

## **FAQs on S45 Offline Data Entry (ODE) Application**

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**Q1. What is S45 ODE application?**

A1. The S45 ODE application is a JAVA application allowing users to prepare single or multiple S45 submissions offline. It is embedded with validation features to ensure submissions are in order. The output from the application is then submitted electronically to IRAS via **myTax Portal**.

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**Q2. Are there any charges on downloading and using the S45 ODE application?**

A2. S45 ODE application (including any future updates) is a freeware for download and usage.

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**Q3. Who can download S45 ODE application and S45 ODE Import template?**

A3. Any person can download the S45 ODE application and the S45 ODE Import template from IRAS website. However, please read the terms and conditions stated in the S45 ODE application welcome page before using the application.

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**Q4. What should I do if I encounter problems while using the S45 ODE application?**

A4. Please email us at [enfs45@iras.gov.sg](mailto:enfs45@iras.gov.sg) with the following details:

- a) Date and time when you encountered the problems
- b) The operating system you are using (e.g. Windows XP, etc. Please refer to [Q30](#))
- c) The browser type and version number (e.g. Internet Explorer 6, etc. Please refer to [Q31](#))
- d) The name of the Internet Service Provider (ISP) (e.g. Starhub, Singtel, etc)
- e) The error messages you encountered or the screenshot of the errors encountered (if available)

Alternatively, you may contact us at 6356-7012, Monday to Friday, 8am to 5pm for assistance.

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**Q5. What is the S45 ODE Import template for?**

A5. The template is an additional tool complimenting the S45 ODE application. It provides convenience for users to import multiple withholding tax records using an Excel template.

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**Q6. What are the various form types catered for in the S45 ODE application?**

- A6. We have catered 4 form types in the S45 ODE application.
1. IR37 – For payments to non-resident relating to Interest, Royalties, rental of movable properties, charter fees, management fees, technical fees, Director's fees and remuneration, distribution of income by Unit Trust and Real Estate Investment Trust.
  2. IR37A – For payments to non-resident property trader relating to gains from real property transaction.
  3. IR37C – For payments to non-resident Professionals
  4. IR37D – For payments to non-resident Public Entertainers.

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**Q7. I have forgotten my password for the S45 ODE file. Can IRAS help to recover the file?**

- A7. Password protection function is to prevent unauthorized users to access or change your file. IRAS would not be able to recover your password if it is misplaced / forgotten. You will have to create a new file.

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**Q8. What is the maximum number of Payees records I can create using the S45 ODE file?**

- A8. You may create up to 2,000 Payee records in a S45 ODE file.

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**Q9. What is the maximum number of Payees records I can create in the S45 ODE Import template?**

- A9. You may create up to 500 Payee records per form type.

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**Q10. Besides GIRO, are there other modes of payment for e-Filing?**

- A10. No, GIRO is the only mode of payment for e-Filing of S45 withholding tax.

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**Q11. If I discover I have made an error after I have submitted the S45 ODE file, can I make amendments and re-submit again?**

A11. Online amendments are not allowed once the form has been submitted. You will have to submit an amended hardcopy form with the supporting documents. **All amendments will only be done after the GIRO deduction.**

If the amendment results in additional tax, you may e-file the difference in the Gross amount by the due date. Otherwise, penalties will be imposed for late payment.

Refunds, if any, will be made through your GIRO account for the penalties and tax borne by the Payer. If tax is borne by non-resident, refund will be made to the non-resident via cheque payment.

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**Q12. How do I print out the Payee records in the S45 ODE file?**

A12. You can refer to the steps below:

1. At File Summary, select the form type
2. Click Display
3. Select the row of the desired form to print
4. Click View
5. Click Print

Alternatively, you can choose 'Export To Excel'. This will export the Payee records under the Results List into an excel spreadsheet (recommended for large no. of Payee records).

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**Q13. I did not print any Payee records for record keeping, and the S45 ODE file has been deleted after submission to IRAS. Can IRAS send all the payee records or the S45 ODE file back to me?**

A13. No, we are unable to do this. You are strongly encouraged to print the records, or export them to excel for record keeping before submitting to IRAS.

