

## **FAQ on S45 View Offline Submission Status for S45 Withholding Tax.**

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**Q1. What is the 'View Offline Submission Status for S45 Withholding Tax' module for?**

A1. This module allows you to view the status of files submitted via S45 Offline Data Entry (ODE) Application. It also shows you the error records that failed to get processed.

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**Q2. Can I check the status of individual Payee records using this module?**

A2. No, this module shows only the submission status for files submitted via the ODE application.

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**Q3. What is maximum number of backdated files I can retrieve?**

A3. You can retrieve up to a total of 250 backdated ODE files.

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**Q4. What are the various submission statuses?**

A4. There are 5 types of submission status:

No.	Status	Definition
1.	Submitted	File is received by IRAS
2.	In Progress	File is being processed
3.	Processed	File processed and GIRO plan created. You may view the plan in View GIRO Deduction Details screen
4.	Error	File error due to duplicate records or invalid data
5.	Rejected	File could not be processed because there is no Active Master GIRO account for S45

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**Q5. What are the common reasons why some NR records cannot be processed after an ODE file is submitted to IRAS?**

A5. There may be duplicate NR records or the data may be invalid. For example, a Payer may file the same records twice, via e-Filing, ODE and/or paper file.

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**Q6. What should I do if the file status reflects 'Error' or 'Rejected'?**

A6. You will need to click on 'Show error records' and check which are the Payee records with errors. If you confirm that the error is due to duplicate submission, there is no need to re-submit. If, however, the error is due to invalid data, you will have to amend the data and re-submit to us. You can re-submit the record using online e-Filing, ODE or paper filing. For paper filing, please attach a cheque payment for the tax and penalty (if applicable) with the form.

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**Q7. When will the actual tax and penalty deductible amount be shown in the View Offline Submission module?**

A7. They will be shown after the file status is updated to 'PROCESSED'. Penalties imposed on records that are due will be reflected as a whole amount under 'Actual Penalty'.

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