 for ITSA Admin Number: VIC 5375/8/5. Please contact ITSA.
- Request to Reactivate Matter failed on 03/AUG/09 for ITSA Admin Number: VIC 3736/8/1. Please contact ITSA.
- Certificate of Appointment request failed on 03/AUG/09 for ITSA Admin Number: VIC 5375/8/5. Please contact ITSA.
- Request to Finalise Matter failed on 31/JUL/09 for ITSA Admin Number: VIC 5375/8/5. Please contact ITSA.
- Request to update Trustee Details failed on 28/JUL/09 for Trustee: 949. Please contact ITSA.

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Version: 1.11.5882

[Access, Filter and Print List of Administrations](#)

[Search for an Administration](#)

[View Administration Summary](#)

[View Online Lodgement History](#)

[Print List of Administrations](#)

[Print Administration Report](#)

Administration Searches/Enquiries - Overview

ITSA held information on all administrations assigned to a trustee is accessible via Online Services as:

1. A list of administrations which includes generic information for current, finalised and joint administrations on record. See Administration Types below.
2. Summary details of each trustee administration.

Administration Types

Debtors Petition
Sequestration Order
S188 Authority
Personal Insolvency Agreement
Part X Assignment
Part X Arrangement
Part X Composition
Part XI Administration Order
Special Administration
Section 50 Interim Order

How Does the List Work?

- Administrations appear in chronological assignment order.
- All new cases assigned to a trustee are added to the list.
- The list is modified to reflect status changes to administrations (e.g. Active, Finalised).

Joint Trustee Administrations

- Administrations with joint trustees will appear on both trustees' lists.

- Where a case is re-assigned and the principal trustee in an administration changes, the superseded trustee will retain access to administration details but document lodgement capability will be disabled.

Access, Filter and Print List of Administrations

- Your default List of Administrations includes all current administrations (bankruptcy or insolvency cases) assigned to you as either principal or secondary trustee.
- The List of Administrations may be printed via **List Admins** button on the screen.

Note: Default List of Administrations sort order is by “Start Date” and activity undertaken i.e. if last used sort order was by AER completed, the list will re-open in that order.

Action Steps

Menu Path: Administrations > List of Administrations

The screenshot displays the 'List of Administrations' page on the Australian Government Online Services portal. The page includes a navigation menu on the left with options like 'Account Management', 'Administrations', 'List of Administrations', 'Search for an Administration', 'Correspondence Lodgement History for Trustee', 'Generate RCAC Remittance', 'RCAC History', 'User Management', and 'Help'. The main content area shows a table of administration cases. A 'Show Filter' button is highlighted with a red box and an arrow pointing to it with the text 'Click to filter information'. A 'View' link in the first row is highlighted with a red box and an arrow pointing to it with the text 'Select/click administration'. At the bottom, a 'Previous Page' and 'Next Page' button are highlighted with a red box and an arrow pointing to it with the text 'Use Previous/Next Page to toggle list'.

	Date Admin Started	Family Name	Given Names	RT Reference	Admin Type	ITSA Admin Number	Expected Date of Discharge	Principal Trustee	Status
View	20-Nov-2008	HACKETT	Scott Leslie	Linda test	Debtors Petition	VIC 5375/8/5	21-Nov-2011	Y	Active
View	20-Nov-2008	THALLAS	David Andrew		Debtors Petition	VIC 5374/8/4	21-Nov-2011	Y	Active
View	22-Sep-2008	BUGEJA	Judith Mary	000BUG	Sequestration	VIC 4318/8/4	18-Oct-2011	Y	Active
View	22-Sep-2008	MIZZI	Carole Anne	000BUG	Sequestration	VIC 4318/8/4	18-Oct-2011	Y	Active
View	06-Aug-2008	WARREN	Nick	Matter 126	Debtors Petition	VIC 3419/8/9	07-Aug-2011	Y	Active
View	02-Nov-2007	DARCY	Robert John		Debtors Petition	VIC 4780/7/9	02-Nov-2010	Y	Active
View	03-Nov-2008	WILLAN	Robert Edward	matter 452	Sequestration	VIC 5071/8/7	11-Nov-2011	Y	Finalised
View	15-Oct-2008	STACEY	Belinda Jane		Sequestration	VIC 4682/8/8		Y	Finalised
View	19-Sep-2008	PETROCCITTO	John Peter		Sequestration	VIC 4293/8/9	18-Oct-2011	Y	Finalised
View	22-Aug-2008	GILLIES	Zaya	123l@#abc4	PIA	VIC 3736/8/1		Y	Finalised

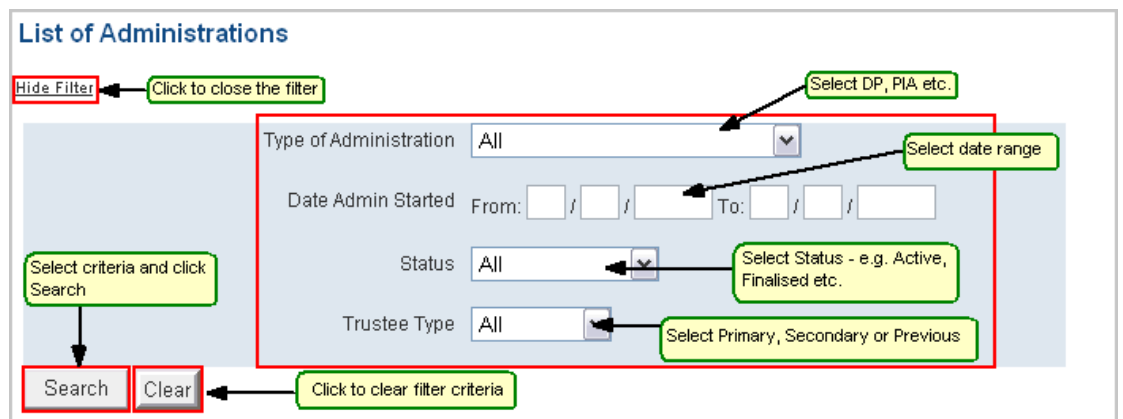
1 Click List of Administrations

Result: Trustee's default **List of Administrations** displays.

Filter Administrations List

2 Click Show Filter link.

Result: Filter criteria display.



3 Select Any combination of search criteria:

- Type of Administration
- Date Admin Started (From/To)
- Status
- Trustee Type

4 Click **Search.**

Result: Administration search results display.

5 Click View to open Administration Details.

To obtain an updated list including new, re-assigned or finalised cases click Search again.

For further explanation on data displayed see [View Administration Details - Summary](#).

Search Results - Sort Administrations

6 Select/ClickHeading column to be sorted in alpha or numeric order.

Result: Ascending or descending arrow displays.

7 Click/SelectAdministration

OR

Clear to return to default **List of Administrations**.

Print List of Administrations

8 Click **List Admins** button.



Result: Windows File Download page displays.

9 Click **Open**.

Result: List of Administrations Report (for trustee selected) displays in Adobe PDF.

10Click/SelectFile > **Print** (or **Print** icon).

End Procedure.

Search for an Administration

A search for a specific administration may be made using one or more of the following criteria:

1. Surname
2. Given names
3. Trustee reference/ITSA Administration Number

Note: Details available for an administration - Summary, Trustees, Online Lodgement History and Filing Requirements (s188/PIA) - may be printed via the Administration Report button at the foot of the screen.

Online Services Help

Administration Details

Debtor Name: **David THAL**
RT Reference: [Add Reference](#)
ITSA Admin No: VIC 0000/0/0 [Certificate of Appointment](#)

Summary Trustees Online Lodgement History

Debtor Details	Administration Details
Date of Birth: 10-Jul-1962	Administration Type: Debtor's Petition
Date SoA Filed: 20-Nov-2008	Date of Bankruptcy: 20-Nov-2008
Expected Date of Discharge: 21-Nov-2011	Status: Active Finalise
Result:	Date Finalised:
Result Date:	

Print Administration Report

4 Click **Administration Report** button to foot of screen.

Administration Report

Result: Windows File Download page displays.

5 Click **Open.**

Result: **Administration Report** displays in Adobe PDF.

6 Click/Select **File > Print** (or **Print** icon).

End Procedure.

[Print List of Administrations](#)
[Print Administration Report](#)

View Administration Summary

Administration Details - Summary can be accessed via:

- Hyperlink in List of Administrations
- Search for an Administration screen
- Summary tab Online Lodgement History screen - RC/IC Lodgement Details for specific administration.

Content of Administration Summaries

Administration summary data is contained under three tabs - Summary, Trustees and Online Lodgement History. (An additional tab exists for Filing Requirements s188/PIA). Administration summaries contain administration specific data including:

1. Name and administration number
2. Summary of receipts and payments (details entered by trustee)
3. Date administration commenced
4. Date SoA filed (bankruptcy)
5. Date appointed as trustee/administrator
6. Name of previous trustee/administrator
7. Name of primary trustee (if more than one trustee appointed concurrently)
8. Expected end-date of administration (varies for different types of administrations)
9. Date ended. If expected end-date not reached, will display 'active' status.
10. Date finalised

Note: Details available for an administration - Summary, Trustees, Online Lodgement History and Filing Requirements (s188/PIA) - may be printed via the **Administration Report** button at the foot of the screen.

Action

Steps

Menu Path: Administrations > Search for an Administration or via List of Administrations

The screenshot shows the 'Administration Details' page for a debtor named David THAL. At the top, there are fields for Debtor Name, RT Reference (with an 'Add Reference' link), and ITSA Admin No. (with a 'Certificate of Appointment' link). Below this is a navigation bar with three tabs: 'Summary' (highlighted in blue), 'Trustees', and 'Online Lodgement History'. A callout box points to the 'Trustees' tab with the instruction: 'Click Trustees tab for details of trustees linked to administration (secondary and previous trustees)'. Below the tabs are two main sections: 'Debtor Details' and 'Administration Details'. The 'Debtor Details' section includes fields for Date of Birth, Date SoA Filed, Expected Date of Discharge, Result, and Result Date. A callout box points to the 'Online Lodgement History' tab with the instruction: 'Click Online Lodgement History for AER/RC/IC lodgements for administration'. The 'Administration Details' section includes fields for Administration Type, Date of Bankruptcy, Status (with a 'Finalise' link), and Date Finalised.

- 1 **Click** **List of Administrations.**
Result: Trustee's administrations display.
- 2 **Select/Click** View link next to a specific administration.
Result: **Administration - Summary** screen displays.
- 3 **View** **Debtor Details** data
Administration Details data
Trustee Details data

View Online Lodgement History

- 4 **Click** **Online Lodgement History** tab.
Result: Online RC/IC lodgement details display.

