

**Summary of resolved Bizfile issues pertaining to the following transaction types:**

- 1. File Winding Up**
- 2. Manage Winding Up**

S/N	Transaction Type	Issue Encountered	Solution
1.	<b>File Winding Up - Notice of appointment of provisional liquidator/liquidator</b>	<p><b><u>Error message when appointing Insolvency Practitioner</u></b></p> <p>You encountered the following error messages when attempting to appoint an insolvency practitioner:</p> <ul style="list-style-type: none"> <li>• “Sorry, the server encountered an unexpected error”</li> <li>• “Missing mandatory field or data validation failed”</li> </ul>	The issue has been resolved. You can proceed to re-file your transactions.
2.	<b>Manage Winding Up</b>	<p><b><u>Error message when accessing the transaction</u></b></p> <p>You encountered an error message stating “Transaction cannot proceed. You are not eligible to perform this transaction.”.</p>	The issue has been resolved. You can proceed to re-file your transactions.
3.	<b>Manage Winding Up - Notice of Appointment / Cessation of Provisional Liquidator / Liquidator</b>	<p><b><u>eService is unavailable</u></b></p> <p>The eService is unavailable when selected from the mega menu.</p>	The issue has been resolved. You can proceed to file your transactions.

4.	<b>Manage Winding Up - Notice of Appointment / Cessation of Provisional Liquidator / Liquidator</b>	<p><b><u>Error message when appointing Insolvency Practitioner</u></b></p> <p>You encountered an error message stating “Missing mandatory field or data validation failed” when appointing an insolvency practitioner.</p>	The issue has been resolved. You can proceed to re-file your transactions.
5.	<b>Manage Winding Up - Liquidator's Account of Receipts and Payments and Statement of Position in Winding Up</b>	<p><b><u>eService is unavailable</u></b></p> <p>The eService is not available in the mega menu.</p>	The eService is now available. To access the transaction, select “Deregister” from the mega menu, then “Manage Winding Up”.
6.	<b>Manage Winding Up</b> <b>- Liquidator's Account of Receipts and Payments and Statement of Position in Winding Up</b> <b>- General Lodgements</b>	<p><b><u>Error message when accessing the transaction</u></b></p> <p>You encountered an error message stating “Sorry, something went wrong. Please try again later.”.</p>	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>Please clear your cache and start a new transaction.</p>
7.	<b>Manage Winding Up - Liquidator's Account of Receipts and Payments and Statement of Position in Winding Up</b>	<p><b><u>Inability to upload File</u></b></p> <p>The “Attach accounts and statement” section is missing from the eService webform.</p>	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>Please clear your cache and start a new transaction.</p>
8.	<b>Manage Winding Up - Liquidator's Account of Receipts and Payments and Statement of Position in Winding Up</b>	The system requires you to provide the “Date of filing the above accounts and statement with the Official Receiver”, which may not be applicable in your case.	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>Please clear your cache and start a new transaction.</p>

9.	<b>File Winding Up - Creditors' Voluntary Winding Up</b>	To file a "Notice of resolution", the system requires you to first file "Declaration of inability to continue business by reason of its liabilities" transaction, which may not be applicable in all cases.	File the "Declaration of inability to continue business by reason of its liabilities" transaction to proceed with the "Notice of resolution" transaction.  After filing, contact ACRA with your transaction number to restrict the declaration from being available as Extract for purchase.
10.	<b>Appointment of third party CSP to file winding up</b>	<b><u>Filing of winding up by CSP</u></b>  You are a CSP appointed by a third party (e.g. creditor, court) to file Winding up.	Before filing, authorised position holders of CSPs and Qualified Individuals must first add the client to their client list using the "Maintain CSP client list" eService.