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**Q14. Can S45 ODE application check whether there are duplicate record(s) within the same file?**

A14. Yes. S45 ODE application will immediately prompt error messages when the application detects duplicate record(s) during adding or importing of records.

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**Q15. Why do I need to Duplicate Particulars of Payees?**

A15. 'Duplicate Particulars of Payees' is a feature that allows you to duplicate a copy of the existing file to a new file. The duplicated file will contain the payees' particulars and Nature of Payment. This helps to save time in keying in the same information for the same payees. You will only need to key in the withholding tax details of the desired duplicated payees in the new file before submission.

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**Q16. What are the things to note when using the S45 ODE Import template?**

A16. Things to take note:

1. Only the latest import template can be used.
2. When using 'Import' function from excel, please ensure that there are not more than 500 records per form type, or 2,000 records in total.
3. Do not leave any blank row(s) between each record. Any record(s) after the 1st blank row will not be imported.
4. Please do not edit the header names. Editing of header name will cause the file format to become invalid.

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**Q17. Besides the Excel file template provided by IRAS, can I use or create my own template for importing Payee records into the S45 ODE application?**

A17. No. Only the latest excel file template provided by IRAS can be used to import records into the S45 ODE application.

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**Q18. Why are there no records found in the exported excel file after I have done an export from the File Summary page?**

A18. Only records that are shown in the Result List can be exported to the excel file. After you have selected the form type that you want to export, you will need to click on the Display button to display the records in the Result List, before you can click on 'Export To Excel'.

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**Q19. Do I need to submit all form types at one go?**

A19. You may submit any number of form types, so long as there are record(s) within each form type. The form types must also be validated, and cannot be submitted before. For example, you have three form types with records, and none of the form types have been submitted before. You can therefore submit at least one form type to IRAS.

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**Q20. I am trying to upload my file to IRAS, but I could not find my file when I browse for it in the path stated.**

A20. The folder is hidden due to the current configuration of your PC. To unhide the folder, you can go to

1. 'Control Panel' or 'Tools' bar

2. Change to "Classic View" if you are using Vista.

View by "Large icons" or "Small icons" instead of "Category" if you are using Windows 7.

3. Select 'Folder Options'.

4. Select 'View' tab.

5. Click 'Show hidden files and folders' or 'Show hidden files, folders, or drives'

6. Click 'Apply'

7. Click 'Ok'

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**Q21. I have already submitted the S45 ODE file to IRAS, but there are still some form types that have not been submitted yet. Can I submit the remaining form types?**

A21. Yes, you may submit the same S45 ODE file again, but only for those form type(s) that have not been submitted before. Please note that once a form type has been submitted to IRAS, no changes can be made to the records within the form type.

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**Q22. After I have submitted the S45 ODE file to IRAS, how do I tell whether any penalties have been imposed?**

A22. The S45 ODE application does not calculate penalties upfront. After the S45 ODE file has been submitted and processed successfully, you may view the penalties payable from the 'View Offline Submission Status' or 'View GIRO Deduction Plan Details' modules.

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**Q23. How do I know if my submission has been successful?**

A23. An Acknowledgement Page with an Acknowledgement ID will be generated if the submission is successful.

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**Q24. Should I accept the latest S45 ODE application release when prompted by IRAS?**

A24. You are strongly encouraged to accept every new release, so that you will not encounter problems when using the S45 ODE application (For reporting of problems encountered, please refer to [Q4](#)).

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**Q25. When will I be prompted of any new version release of S45 ODE application by IRAS?**

A25. You will be prompted of the latest S45 ODE application version only if you are connected to the internet. At any point of time if you wish to obtain the latest S45 ODE application version, you may also download from the [S45 e-Services URL webpage](#).

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**Q26. Is there any auto update for the S45 ODE Import template?**

A26. No, the S45 ODE Import template does not have an auto update feature. Only the S45 ODE application has this feature. You will have to check for new updates for the S45 Import template from the [S45 e-Services URL webpage](#).