Administration Details

Debtor Name: **David Andrew THALLAS**
 RT Reference: [Add Reference](#)
 ITSA Admin No: VIC 5374/8/4 [Certificate of Appointment](#)

Summary Trustees **Online Lodgement History**

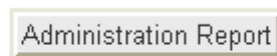
AER period: All

Lodgement Date	Event	Description	Lodged By	Processing Done
23-Jul-2009	RC Payment Matching	Receipt Number P135000090, Line Item Number 1 and Remittance Reference Number RCS-949-164	TESTUSER11	23-Jul-2009
23-Jul-2009	IC Payment Matching	Receipt Number P135000091, Line Item Number 1 and Remittance Reference Number ICS-949-162	TESTUSER11	23-Jul-2009

- 5 **View** Lodgement Date
Event
Description
Lodged By
Processing Done

Print Administration Report

- 6 **Click** **Administration Report** button to foot of any data screen.



Result: Windows File Download page displays.

- 7 **Click** **Open.**
Result: **Administration Report** (for selected tab) displays in Adobe PDF.

- 8 **Click/Select** **File > Print** (or **Print** icon).

- 9 **Click** Another menu option or Logout to exit.

End Procedure.

View Administrations for Multiple Trustees

1. Users with access rights to a single trustee's administrations will have direct access to that trustee's administrations.
2. Users with access rights to the administrations of multiple trustees will have a **Change Trustee** screen for trustee selection.
3. A user with access rights to the administrations of multiple trustees can access only one trustee's case at a time - it is not possible to toggle between cases registered to different trustees.
4. To work on another trustee's administrations (i) close the trustee session you are working on (ii) select a trustee and then an administration from that trustee's case list.
5. Click the relevant trustee radio button to access administrations and commence work.

Action

Steps

Menu Path: Online Services Login

- 1 **Enter** User Id
Password
- 2 **Click** Logon

Result: Change Trustee displays.



3 Click/Select The radio button next to name of trustee.

4 Click **OK.**

Result: Welcome to Online Services displays.

5 Click Menu option or Logout

End Procedure.

Manage Your Administrations

Request a Certificate of Appointment

1. A Certificate of Appointment for new administrations is issued immediately a Consent to Act has been received by ITSA.
2. Where a Certificate of Appointment (for any reason) has not been issued or a duplicate certificate is required, the document may be requested online and emailed to your nominated email address.
3. Both principal and secondary trustees may request a Certificate of Appointment.

Note: Trustees may also continue to request certificates by fax, email, regular mail, telephone or over the counter as required.

Process Overview

1. ITSA will issue the certificate in PDF format via email.
2. Lodge your request by selecting the email address for issue of the certificate.

Action	Steps
<p>Menu Path: Administrations > List of Administrations > Administration Details - Summary</p>	

Administration Details

Debtor Name: **Scott Leslie HACK**

RT Reference: 1234 [Edit](#) Click link to open Request screen

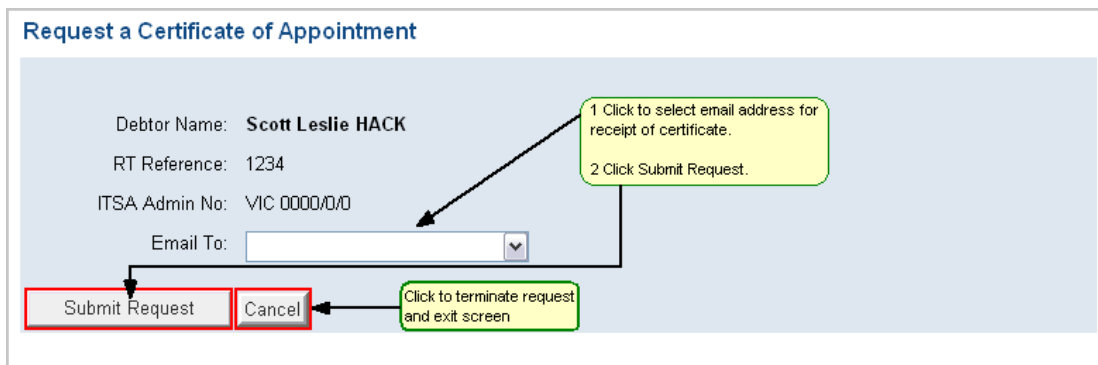
ITSA Admin No: VIC 0000/0/0 Certificate of Appointment

Summary Trustees Online Lodgement History

<p>Debtor Details</p> <p>Date of Birth: 17-Dec-1955</p> <p>Date SoA Filed: 20-Nov-2008</p> <p>Expected Date of Discharge: 21-Nov-2011</p> <p>Result:</p> <p>Result Date:</p>	<p>Administration Details</p> <p>Administration Type: Debtor's Petition</p> <p>Date of Bankruptcy: 20-Nov-2008</p> <p>Status: Active Finalise</p> <p>Date Finalised:</p>
---	---

1 Click Certificate of Appointment link.

Result: Request a Certificate of Appointment window displays.



If a valid email address has been provided to ITSA the **Registry Correspondence Email** address will display along with any other email address you have provided. Go to **Step 2**

If no valid email address has been registered with ITSA a message will display that no valid email address exists. You will need to provide ITSA with a valid email address. Click **Cancel** to terminate request and return to **Administration Details**.

2 Click/Select Address (if multiple addresses provided).

3 Click **Submit Request.**

Result: The following message displays.

■ Your request for a Certificate of Appointment has been lodged. You should receive the Certificate by email within 24 hours.

End Procedure.

Add/Edit Your Administration Reference No.

1. Trustees may record, edit or cancel their own administration Reference No against an administration. The number will display in Administration List data.
2. The Reference No exists for trustees' own case identification purposes and is not recorded by ITSA.
3. Where, in the course of an administration, a case is re-assigned to another trustee, the reference will be purged by ITSA to allow a new trustee to enter his/her own reference.

Action

Steps

Menu Path: Online Services > Administrations > List of Administrations > Administration Details - Summary

Administration Details

Debtor Name: **Scott Leslie HACK**

RT Reference: 1234 Edit Click Edit to open

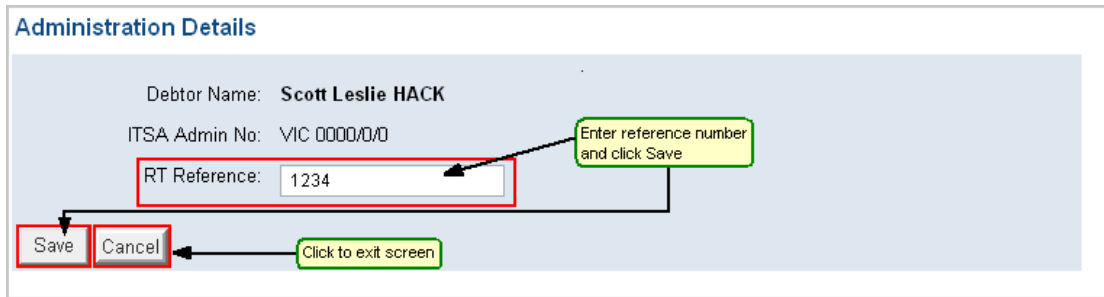
ITSA Admin No: VIC 0000/0/0 [Certificate of Appointment](#)

Summary Trustees Online Lodgement History

Debtor Details	Administration Details
Date of Birth: 17-Dec-1955	Administration Type: Debtor's Petition
Date SoA Filed: 20-Nov-2008	Date of: 20-Nov-2008
Expected Date of Discharge: 21-Nov-2011	Bankruptcy: Status: Active Finalise
Result:	Date Finalised:
Result Date:	

1 Click [Edit](#) link next to RT Reference.

Result: Edit window displays.



2 Enter Reference into **RT Reference** field and click **Save**.

OR

Amend existing reference and click **Save**.

OR

Click **Cancel** to return to **Administration Details - Summary** screen.

3 Click Another menu option or Logout.

End Procedure.

View Section 188 and PIA Filing Requirements

1. Key data for Section 188 and PIA filings is accessible in the Section 188 and PIA Filing Requirements screen.
2. You may view future filings due dates as well as actual lodgement dates for administrations.
3. Screen data is updated as documents are lodged.

Action

Steps

Menu Path: Administrations > List of Administrations > Administration Details - Summary

- 1 **Click** **Filing Requirements** tab.

Result: Section 188 and PIA Filing screen displays.
- 2 **View** Section 188 and/or PIA Filings data including:

Filings due dates
Actual filing dates

End Procedure.

[Reactivate an Administration](#)

Finalise an Administration

To meet the requirements of Regulation 8.14 of the Bankruptcy Act, trustees must advise the Official Receiver in writing when an administration is finalised. This can now be done using Online Services.

Note: When providing finalisation notification to ITSA, please ensure the closing balance of an estate is nil.

Action Steps

Menu Path: Administrations > List of Administrations > Administration Details - Summary

Administration Details

Debtor Name: **Scott Leslie HACK**
RT Reference: 1234 [Edit](#)
ITSA Admin No: VIC 0000/0/0 [Certificate of Appointment](#)

Summary Trustees Online Lodgement History

Debtor Details	Administration Details
Date of Birth: 17-Dec-1955	Administration: Debtor's Petition
Date SoA Filed: 20-Nov-2008	Type:
Expected Date of Discharge: 21-Nov-2011	Date of Bankruptcy: 20-Nov-2008
Result:	Status: Active Finalise Click link to finalise
Result Date:	Date Finalised:

1 Click [Finalise](#) link.

Result: Notice of Finalisation Date screen displays.

Notice of Finalisation Date

Debtor Name: **Scott Leslie HACK**

RT Reference: 1234

ITSA Admin No: VIC 0000/0/0

*Date of Finalisation: / /

Email Confirmation To:

Enter date of finalisation and click Lodge with ITSA or Cancel to terminate

If a valid email address has been provided to ITSA the **Registry Correspondence Email** address will display along with any other email address you have provided. Go to **Step 2**

If no valid email address has been registered with ITSA a message will display that no valid email address exists. You will need to provide ITSA with a valid email address. Click **Cancel** to terminate the request and return to **Administration Details**.

2 Enter **Date of Finalisation.**

3 Click/Select Email for receipt of finalisation date confirmation (if multiple email addresses are registered with ITSA)

(Click Cancel to terminate if no valid email address is registered with ITSA).

4 Click **Lodge with ITSA** button.

Result: The following message displays.

- Your request to finalise this administration has been lodged. You should receive an acknowledgement by email within 24 hours.
- You can view your receipt [here](#).

5 Click Receipt link ([here](#)) to view and/or print your receipt.

Result: Windows File Download displays.

6 Click **Open.**

Result: Receipt displays in Adobe PDF.

7 Click/Select **File/Print** (or **Print** icon).

8 Click Another menu option or Logout.

End Procedure.

Reactivate an Administration

Trustees may reactivate an administration at any time using Online Services. (Reactivation automatically serves as the required notification to the Official Receiver.)

