

Frequently Asked Questions - View Return Status

1. Who can access View Return Status?

An authorised staff of a company or an authorised staff of a tax agent of the company can access *myTax Portal* to View Return Status.

2. What is available in View Return Status?

You can view the status of the company's Form C, Estimated Chargeable Income (ECI), Additional Information on Income & Deduction (Add'l Info), Accounts, Tax Computation (Tax Comp), Group Relief A (GR A) and Group Relief B (GR B).

The system will display the status for 1 advance year, 1 current year and 3 back years from the rollout date.

For example:

- (i) If 2007 is the current year:
Returns for advance year and current year are available for viewing i.e. YA 2008 & 2007
- (ii) If 2008 is the current year:
Returns for advance, current and 1 back year are available for viewing i.e. YA 2009, 2008 & 2007
- (iii) If 2009 is the current year:
Returns for advance, current and 2 back years are available for viewing i.e. YA 2010, 2009, 2008 & 2007
- (iv) If 2010 is the current year:
Returns for advance, current and 3 back years are available for viewing i.e. YA 2011, 2010, 2009, 2008 & 2007

3. What is the meaning of each status in View Return Status?

The status and description of the status are as follows:

Form	Status	Meaning
Estimated Chargeable Income (ECI)	Pending	ECI Letter has been issued
	Undelivered	ECI Letter was undelivered
	Received	ECI has been received
	Under Review	ECI is under review
	Processed	ECI has been raised
	Not Required	ECI is treated as not required
Form C	As Per Computation	Assessment has been completed as per your computation
	Assessment Completed	Assessment has been completed
	Completed With Adjustment	Assessment has been completed with adjustment to your tax computation
	Query & Adjustment	Assessment has been completed with adjustment and query has been sent to the company/tax agent
	Query	A letter of query has been sent to the company/tax agent
	Objection	Assessment is under objection
	Under Review	Form C is under review

	Estimated Treated As Completed	Estimated Assessment has been treated as completed
	Pending Issue	Form C has not been issued
	Issued	Form C has been issued
	Undelivered	Form C was undelivered
	Redirected	Form C has been redirected
	Received	Form C has been received
	Not Required	Form C is treated as not required
Accounts	Outstanding	Accounts has not been submitted
	Received	Accounts has been received
	Not Required	Accounts is not required
Additional Information on Income & Deductions (Add'l Info)	Under Review	Add'l Info is under review
	Issued	Add'l Info has been issued
	Undelivered	Add'l Info was undelivered
	Received	Add'l Info has been received
Tax Computation (Tax Comp)	Outstanding	Tax Computation has not been submitted
	Received	Tax Computation has been received
	Not Required	Tax Computation is not required
Group Relief Form A (GR A)	Received	Group Relief Form A has been received
Group Relief Form B (GR B)	Received	Group Relief Form B has been received

4. What is the 'Last Filing Mode' in View Return Status?

The 'Last Filing Mode' refers to the manner in which the latest return has been filed. The modes are:

- (i) Internet – TP (for return e-filed by company);
- (ii) Internet – TA (for return e-filed by tax agent);
- (iii) Paper (for paper return submitted) or
- (iv) Internet (for return submitted via EVN).

5. What should I do if I encounter an error while viewing Return Status via myTax Portal?

We encourage you to clear the cache and close active applications before you e-File. For instructions on clearing 'cache', please refer to the steps below:

For Internet Explorer (IE) browser versions 5, 6 and 7

Step 1: Go to "Tools" menu.

Step 2: Click on "Internet Options".

Step 3: Go to "General Tab".

Step 4: Click on "Delete Files" under "Temporary Internet Files" / Click "Delete" button under Browsing History section (for IE 7)

Step 5: Click "OK" to delete files / Click "Delete all ..." button and Click "Yes" button on the pop-up window (for IE 7).

Step 6: Click "OK" to exit the Internet Options.

If you still encounter an error, please email us at ctmail@iras.gov.sg with the following details:

- (a) Date and time that you encountered the error
- (b) Tax Reference Number of the company and the login person
- (c) Description of the error (e.g. after clicking "Submit" at Confirmation Statement)
- (d) The operating system you are using (e.g. Windows XP, Vista)
- (e) The browser type and version number (e.g. Firefox 2.0, IE 6)
- (f) The error message(s) or the screenshot of the error(s)

Alternatively, please call 1800-3568622 for assistance.