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**Q27. Can I start working on another S45 ODE file while submitting / uploading an S45 ODE file to IRAS via *myTax Portal*?**

A27. No, you should only work on one file at a time. Any file submission should be completed first before you start working on another new file.

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**Q28. What are the hardware requirements for S45 Offline Data Entry (ODE) Application?**

A28. The minimum hardware requirement is:

- a) Pentium III PC and above with 256 RAM
- b) 56 kbps modem with connection to a local ISP (For submission to IRAS)

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**Q29. What are the software requirements for S45 Offline Data Entry (ODE) Application?**

- A29. a) Operating System Windows 2000, Windows XP, Windows Vista or Windows 7.  
b) Browser Internet Explorer 5.0 and above or Mozilla FireFox 1.0 and above.  
c) Java Runtime (JRE) version 1.6, update 14 and above

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**Q30. Do I need to check for the correct Java Runtime (JRE) version before I start to use the S45 ODE application?**

A30. Yes, you will need to check that your PC is installed with JRE version 1.6, update 14 and above. To install the latest Java Runtime Version, you may download it from <http://www.java.com/en/download/index.jsp>

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**Q31. How do I check the version of my operating system?**

- A31. a) Click "*Start*" on your taskbar  
b) Select "*Control Panel*"  
c) Go to "*System*"  
d) Go to "*General*" tab in the System Properties dialog box  
e) The operating system version is displayed under "*System:*"

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### **Q32. How do I check the version of my browser?**

A32. Click "*Help*" on the menu bar

- For Internet Explorer, click "*About Internet Explorer*"
- For Mozilla FireFox, click "*About Mozilla FireFox*"

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### **Q33. How do I check the Java setting and JRE version installed?**

A33. Step 1

- a) Open Windows "*Control Panel*".
- b) Double-click the "*Java icon*" to launch the Java Control Panel (if you are unable to find Java icon, please proceed to step 3).
- c) Under the "*General*" tab click on the "*About*" button, the next screen that appears will depend on the JRE version installed in the PC. Please check if your PCs are installed with JRE version 1.6, update 14 and above.

#### Step 2

Please check if your browser setting is Java enabled. To do so, follow the steps below:

#### Microsoft Internet Explorer 5.xx, 6.xx, 7.xx or 8.xx for Windows

Click the '*Tools*' menu on your browser.

- a) Select '*Internet Options*'.
- b) Click the '*Security*' tab.

For the Internet zone, be sure that the Security level is set to '*Medium*' or below.

If you have chosen to customize your security settings for the Internet zone, be sure that the following is set:

- Under the '*Java VM*' heading' or '*Microsoft VM*', '*Java permissions*' is not set to '*Disable Java*'.
  - Under the Scripting heading, '*Scripting of Java Applets*' is set to '*Enable*' or '*Prompt*'.
  - Click '*OK*' to close the '*Security Settings*' dialog.
- d) Next, click the '*Advanced*' tab.

Scroll down till you see the sub heading '*Java VM*' or '*Microsoft VM*'

Please ensure that the '*Java JIT compiler enabled*' checkbox is set

- e) Click 'OK' to close the 'Internet Options' dialog.

#### Mozilla Firefox 1.0 and above for Windows

- a) Click "Tools" on the menu bar
- b) Click "Options"
- c) Go to "Content" tab
- d) Make sure the "Enable Java" and "Enable Java script" are checked
- e) Click "OK" button to exit from this dialog

#### Step 3

To install or update to the latest Java version follow these steps:

- i) Go to <http://www.java.com/en/download/index.jsp>
- i) Click the "Free Java Download" button
- ii) Follow the step by step instructions

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#### **Q34. What is the requirement for executing Java and JavaScript?**

A34. For your browser to execute Java and JavaScript, you must use a JavaScript capable browser, such as Internet Explorer (version 5.0 and above) or Mozilla Firefox (version 1.0 and above). Please refer to [Q33](#) on how to check Java setting.

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