Note: A reactivated administration will display on the current AER Form.

Action	Steps
Menu Path:	Administrations > List of Administrations > Administration Details - Summary



1 Click Reactivate link.

Result: Notice of Reactivation screen displays.

Notice of Reactivation

Debtor Name: **Scott Leslie HACK**

RT Reference: 1234

ITSA Admin No: VIC 0000/0/0

*Date of Reactivation: / /

*Reason for Reactivation:

*Comment:

Email Confirmation To:

Enter details and click Lodge with ITSA or click Cancel to terminate

If a **valid email address** has been provided to ITSA the **Registry Correspondence Email** address will display along with any other email address you have provided. Go to **Step 2**.

If **no valid email address** has been registered with ITSA a message will display that no valid email address exists. You will need to provide ITSA with a valid email address. Click **Cancel** to terminate request and return to **Administration Details**.

- 2 Enter** **Date of Reactivation**
Reason for Reactivation from the list

After acquired property
New offence referral
Contribution issue
Undisclosed asset
Now commercial to sell disclosed asset
Complaint received
Money received
Other

- 3 Enter** Any additional details into **Comment** field.
- 4 Click/Select** Email radio button for receipt of reactivation date confirmation (if multiple email addresses registered with ITSA).
- 5 Click** **Lodge with ITSA** button.
- 6 Click/Select** Another menu option or Logout.

End Procedure.

[Back to Top](#)

Manage Your AERs

- [Generate RC Remittance Advice](#)
- [Generate IC Remittance Advice \(Administration\)](#)
- [Generate IC Remittance Advice \(Trustee\)](#)
- [AER Online Form](#)
- [Enter and Submit AER Data - Single Administration](#)
- [Enter and Submit AER Data - Multiple Administrations](#)
- [View or Print RC/IC Remittance Advice](#)
- [Retrieve Lodged Remittance Advice from ITSA](#)

AER Process – Overview

Submission of Remittance Advice (RA) for Payment of RC and IC

- You may submit online RC/IC information and make payment to ITSA on either an ad hoc or annual basis.
- Remittance Advice may be generated online for individual administrations or in bulk without submission of full AER data.
- Submission of online RAs will need to be followed up by payments according to existing practice.

Generate RC/IC Remittance

You may generate Remittance Advice for all or some of your administrations at any stage during a charge period (financial year). Alternatively, Remittance Advice may be generated when an AER Form for a charge period is completed.

- Remittance Advice generated online may be viewed and printed using the [View Orig](#) link on the RC/IC History screen.
- Remittance Advice not submitted online may be retrieved via an online [Lodged Doc](#) link on the RC/IC History screen.
- Receipt information will display for any payment receipted by ITSA (submitted without accompanying Remittance Advice) but neither link (above) will be active.

AER Submission

- You may enter online AER data for administrations throughout the financial year and/or on finalisation of estates.
- Data is entered and submitted through a single or multi-line online AER form (or RC/IC Remittance Advice).

Note: Only principal trustees may lodge an AER for an estate.

AER Reconciliation

When the AER Lodgement and RC/IC payment date falls due (35 days after the end of the charge period):

- AERs are reconciled with RC and IC due and payable.
- Any RC/IC payments made during the charge period are adjusted against the total due.
- Once a reconciliation has been successfully completed, the AER is deemed Reconciled and a new AER cannot be submitted for that period. Any post reconciliation issue with an AER should be taken up offline with ITSA Information & Registry.

Under or Overpayments of RC/IC

- In accordance with existing business process, if your AER cannot be reconciled with ITSA data you will receive written advice of any shortfall in payments.
- An application will need to be lodged with the Official Receiver for reimbursement of any overpaid amount.

Extensions and Status Changes

An ITSA Manager/Supervisor may change the **Status** (Reconciled/Unreconciled) or **Due Date** for an AER where a request for the lodgement extension date has been made. In accordance with existing policy this is granted only in exceptional circumstances. For further details on extensions, please refer to the Best Practice Statement available on the ITSA website (www.its.gov.au).

[Generate RC Remittance Advice](#)
[Generate IC Remittance Advice \(Administration\)](#)
[Generate IC Remittance Advice \(Trustee\)](#)
[View or Print RC/IC Remittance Advice](#)
[User Roles and Access Rights](#)

Generate RC/IC Remittance Advice - Overview

Trustees may generate Remittance Advice (RA) for all or some of their administrations at any stage during a charge period (financial year). Remittance Advice can also be generated when an AER Form for the end of a charge period is completed. See [Lodge an AER](#)

Use the links at the top of this page to help you:

- Generate bulk RC/IC Remittance Advice for multiple or single selected administrations without submitting full AER information to ITSA.
- Regenerate bulk RC/IC Remittance Advice for previously submitted Remittance Advice which has been returned by ITSA for correction and resubmission.

Note: Any RC/IC received by ITSA during a charge period will autopopulate the data entry screen.

Generate RC Remittance Advice

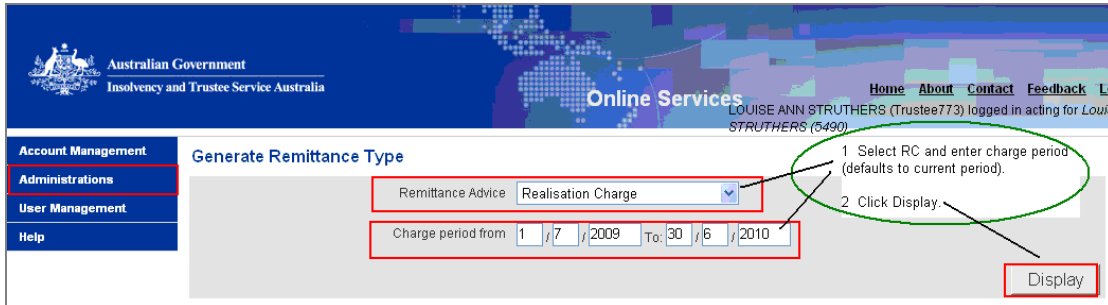
Generate or Regenerate RC Remittance Advice (RA) - both new and already generated RAs are processed through the same menu options. **Note:** When regenerating a RA, Receipt Number and a Line Ref for the already submitted RA must be entered.

Viewing/Printing of RA Submitted to ITSA - the [View Orig](#) link appears only if a RA has been lodged online. The [Lodged Doc](#) link is used to retrieve a RA not lodged via Online Services. See [Retrieve Lodged Remittance Advice](#). Only receipt details will display for payments made without Remittance Advice.

Processing Bulk or Single Administrations - the **Clear All** button re-sets all payment amounts already entered to zero. This enables payments to be made only for selected estates.

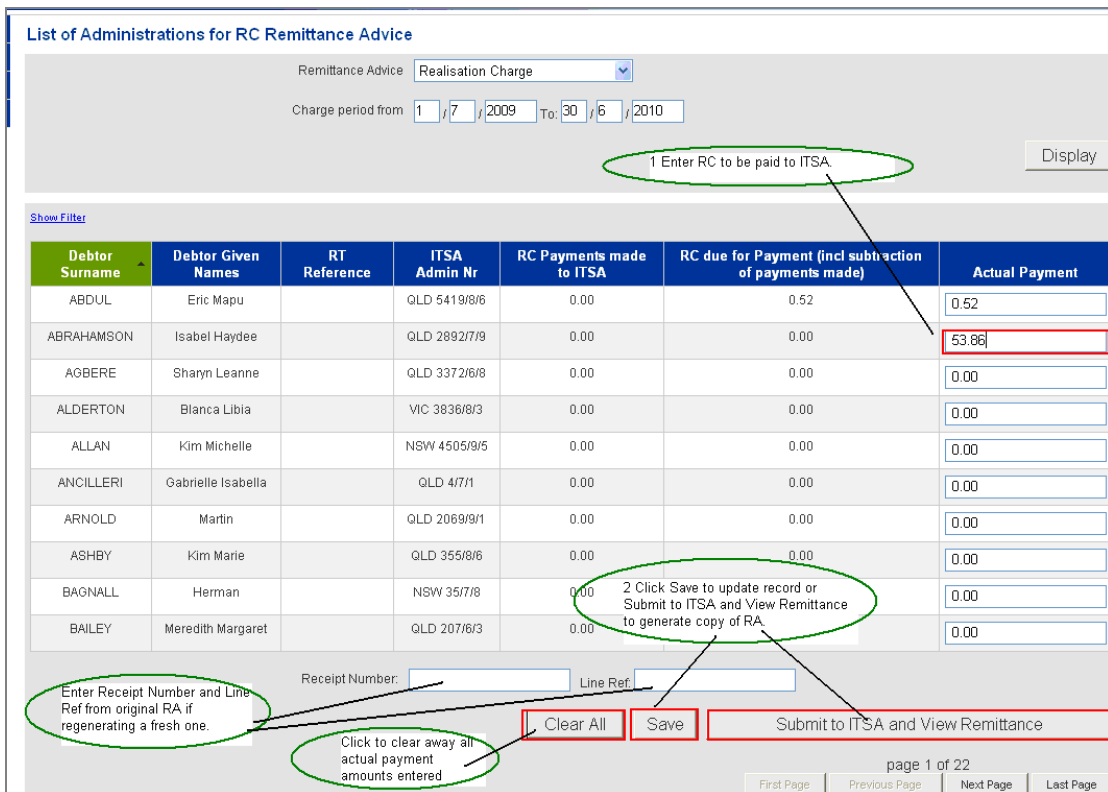
Action Steps

Menu Path: Administrations > Generate RC/IC Remittance



- 1 **Click/Select** Realisation Charge from list of values.
- 2 **Click/Select** Charge period - **From/To** dates (select unreconciled AER only)
- 3 **Click** Display.

Result: All active estates for charge period display.



- 4 **Click** Any heading below to sort by:

Debtor Surname/Debtor Given Names
 Remittance Type
 RT Reference

OR

Click [Show Filter](#) link to list entries by Debtor Name, RT Reference or ITSA Admin Number and click Filter button.

5 Enter (Amend)

Actual Payment (defaults to amounts due. If required, amend to amount you intend to pay against this administration).

Note: If regenerating a RA, enter **Receipt Number** and **Line Ref** from earlier RA.

6 Click

Save to update record (and enter payment/s for other administration/s).

Result: Message confirms "Your Remittance Advice has been saved".

OR

Submit to ITSA and View Remittance.

Result: RC/IC History page displays.

RC/IC History

Payment Period:

	Remittance Type	RA Reference No	RA Date Created	Intended Payment	Date Paid	Paid	Receipt No	Line Ref	
View Orig	Interest Charge	ICO-5490-178	11-Jan-2010	\$19.00		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-174	11-Jan-2010	\$108.43		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-172	08-Jan-2010	\$2.12		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-166	08-Jan-2010	\$54.73		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-165	07-Jan-2010	\$65.60		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-164	07-Jan-2010	\$53.86		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-163	07-Jan-2010	\$54.21		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-162	07-Jan-2010	\$1.00		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-161	07-Jan-2010	\$1.00		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-160	07-Jan-2010	\$1.00		\$0.00			Lodged Doc

Note: In the original image, a red box highlights the 'View Orig' link for the row with RA Reference No RCO-5490-164, and a green oval highlights the text 'Click to view PDF Remittance Advice' with an arrow pointing to the 'View Orig' link.


7 Click

View Orig link.

Result: Windows **File Download** displays.

8 Click **Open** button to view RA in Adobe Reader.

REALISATION CHARGE PAYMENT ADVICE


Australian Government
Insolvency and Trustee Service Australia

Administrator/Trustee Details						Remittance Reference	RCO-5490-165
Given Name/s		Surname				Charge Period from	Charge Period to
LOUISE ANN		STROTHERS				01/07/2009	30/06/2010
Contact Person Details						<small>Please use a different form for each charge period</small>	
Given Name/s		Surname				Contact Number	RC Rate
							3.50%

Name of Debtor		Administration Number				Realisations Charge Due	Realisation Payment Being Made
Given Names	Surname	State Territory	XXX	XX	X		
BELINDA CHRISTINE	MCKEOWN	NSW	9020	9	1	\$53.86	\$53.86
TOTAL						\$53.86	\$53.86

Payment Method

EFT Commonwealth Bank A/c Number: 062987 10001950
 Account Name: ITSA (Administered Receipts)
 Reference: Please use the remittance reference number displayed above or Trustee Number e.g. RC 1532

Cheque Cheque Number Cheque to be drawn in favour of 'Insolvency & Trustee Service Australia'

Credit Card
 Diners Club American Express
 Master Card Visa Other

Card Number

Name on Card _____ Card Expiry /

9 Click **File > Print**

AND/OR

Save copy of RA to your Windows folder.

End Procedure.

Generate IC Remittance Advice (Administration)

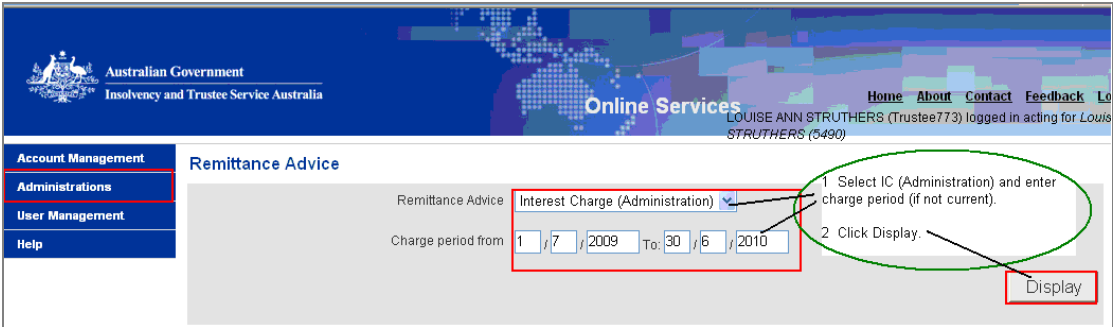
Generate or Regenerate RC Remittance Advice (RA) - both new and already generated RAs are processed through the same menu options. **Note:** When regenerating a RA, Receipt Number and a Line Ref for the already submitted RA must be entered.

Viewing/Printing of RA Submitted to ITSA - the View Orig link appears only if a RA has been lodged online. The Lodged Doc link is used to retrieve a RA not lodged via Online Services. See [Retrieve Lodged Remittance Advice](#). Only receipt details will display for payments made without Remittance Advice.

Processing Bulk or Single Administrations - the **Clear All** button re-sets all payment amounts already entered to zero. This enables payments to be made only for selected estates.

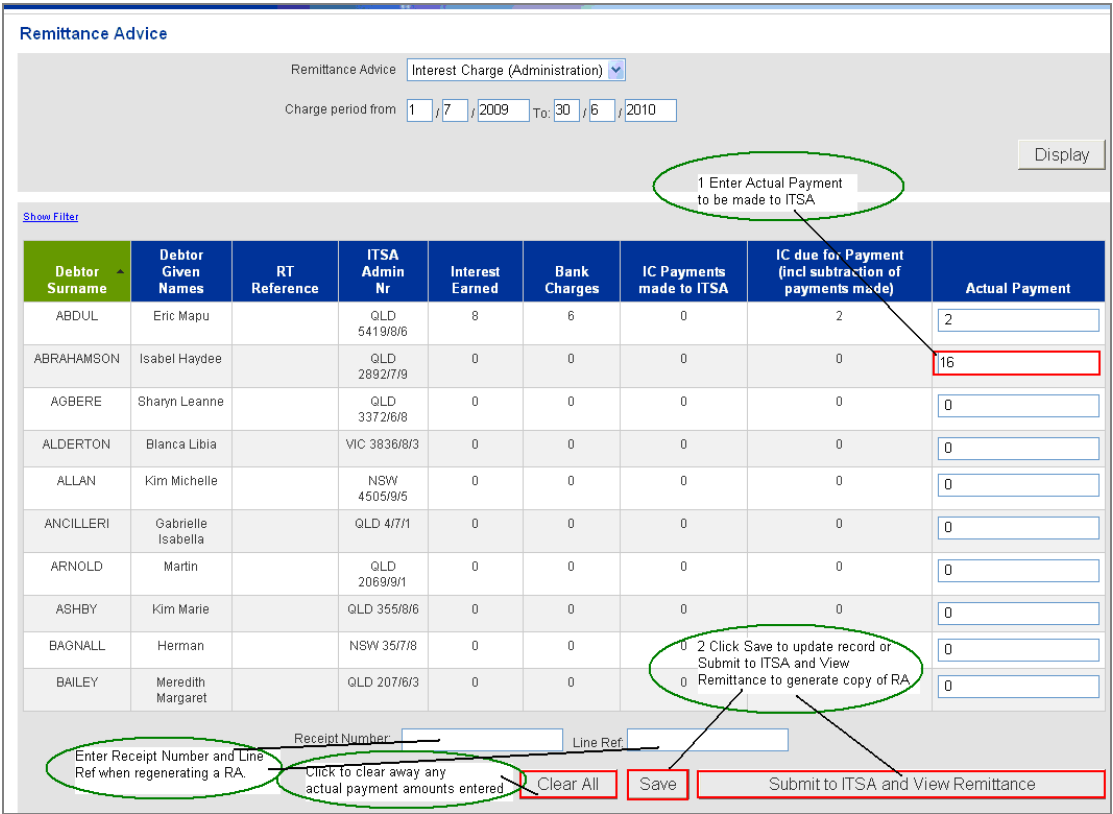
Action Steps

Menu Path: Administrations > Generate RC/IC Remittance



- 1 **Click/Select Interest Charge (Administration)** from list of values.
- 2 **Click/Select Charge period - From/To dates** (select unreconciled charge period only)
- 3 **Click Display.**

Result: All active estates for charge period display.



- 4 Click** Any heading below to sort by:
 Debtor Surname/Given Names
 RT Reference
 ITSA Admin Number
- 5 Click** **Clear All** to set all values to "0" if required.
- 6 Enter (Amend)** **Actual Payment** (defaults to amounts due. If required, amend to amount you intend to pay against this administration).
- Note:** If regenerating a RA, enter **Receipt Number** and **Line Ref** from earlier RA.
- 7 Click** **Save** to update record (and enter payment/s for other administration/s).

Result: Message confirms "Your Remittance Advice has been saved".

OR

Submit to ITSA and View Remittance.

Result: RC/IC History page displays.

RC/IC History

Payment Period: 01-07-2009 to 30-06-2010
 01-07-2008 to 30-06-2009

Display

Click View Orig link to display PDF copy of RA.

	Remittance Type	RA Reference No	RA Date Created	Intended Payment	Date Paid	Paid	Receipt No	Line Ref	
View Orig	Interest Charge	ICO-5490-178	11-Jan-2010	\$19.00		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-174	11-Jan-2010	\$108.43		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-172	08-Jan-2010	\$2.12		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-166	08-Jan-2010	\$54.73		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-165	07-Jan-2010	\$53.86		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-164	07-Jan-2010	\$53.86		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-163	07-Jan-2010	\$54.21		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-162	07-Jan-2010	\$1.00		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-161	07-Jan-2010	\$1.00		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-160	07-Jan-2010	\$1.00		\$0.00			Lodged Doc

- 8 Locate** Appropriate IC Remittance (using page buttons) and click View Orig link (to view and/or print copy).

Result: Windows **File Download** displays.

9 Click Open button to view RA in Adobe Reader.

INTEREST CHARGE PAYMENT ADVICE



Administrator/Trustee Details

Remittance Reference:

Given Name/s: Surname: Charge Period from: Charge Period to:

Contact Person Details

Given Name/s: Surname: Contact Number:

Please use a different form for each charge period

Note: Where an Administrator/Trustee operates a single bank trust account, there is no requirement to allocate the interest/bank charges to the individual estates. You may report the total interest, total bank charges and net payment now being made using the first row. Please leave the estate details blank.

Name of Debtor		Administration Number				Interest Earned	Bank Charges	Interest Charge Due	Interest Payment Being Made
Given Names	Surname	State Territory	XXX	XX	X				
ISABEL HAYDBE	ABRAHAMSON	QLD	2892	7	9	\$0.00	\$0.00	\$0.00	\$16.00
ERIC MAPU	ABDUL	QLD	5419	8	6	\$8.00	\$6.00	\$2.00	\$2.00
BELINDA CHRISTINE	MCKEOWN	NSW	9020	9	1	\$1.00	\$0.00	\$1.00	\$1.00
TOTAL						\$9.00	\$6.00	\$3.00	\$19.00

Payment Method

EFT Commonwealth Bank A/c Number: 062987 10001950
 Account Name: ITSA (Administered Receipts)
 Reference: Please use the remittance reference number displayed above or Trustee Number
 e.g: IC 1532

Cheque Cheque to be drawn in favour of 'Insolvency & Trustee Service Australia'

Credit Card Diners Club American Express
 Master Card Visa Other Card Number

10 Click File > Print

AND/OR

Save copy of RA to your Windows folder.

End Procedure.

Generate IC Remittance Advice (Trustee)

Trustees may submit a single/bulk payment for IC payable by selecting the Interest Charge (Trustee) option.

Viewing/Printing of RA Submitted to ITSA - the View Orig link appears only if a RA has been lodged online. The Lodged Doc link is used to retrieve a RA not lodged via Online Services. See Retrieve Lodged Remittance Advice. Only receipt details will display for payments made without Remittance Advice.

Action

Steps

Menu Path: Administrations > Generate RC/IC Remittance

The screenshot shows the 'Remittance Advice' form in the Australian Government Online Services. The form is titled 'Remittance Advice' and includes the following fields and buttons:

- Remittance Advice:** A dropdown menu set to 'Interest Charge (Trustee)'. An annotation points to this field with the text '1 Select IC (Trustee) and click Display'.
- Charge period from:** 1 / 7 / 2009 To 30 / 6 / 2010. An annotation points to this field with the text '2 Enter Interest Earned and Bank Charges then click Calculate'.
- Interest Earned:** 56.85
- Bank Charges:** 5.00
- Total Interest Charge Payments made to ITSA:** 0
- Total Interest Charge due for Payment:** 51.85
- Actual Payment:** 51.85
- Buttons:** 'Display', 'Calculate', and 'Submit to ITSA and View Remittance'.
- Annotations:**
 - '1 Select IC (Trustee) and click Display' points to the dropdown menu.
 - '2 Enter Interest Earned and Bank Charges then click Calculate' points to the date fields.
 - '3 Amend Actual Payment amount if required then click submit and view RA.' points to the 'Actual Payment' field.

- 1 Click/Select Interest Charge (Trustee)** from list of values.
- 2 Click/Select Charge period - From/To dates** (select unreconciled AER only)
- 3 Click Display.**
Result: Bulk interest fields display.
- 4 Enter Interest Earned
Bank Charges**
- 5 Click Calculate** button.
Result: Total Interest Charge due for Payment, Total Interest Charge Payments made to ITSA (if any) and Actual Payment populate.
- 6 Amend Actual Payment** amount if you wish to pay another amount.
- 7 Click Submit to ITSA and View Remittance.**
Result: RC/IC History page displays.

End Procedure.

[Lodge an AER](#)

[Enter and Submit AER Data - Single Administration](#)

[Enter and Submit AER Data - Multiple Administrations](#)

[View or Print RC/IC Remittance Advice](#)

AER Online Form

Form Data

AER data held by ITSA is displayed on an AER online single or multi-line (administration) form. It contains all general and payment information including:

- **List of administrations** (including interstate administrations) which were active for at least one day during the assessable financial year.
- **Previously submitted information for the current charge period.** (All RC/IC payments and estate finalisation notifications received by 30 June will display.)
- **Opening balance** drawn from closing balance reported in previous year's AER.
- **NIL balance** where an administration has no activity.

Calculations

1. Use the **Calculate** button to obtain AER data totals for individual receipts/payments.
2. Negative numbers are permitted for current fields.

Processing Options

	Buttons	Functions
1	Save	Use after data entry/updating when <u>not sending to ITSA</u> .
2	No Activity	Use to submit AER form for administrations without realisations.
3	Clear Current Data	Use to clear existing data.

4	Calculate	Use to finalise calculations for a data entry session (before Save or submission to ITSA).
5	Generate Remittance Advice only	Use to generate Remittance Advice for internal view/printing only.
6	Submit to ITSA and Generate Remittance Advice	Use to generate Remittance Advice for transmission to ITSA (follow up with manual payment).

AER Information - Online AER Form

See Annual Estate Return Data table below for explanation of required data.

AER Information Jane Trustee

Debtor Name: Meredith Margaret BAILEY (1) RT Reference: (2) Administration Type: Sequestration (3) ITSA Adm Number: GLD 207/6/3 (4)
 AER Period: 01-07-2009 to 30-06-2010 (5) Finalisation Date: (6)

BALANCES

Opening Balance: 45,519.36 (7) Adjusted Balance: 47,519.36 (8) Comment: Sale of car (9) Closing Balance at end of period: 67,419.36 (10)

RECEIPTS

Gross sale price of assets: 100,000.00 (11) Funds Transferred from another trustee: 2,500.00 (17)
 Recoveries from antecedent transactions: 0.00 (12) Contributions Collected: 0.00 (18)
 Sec 73 Composition Receipts: 0.00 (13) Trading Receipts: 0.00 (19)
 Other Receipts: 2,000.00 (14) Total receipts subject to Realisation Charge: 102,000.00 (20)
 Interest Earned on estate: 1,000.00 (15)
 Other Receipts not subject to Realisations Charge: 0.00 (16) TOTAL RECEIPTS FOR THE PERIOD: 103,000.00 (21)

PAYMENTS

Amount paid to secured creditors: 50,000.00 (22) Trading Payments: 0.00 (29)
 Costs of Administering the Estate: 5,000.00 (23) Trustee's remuneration: 10,000.00 (30)
 Dividends paid to Creditors: 20,000.00 (24) Bank Fees and Charges: 600.00 (31)
 Other Payments: 0.00 (25)
 Current Period RC Received Payment: 0.00 (26) Previous Period RC Received Payment: 0.00 (32)
 Current Period IC Received Payment: 0.00 (27) Previous Period IC Received Payment: 0.00 (33)
 Refund of Surplus to Debtor: 0.00 (28) Funds transferred to another Trustee: 0.00 (34)
 TOTAL PAYMENTS FOR THE PERIOD: 85,600.00 (35)

RECONCILE CHARGES

RC Due for Receipts during period: 3,395.00 (36)
 RC now payable for period receipts: 3,395.00 (37)
 RC Payment being made: 3,395.00 (38)
 Interest Charge Due for Receipts during period: 400.00 (39)
 Interest Charge now payable for period receipts: 400.00 (40)
 IC Payment being made: 400.00 (41)

Buttons: Return, Clear Current, No Activity, Calculate, Save, Generate Remittance Advice only

Annual Estate Return Data

Administration Details

	Field	Data Description
1	Debtor Name	Debtor first/surname
2	RT Reference	Your administration reference
3	Administration Type	Type of administration being managed
4	ITSA Admin Number	ITSA administration reference
5	AER Period	Selected charge period
6	Finalisation Date	Trustee's finalisation date (trustee to enter)

Balances

7	Opening Balance	Opening balance calculated from previous financial year's AER
8	Adjusted Balance	Trustee's own (adjusted) opening balance. Comment is mandatory if balance is changed - see 9 below.
9	Comment	Comment explaining trustee's adjustment of opening balance
10	Closing Balance at end of period	Administration's closing balance

Receipts

11	Gross Sale Price of Assets	Funds collected by trustee on sale of assets for this matter
12	Recoveries from Antecedent Transactions	Funds collected by trustee on recoveries for this matter
13	Sec 73 Composition Receipts	Funds collected by trustee as section 73 receipts for this matter
14	Other Receipts	Any other funds collected by trustee for this matter
15	Interest Earned on Estate	Interest earned on funds received for this matter
16	Other Receipts Not Subject to RC	Funds collected by trustee that do not attract a realisation charge for this matter
17	Funds Transferred from Another Trustee	Funds transferred from another trustee for this matter
18	Contributions Collected	Funds collected by trustee from debtor as contributions for this matter
19	Trading Receipts	For trustee's continued operation of bankrupt's business
20	Total Receipts Subject to RC	Add all RC receipts and display total
21	Total Receipts for Period	Total of all receipts for this matter

Payments

22	Amount Paid to Secured Creditor	Funds paid by trustee to secured creditor for this matter
23	Costs of Administering Estate	Funds paid by trustee to trustee for administering this matter
24	Dividends Paid to Creditors	Funds paid by trustee as dividend to creditors for this matter
25	Other Payments	Funds paid by trustee not covered by other categories for this matter

26	Current Period RC Received Payment	Total of all RC payments made by trustee for this charge period
27	Current Period IC Received Payment	Total of all IC payments made by trustee for this charge period
28	Refund of Surplus to Debtor	Funds paid by trustee to debtor due to surplus collection for this matter
29	Trading Payments	Funds paid by trustee in relation to running administration's business
30	Trustee's Remuneration	Funds paid by trustee to trustee as remuneration for this matter
31	Bank Fees and Charges	Bank fees and charges
32	Previous Period RC Received Payment	Total of all RC payments made by trustee for the previous charge period
33	Previous Period IC Received Payment	Total of all IC payments made by trustee for previous charge period
34	Funds Transferred to Another Trustee	Funds transferred to another trustee who will be managing this matter
35	Total Payments for the Period	Total of all payments made by trustee for this charge period
Reconcile Charges - RC		
36	RC Due for Receipts During Period	Calculation of RC for this charge period
37	RC Now Payable for Period Receipts	Amount the trustee will make against this charge
38	RC Payment Being Made	Amount trustee intends to pay.
Reconcile Charges - IC		
39	IC Now Due for Receipts During Period	IC due based on interest earned and bank fees/charges
40	IC Now Payable for Period Receipts	Remaining IC due and payable
41	IC Payment Being Made	IC due for period (to be submitted with AER). Amount trustee intends to pay.

[Enter and Submit AER Data - Single Administration](#)
[Enter and Submit AER Data - Multiple Administrations](#)
[AER Online Form](#)
[User Roles and Access Rights](#)

AERs - Data Entry Process

1. Trustees may enter/update RC/IC and AER information throughout the year on the online AER form and withhold submission of information to ITSA until the AER lodgement due date.
2. AER data (and related remittances) for finalised administrations may be submitted ad hoc to ITSA. **Note:** Administration must have a nil closing balance.
3. AERs for individual administrations (when accessed via multi-administration screen) display with a status of **Saved** or **Submitted** throughout the current charge period. A trustee may resubmit information for an administration up to the closure date of a charge period.
4. Once reconciled with ITSA records, all AER information is deemed complete and cannot be updated/resubmitted. Any issues with an AER will need to be resolved offline with Information & Registry.

Note: The AER data screen may be used to drag off RC/IC data for Remittance Advice (RA) submission to ITSA (without other AER data). Remittance Advice may also be generated in bulk. See [Generate Bulk RC/IC Remittances](#).

Enter and Submit AER Data - Single Administration

- Use the single AER Information screen to enter, update and/or submit AER and/or RC/IC data to ITSA for a specific administration.
- Generate Remittance Advice (RA) for RC/IC for internal records only.

Processing Options

	Buttons	Functions
1	No Activity	Submit AER form for administration without realisations.
2	Generate Remittance Advice only	Generate RA for internal view/printing only.
3	Submit to ITSA and Generate Remittance Advice	Generate RA for transmission to ITSA (follow up with payment).

Process Overview

1. Click **Administrations > List of Administrations**.
2. In **Administration Details** screen, click **Annual Estate Return** tab and then **Display** to view current charge period administrations.
3. Click View link for selected administration to display AER Information screen for the estate.
4. Enter **Adjusted Balance** (optional), **Receipts**, **Payments** and/or **Reconcile Charges** data as required. Press **Calculate**.
5. **Save** and then select your processing option i.e. **Generate Remittance Advice Only** or **Submit to ITSA and Generate Remittance Advice**.

Data Entry Rules

1. Use the **Calculate** button after data entry to obtain AER totals for receipts/payments and charges.
2. Negative numbers are permitted for current fields.

Action

Steps

Menu Path: Online Services > Administrations > List of Administrations

	Date Admin Started	Family Name	Given Names	RT Reference	Admin Type	ITSA Admin Number	Expected Date of Discharge	Principal Trustee	Status
View	27-Nov-2009	KOMAR	Catherine Maisie		Debtors Petition	NSW 9867/9/2	28-Nov-2012	Y	Active
View	13-Nov-2009	SAAL	Robyn Lee		S188 Authority	NSW 9481/9/1		Y	Active
View	04-Nov-2009	GEBERT	Deborah Dorothy		Sequestration	QLD 5880/9/8		Y	Active
View	30-Oct-2009	DOIDGE	Jennifer Margaret		Sequestration	NSW 9020/9/1		Y	Active
View	30-Oct-2009	MCKEOWN	Belinda Christine		Sequestration	NSW 9020/9/1		Y	Active
View	29-Oct-2009	CULBERTSON	Steven Frederick		Sequestration	NSW 8970/9/1	19-Nov-2012	Y	Active
View	19-Oct-2009	CARNEY	Peter Mathias		S188 Authority	QLD 5477/9/4		Y	Active
View	19-Oct-2009	O'LOUGHLIN	Clayton John		S188 Authority	QLD 5477/9/4		Y	Active
View	07-Oct-2009	WILLBOW	Herman		S188 Authority	VIC 5004/9/2		Y	Active
View	06-Oct-2009	WOODS	David Bruce		S188 Authority	QLD 5240/9/7		Y	Active

1 Click View link for specific administration.

Result: Administration Details screen displays.

2 Click **Annual Estate Return** tab.

Result: AER Period dropdown list displays. (Defaults to current charge period.)

3 Click **Display**.

Result: AER Information screen for selected administration displays. (To return to listing, click **Return** at foot of screen).

AER Information Jane Trustee

■ AER has been Saved successfully

Debtor Name: Belinda Christine MCKEOWN, Jennifer Margaret DOIDGE
 RT Reference: [] Administration Type: Sequestration
 ITSA Admin Number: NSW 9020/9/1
 AER Period: 01-07-2009 to 30-06-2010
 Finalisation Date: []

BALANCES

Opening Balance: 0.00
 Adjusted Balance: [] Comment: []
 Closing Balance at end of period: 0.00

RECEIPTS

Gross sale price of assets: 7,000.00
 Recoveries from antecedent transactions: 0.00
 Sec 73 Composition Receipts: 0.00
 Other Receipts: []
 Interest Earned on estate: 1.00
 Other Receipts not subject to Realisations Charge: []
TOTAL RECEIPTS FOR THE PERIOD: 7,001.00

PAYMENTS

Amount paid to secured creditors: 3,000.00
 Costs of Administering the Estate: 500.00
 Dividends paid to Creditors: 0.00
 Other Payments: []
 Current Period RC Received Payment: 0.00
 Current Period IC Received Payment: 0.00
 Refund of Surplus to Debtor: 2,451.00

RECONCILE CHARGES

RC Due for Receipts during period: 54.21
 RC now payable for period receipts: 54.21
 RC Payment being made: 54.21
 RC/IC calculated by system on clicking Calculate. Adjust if required.
 Interest Charge Due for Receipts during period: 1.00
 Interest Charge now payable for period receipts: 1.00
 IC Payment being made: 1.00

TOTAL PAYMENTS FOR THE PERIOD: 7,001.00

Buttons: Cancel, Clear Current, No Activity, Calculate, Save, Generate Remittance Advice only, Submit to ITSA and Generate Remittance Advice

4 Click (Optional) Clear Current to clear away any prior data for estate.

5 Enter Adjusted Balance and Comment (optional but if balance entered, comment must be entered).

**Receipts
Payments
Reconciliation**

Note: Negative values are permitted. Go to **Step 7**.

OR

6 Click No Activity to convert all realisations values for estate to "0". Go to **Step 8**.

7 Click Calculate once all data entered.

Result: Values are updated.

8 Click/Select Save. (Record may be updated without generating RA or submitting with ITSA).

AND

Generate Remittance Advice Only (to save/print details of

remittance). Go to [View Remittance Advice](#) to view/print RA.

OR

Submit to ITSA and Generate Remittance Advice (send to ITSA for processing). Go to [View Remittance Advice](#) to view/print RA. Arrange for payment of RA to ITSA.

End Procedure.

Enter and Submit AER Data - Multiple Administrations

Use the multi-administration AER Information screen to:

- Generate a full AER or AER data for several estates.
- Update AER data for multiple estates without submitting with ITSA (including any active and finalised cases for the current charge period).
- Generate Remittance Advice (RA) for RC/IC without submission of full AER data to ITSA.

Processing Options

	Buttons	Functions
1	No Activity	Submit AER form for administration without realisations.
2	Generate Remittance Advice only	Generate RA for internal view/printing only.
3	Submit to ITSA and Generate Remittance Advice	Generate RA for transmission to ITSA (follow up with payment).

Process Overview

1. Select **Main Menu > AER Lodgement > List of Administrations Requiring AER.**
2. Click **Administration Number** link for estate to open **AER Information** screen for data entry/updating.
3. Enter **Adjusted Balance** (optional), **Receipts, Payments** and/or **Reconcile Charges** data or **No Activity.**
4. Click **Save**, click **Return**, then select another estate for data entry **OR**
5. Click/flag estate checkbox, then press the desired processing option i.e. **Generate Remittance Advice Only** or **Submit to ITSA and Generate RA.**

Data Entry Rules

1. Use the **Calculate** button after data entry to obtain totals for receipts/payments and charges.
2. Negative numbers are permitted for current fields.

Action Steps

Menu Path: Online Services > AER Lodgement > List of Administrations Requiring AER

List of Administrations Requiring AER

AER period: 01-07-2009 to 30-06-2010 Defaults to current period

Click Admin Number to open AER Information screen for data entry

Select	AER Status	ITSA Admin Number	Debtor Name	RT Reference	Finalisation Date	RC Payment Amount	IC Payment Amount	Opening Balance	Closing Balance
<input type="checkbox"/>	AER Saved and Lodged	QLD 5419888	ABDUL, Eric Mapu			0.00	0.00	0.00	0.00
<input type="checkbox"/>	AER Saved	QLD 2892779	ABRAHAMSON, Isabel Haydee			665.00	50.00	20000.00	27050.00
<input type="checkbox"/>	AER Saved	QLD 3372688	AGBERE, Sharyn Leanne			31.50	0.00	1000.00	1900.00
<input type="checkbox"/>	No AER	VIC 3836883	ALDERTON, Blanca Libia			0	0	0	0
<input type="checkbox"/>	No AER	NSW 4505995	ALLAN, Kim Michelle			0	0	0	0
<input type="checkbox"/>	No AER	QLD 4771	ANCILLERI, Gabrielle Isabella			0	0	0	0
<input type="checkbox"/>	No AER	QLD 2068991	ARNOLD, Martin			0	0	0	0
<input type="checkbox"/>	No AER	QLD 355886	ASHBY, Kim Marie			0	0	0	0
<input type="checkbox"/>	AER Saved	NSW 35778	BAGNALL, Herman			14.00	0.00	18488.16	18888.16
<input type="checkbox"/>	AER Saved	QLD 207683	BAILEY, Meredith Margaret			3395.00	400.00	47519.36	67419.36

Click to view other pages/estates

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1 Click/Select ITSA Admin Number link for specific estate.

Result: AER Information screen for estate displays. (To return to listing, click **Return** at foot of screen).

AER Information Jane Trustee

Debtor Name Isabel Haydee ABRAHAMSON RT Reference Administration Type Sequestration ITSA Admin Number QLD 2892/7/9
 AER Period 01-07-2009 to 30-06-2010 If required, enter your own adjusted balance and comment (mandatory). Finalisation Date

BALANCES
 Opening Balance 0.00 Adjusted Balance 20,000.00 Comment Sale of antiques Closing Balance at end of period 20,750.00

RECEIPTS
 Enter data as required (accepts negative amounts when updating existing data). Click Calculate once data entered.
 Gross sale price of assets 25,000.00 Funds transferred from another trustee 0.00
 Recoveries from antecedent transactions 0.00 Contributions Collected 0.00
 Sec 73 Composition Receipts 0.00 Trading Receipts 0.00
 Other Receipts 0.00 Total receipts subject to Realisation Charge 25,000.00
 Interest Earned on estate 50.00 Click to return to Administration List
 Other Receipts not subject to Realisations Charge 0.00 Click if no realisations for administration
TOTAL RECEIPTS FOR THE PERIOD 25,050.00

PAYMENTS
 Amount paid to secured creditors 5,000.00 Trading Payments 0.00
 Costs of Administering the Estate 1,000.00 Trustee's remuneration 5,000.00
 Dividends paid to Creditors 13,300.00 Bank Fees and Charges 0.00
 Other Payments 0.00
 Current Period RC Received Payment 0.00 Previous Period RC Received Payment 0.00
 Current Period IC Received Payment 0.00 Previous Period IC Received Payment 0.00
 Refund of Surplus to Debtor 0.00 Funds transferred to another Trustee 0.00
TOTAL PAYMENTS FOR THE PERIOD 24,300.00

RECONCILE CHARGES
 RC Due for Receipts during period 700.00
 RC now payable for period receipts 700.00
 RC Payment being made 700.00
 RC/IC calculated by system on clicking Calculate. Adjust if required.
 Interest Charge Due for Receipts during period 50.00
 Interest Charge now payable for period receipts 50.00
 IC Payment being made 50.00
 Click Save to update record only.

Buttons: Return, Clear Current, No Activity, Calculate, Save, Generate Remittance Advice only

2 Click **Clear Current** to remove any prior data for estate. (Optional)

3 Enter **Adjusted Balance** and **Comment** (optional but if balance entered, comment must be entered).

**Receipts
 Payments
 Reconciliation**

Note: Negative values are permitted.

OR

4 Click **No Activity** to convert all realisations values for estate to "0". Go to Step 6.

5 Click **Calculate** once all data entered.

Result: Values are updated.

6 Click **Save**.

Result: Message displays: "AER successfully saved".

7 Click

Return.

Result: List of Administrations Requiring AER displays.

List of Administrations Requiring AER

AER period: 01-07-2009 to 30-06-2010

Display

Select	AER Status	ITSA Admin Number	Debtor Name	RT Reference	Finalisation Date	RC Payment Amount	IC Payment Amount	Opening Balance	Closing Balance
<input type="checkbox"/>	AER Saved and Lodged	QLD 5419/06	ABDUL, Eric Masud			0.00	0.00	0.00	0.00
<input type="checkbox"/>	AER Saved	QLD 2892/7/3	ABRAMAMSON, Isabel Haydee			665.00	50.00	20000.00	27050.00
<input type="checkbox"/>	AER Saved	QLD 3372/6/8	AGBERE, Sharyn Leanne			31.50	0.00	1000.00	1900.00
<input type="checkbox"/>	No AER	VIC 3838/8/3	ALDERTON, Blanca Libria			0	0	0	0
<input type="checkbox"/>	No AER	NSW 4505/9/5	ALLAN, Kim Michelle			0	0	0	0
<input type="checkbox"/>	No AER	QLD 4/7/1	ANCILLERI, Gabrielle Isabella			0	0	0	0
<input type="checkbox"/>	No AER	QLD 2089/9/1	ARNOLD, Martin			0	0	0	0
<input type="checkbox"/>	No AER	QLD 355/8/6	ASHBY, Kim Maple			0	0	0	0
<input type="checkbox"/>	AER Saved	NSW 35/7/8	BAGNALL, Herman			14.00	0.00	18488.16	18888.16
<input type="checkbox"/>	AER Saved	QLD 207/8/3	BAILEY, Meredith Margaret			3395.00	400.00	47519.36	67419.36

Select All Generate Remittance Advice Only Submit to ITSA and Generate Remittance Advice

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8 Click

Another administration link to update next record and **Save**.

OR

Click/flag administration checkbox and click **Generate Remittance Advice Only** to view/print details of RAs for estate(s). Go to [View Remittance Advice](#).

OR

Click/flag administration checkbox and click **Submit to ITSA and Generate Remittance Advice**. Go to [View Remittance Advice](#) to view/print RAs. Arrange payment of RA to ITSA.

End Procedure.

[Retrieve Lodged Remittance Advice from ITSA](#)

View or Print RC/IC Remittance Advice

Remittance Advice (RA) for RC/IC paid for a charge period may be viewed and (re-)printed using Adobe Reader View and Print functions.

Note: Where the RA was not lodged online, it must be requested from ITSA via the [Lodged Doc](#) link to the right of the screen. The [View Orig](#) link to the left of screen will display where a RA has been lodged online. Receipt details only will display for payments made without Remittance Advice.

Process Overview

1. Select **Administrations > RC/IC History**.
2. Select/click **Payment Period** tab to view Remittance Advice table.
3. Select/click [View Orig](#) link for a specific RA (or request a copy from ITSA via [Lodged Doc](#) link). See [Retrieve Lodged Remittance Advice from ITSA](#).
4. Click **File > Print** or use **Print** icon.

Action

Steps

Menu Path: Administrations > RC/IC History

RC/IC History

Payment Period: 01-07-2009 to 30-06-2010
01-07-2008 to 30-06-2009

1 Select Payment Period.
 2 Click Display.

Display

Click any heading to sort in alpha-numeric order

	Remittance Type	RA Reference No	RA Date Created	Intended Payment	Date Paid	Paid	Receipt No	Line Ref	
View Orig	Interest Charge	ICO-5490-181	11-Jan-2010	\$51.85		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-180	11-Jan-2010	\$19.00		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-178	11-Jan-2010	\$19.00		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-174	11-Jan-2010	\$108.43		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-172	08-Jan-2010	\$2.12		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-166	08-Jan-2010	\$54.73		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-165	07-Jan-2010	\$53.86		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-164	07-Jan-2010	\$53.86		\$0.00			Lodged Doc
View Orig	Realisation Charge	RCO-5490-163	07-Jan-2010	\$54.21		\$0.00			Lodged Doc
View Orig	Interest Charge	ICO-5490-162	07-Jan-2010	\$1.00		\$0.00			Lodged Doc

Click View Orig to display PDF copy of RA

Click to locate RA

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First Page Previous Page Next Page Last Page

- 1 **Click/Select** **Payment Period** and click **Display** (if not current/default period).

Result: Remittance details for **Payment Period** displays.

- 2 **Click** Any of the following column headings to sort data in alphanumeric order:

Remittance Type
RA Reference No
RA Date Created
Intended Payment
Date Paid
Paid
Receipt No.

- 3 **Click/Select** View Orig.

Result: Remittance Advice displays in Adobe Reader. To print go to **Step 4** or click Close Window and return to **RC/IC History**.

- 4 **Click** **File > Print.**

End Procedure.

Retrieve Lodged Remittance Advice from ITSA

Trustees may request a scanned copy of lodged Remittance Advice (RA) from ITSA via email.

Note: A request may be lodged only if a valid/current trustee email address has been registered with ITSA.

Process Overview

1. Access **RC/IC History**.
2. Select **Payment Period** to display RAs lodged for the period.
3. Select RA required and click the Lodged Doc link to generate an email request to ITSA.

Action

Steps

Menu Path: Administrations > RC/IC History

The screenshot shows the 'RC/IC History' interface. At the top, there is a 'Payment Period' dropdown menu with two options: '01-07-2009 to 30-06-2010' and '01-07-2008 to 30-06-2009'. A red box highlights this menu, with a callout '1 Select Payment Period.' pointing to it. Below the menu is a 'Display' button, also highlighted with a red box and a callout '2 Click Display.'. The main part of the page is a table with columns: Remittance Type, RA Reference No, RA Date Created, Intended Payment, Date Paid, Paid, Receipt No, Line Ref, and Lodged Doc. The table contains several rows of data. A red box highlights the 'Lodged Doc' link in the final row of the table, with a callout 'Click Lodged Doc link to request copy of RA' pointing to it. At the bottom right, there is a pagination control showing 'page 2 of 2' and buttons for 'First Page', 'Previous Page', 'Next Page', and 'Last Page'.

Remittance Type	RA Reference No	RA Date Created	Intended Payment	Date Paid	Paid	Receipt No	Line Ref	Lodged Doc
Realisation Charge	RCO-859-87	11-Dec-2009	\$190.50		\$0.00			Lodged Doc
Realisation Charge	RCO-859-80	10-Dec-2009	\$175.00		\$0.00			Lodged Doc
Interest Charge	ICO-859-63	09-Dec-2009	\$160.00		\$0.00			Lodged Doc
Interest Charge	ICO-859-62	09-Dec-2009	\$50.00		\$0.00			Lodged Doc
Realisation Charge	RCO-859-64	09-Dec-2009	\$35.75		\$0.00			Lodged Doc
Realisation Charge			\$80.00	07-Jan-2010	\$380.00	AV34000018	1	Lodged Doc
Realisation Charge			\$380.00	07-Jan-2010	\$380.00	AV34000016	1	Lodged Doc
Realisation Charge			\$100.00	07-Jan-2010	\$1000.00	AV34000015	1	Lodged Doc

1 Click/Select **Payment Period** and click **Display** (if not current/default period). .

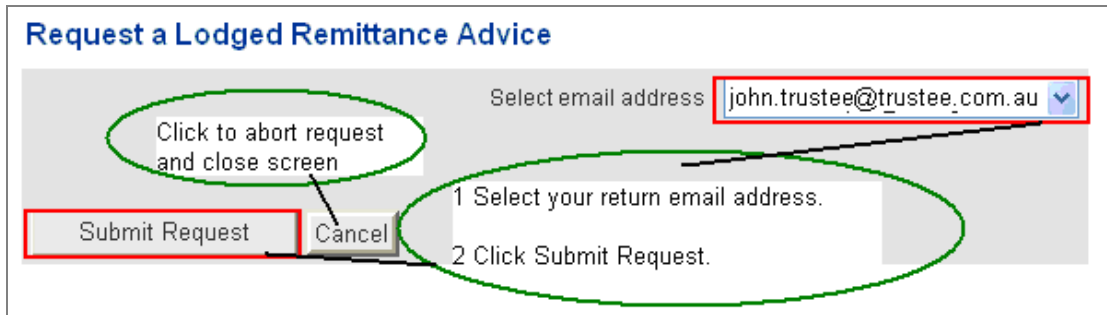
Result: Remittance details for **Payment Period** displays.

2 Click Any of the following column headings to sort data in alpha-numeric order:

- Remittance Type
- RA Remittance Nr
- RA Date Created
- Intended Payment
- Date Paid
- Paid
- Receipt No.
- Line Ref.

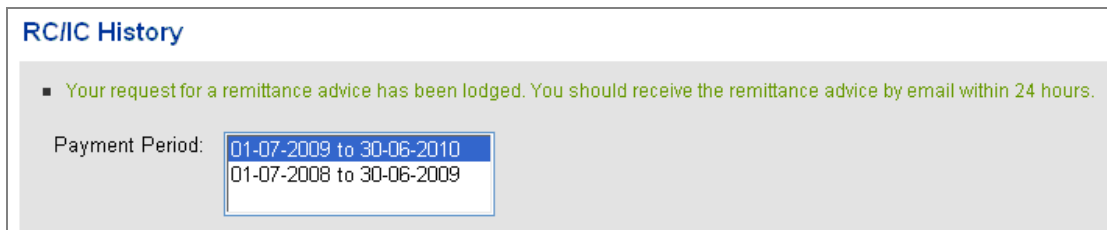
3 Click Lodged Doc link to far left of Remittance Advice table to request copy of RA from ITSA.

Result: Request a **Lodged Remittance Advice** screen displays.



4 Click **Select email address** and **Submit Request** (or **Cancel** to abort)

Result: Confirmation message for lodgement request displays.



End Procedure.

[Print List of Administrations](#)
[Print Administration Report](#)

View AER Lodgement Details

Data for all lodged AERs may be viewed via the AER Lodgement Details screen.

- Access data for an entire AER covering all administrations via the AER charge period tab.
- Use the search filter to access administrations by Administration Type, Debtor Name and ITSA Admin Number.

Action

Steps

Menu Path: Administrations > AER Lodgement Details

The screenshot displays the 'AER Lodgement Details' screen. The left-hand navigation menu includes 'Account Management', 'Administrations', 'List of Administrations', 'Search for an Administration', 'Correspondence Lodgement History for Trustee', 'AER Lodgement', 'AER Lodgement Details' (highlighted in green), 'Generate RCAC Reimbursement', 'View AER Summary History', 'RCAC History', 'User Management', and 'Help'. The main content area features a 'Show Filter' button, a '2009-2010' tab, and a table with the following data:

ITSA Admin Number	Debtor Surname	Debtor Given Names	Administration Type	Opening Balance	Adjusted Opening Balance	Adjustment Comments	Funds Transferred from Another Trustee	Gross Sale Price of Assets	Re...
QLD 541 9/8/6	ABDUL	ERIC MAPU	Sequestration Order	0.00			2	1	
QLD 524 0/9/7	WOODS	DAVID BRUCE	S188 Authority	0.00	33	a	0	0	

At the bottom of the table, there is a scrollbar and a 'First Page' button. Annotations with green circles and arrows point to the 'Show Filter' button, the '2009-2010' tab, and the scrollbar.

1 Click/Select AER Period tab and view data by default sort order.

OR

Show Filter to access a specific administration or view by administration type. (See below.)

Result: Administrations for selected AER display.

Online Services Help

AER Lodgement Details

Hide Filter

Click to close filter

ITSA Admin Number

Administration Type **Sequestration** ▼

Debtor Given Names

Debtor Surname

1 Select search criteria

2 Click Filter

3 Click/drag scrollbar to view data

Use the wildcard "*" or "%" to search on a full or partial Surname or Given Name.

Filter Clear

Click to remove and re-select criteria

2009-2010 2008-2009

ITSA Admin Number	Debtor Surname	Debtor Given Names	Administration Type	Opening Balance	Adjusted Opening Balance	Adjustment Comments	Funds Transferred from Another Trustee	Gross Sale Price of Assets	Recd fr Ante Trans
QLD 541 9/8/6	ABDUL	ERIC MAPU	Sequestration Order	0.00			2	1	
NSW 902 0/9/1	MCKEOWN	BELINDA CHRISTINE	Sequestration Order	0.00			0	7000	

2 Click (Drag) Horizontal scroll bar to view administration specific data by column.

Note: All data displays in AER Form format (i.e. column by column).

End Procedure.

[Print List of Administrations](#)
[Print Administration Report](#)

View Online Lodgement History

Trustees may view all lodged documents relating to AERs and RC/IC payments including:

1. Current processing status and any related communications e.g. AER return letter for data errors.
2. AER related payments, their status and any related communications.

Action

Steps

Menu Path: Administrations > List of Administrations > Online Lodgement History

Australian Government
 Insolvency and Trustee Service Australia

Online Services

Home About Contact Feedback Log Out

ROBERT V KRZYZANSKI (Trustee859) logged in acting for Robert V KRZYZANSKI (6497)

Account Management
Administrations
 User Management
 Help

List of Administrations

Show Filter

1 Click to filter list by selected criteria

2 Select/click link to display Admin Details for administration.

	Date Admin Started	Family Name	Given Names	RT Reference	Admin Type	ITSA Admin Number	Expected Date of Discharge	Principal Trustee	Status
View	08-Apr-1992	MARTENS	Nathan Charles		Sequestration	SA 559/92/2	07-May-1995	Y	Active
View	08-Apr-1992	GORDON	Murat		Sequestration	SA 559/92/2	07-May-1995	Y	Active
View	06-May-1991	MCGREGOR-LOWNDES	Darren John		Sequestration	SA 651/91/8	Objection	Y	Active
View	18-Dec-1991	RHIE	William Alexander		Sequestration	SA 1950/91/5	Objection	Y	Finalised
View	01-Jul-1991	VERNON	Sharon Mary		Sequestration	SA 948/91/1	Objection	Y	Finalised
View	17-Dec-1990	NADER	Yvonne Lee		Sequestration	SA 1367/90/5	Objection	Y	Finalised
View	22-Oct-1990	MASRI	Timothy William		Sequestration	SA 1131/90/1	Objection	Y	Finalised
View	18-Apr-1990	JAMES	David Ian		Sequestration	SA 391/90/1	Objection	Y	Finalised
View	30-Nov-1989	BEAUMONT	Caterina Lynette		Sequestration	SA 1233/89/0	Objection	Y	Finalised

1 Click

Show Filter to list administrations by:

- Administration Type - DP, SO, PIA etc.
- Date Admin Started - from/to
- Status - all, active, finalised, lapsed
- Trustee Type - principal, secondary, previous

2 Click

Search.

Result: Administrations display.

3 Select/Click View link for a specific administration.

Result: Administration Details displays.

4 Click **Online Lodgement** tab.

Result: Lodgement details display. (AER, RC/IC)

The screenshot shows the 'Administration Details' page for a debtor named Murat GORDON and Nathan Charles MARTENS. It includes fields for RT Reference and ITSA Admin No. Below these are tabs for Summary, Trustees, Online Lodgement History (highlighted in red), and Annual Estate Return. A table below the tabs shows a single lodgement entry. Annotations with green circles and arrows point to the 'Online Lodgement History' tab and the table headers, providing instructions on how to view details and sort data.

Administration Details

Debtor Name: **Murat GORDON**
Nathan Charles MARTENS

RT Reference: [Add Reference](#)

ITSA Admin No: SA 559/92/2 [Certificate of Appointment](#)

Summary Trustees **Online Lodgement History** Annual Estate Return

Lodgement Date	Event	Description	Lodged By	Processing Done
07-Jan-2010	RC Payment Matching	Receipt Number AV34000016, Line Item Number 1 and Remittance Reference Number N/A	TESTUSER10	07-Jan-2010

Administration Report

Click Online Lodgement History tab to view AER and RC/IC lodgement details

Click any column heading to sort data in alpha-numeric order

End Procedure.

[Print List of Administrations](#)
[Print Administration Report](#)

View Correspondence Lodgement History

You may view a list of two-way (trustee-ITSA) communications and transactions logged for AER and RC/IC matters including:

1. Return/payment issues for RC/IC.
2. List of all communications and the processing status of AER documents lodged against a specific administration.
3. Prior years' AERs, related RC/IC and communications.



Menu Path: Administrations > Correspondence Lodgement History for Trustee

Sent/Lodge Date	Event	Description	Lodged By	Processing Done
21-Aug-2009	IC Payment Matching	Receipt Number 4016000154, Line Item Number 2 and Remittance Reference Number N/A	ITSA	21-Aug-2009
21-Aug-2009	IC Payment Matching	Receipt Number 4016000154, Line Item Number 3 and Remittance Reference Number N/A	ITSA	21-Aug-2009
20-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009
20-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009
19-Aug-2009	IC Payment Matching	Receipt Number 4016000154, Line Item Number 1 and Remittance Reference Number N/A	ITSA	19-Aug-2009
19-Aug-2009	IC Payment Matching	Receipt Number 4016000134, Line Item Number 1 and Remittance Reference Number N/A	ITSA	19-Aug-2009
19-Aug-2009	IC Payment Matching	Receipt Number 4016000149, Line Item Number 1 and Remittance Reference Number N/A	ITSA	19-Aug-2009
19-Aug-2009	IC Payment Matching	Receipt Number 4016000144, Line Item Number 1 and Remittance Reference Number N/A	ITSA	19-Aug-2009
19-Aug-2009	IC Payment	Receipt Number 4016000150, Line Item Number 1 and	ITSA	19-Aug-2009

1 Click Show Filter (to view correspondence items by type, date etc.)

Result: Filter criteria display.

2 Select

Search criteria including:

Event Type (e.g. RC/IC, AER Lodged, AER Reconciliation)

Date Lodged/Sent (period from/to)

Lodged By (ITSA, All)

3 Click

Filter.

Result: List of events display.

Hide Filter

Event: AER Lodged

Date Lodged/Sent From: 01 / 07 / 2009 To: 12 / 01 / 2010

Lodged By: All

Filter Clear

Sent/Lodge Date	Event	Description	Lodged By	Processing Done
20-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009
20-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009
14-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009
14-Aug-2009	AER Lodged	AER Lodgment Spreadsheet	ITSA	04-Aug-2009

Sort Results

4 Click

Any column heading to sort entries in ascending (**Λ**) or descending (**V**) alpha or numeric order.

AND (where required)

Use page buttons (Next/First/Last) to view entries.

5 Click

Clear to remove data and re-select filter criteria.

OR

Select another menu option or Logout.

End Procedure.

Frequently Asked Questions

How long will registration take?

Trustees: Once you have submitted the online registration form we will contact you to verify your request.

Once we have verification your account will be created and we will notify you via email. This process takes approximately three working days.

Employees: Once you have submitted the online registration form we will contact your Trustee/s to verify your request.

Once we have verification your account will be created and we will notify you via email. This process takes approximately three working days.

I've received my security confirmation key, what do I do now?

Go to the ITSA home page and follow the link to log in to online services.

You will then be prompted to enter your Security Confirmation Key. If you do not log in within 48 hours of receiving the confirmation key, it will expire.

My security Confirmation Key has expired, what do I do now?

Contact Online Services Support onlineservices@itsa.gov.au requesting your Security Confirmation Key to be reset.

I'm changing Trustees do I need to set up a new account?

No. Accounts belong to the individual not to Trustees or firms. However, you will need to ask your new Trustee to grant you access to their matters.

Why has my account been disabled?

- If you have made three consecutive failed attempts at login, your account may have been temporarily disabled. Attempt to log in again after 30 minutes. If, after 30 minutes, you still cannot log in contact [Online Services Support](#)
- If you have not used your account for 90 days your password may have expired. Contact [Online Services Support](#).

I've updated my firm details but they aren't appearing on the NPII – why?

Changes to firm/business details need to be verified by ITSA Regulation & Enforcement before they can be updated.

Can I still conduct business with ITSA the way I always have?

Yes. Online Services is an optional support tool. All of our ITSA Registry sites will continue to process your requests and accept documents as usual.

How do I provide feedback?

The feedback form is available once you have logged in to Online Services. It appears on the far right-hand side of the main toolbar.

Online Services Feedback

Your views are important to us. Improvement of Online Services functions and layout/design is dependent on your feedback. Please provide us with your comments and improvement suggestions through the Feedback link.

Action Steps

Menu Path: Feedback link on top right-hand corner of screen

Australian Government
Insolvency and Trustee Service Australia

Online Services [Home](#) [About](#) [Contact](#) [Feedback](#) [Logout](#)

Account Management
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ITSA Online Services Feedback

*Were you able to find information about your business using the online services?
 Yes
 No
 Not Applicable

*Were you able to complete online transactions?
 Yes
 No
 Not Applicable

What difficulties or errors, if any, did you encounter when using Online Services?

What do you like about Online Services?

What don't you like about Online Services?

Do you have any other comments or questions about Online Services?

If you would like us to contact you regarding your feedback, please ensure the details below are correct before you submit this form.

*Preferred means of contact Email
 Phone

Given Names
Family Name
Phone Number
Email Address

Fields default with your details

1 Questions 1-Select Yes, No or Not Applicable to the following questions.

Were you able to find information about your business using the Online Services?

Were you able to complete online transactions?

2 Questions 2-Provide your comments to the following questions in the provided text boxes.

What difficulties or errors, if any, did you encounter when using Online Services?

What do you like about Online Services?

What don't you like about Online Services?

Do you have any other comments or questions about Online Services?

3 Indicate Your Preferred Method of Contact.

If you would like us to contact you regarding your feedback, please indicate how you would prefer to be contacted.

4 Click Submit

OR

Cancel to terminate and Exit screen.

OR

Clear to delete data and resume data entry.

End Procedure.