

Frequently Asked Questions on E-Services – RDA module

Declaration of Base Year and Base Expenditure

1 Do I need to be authorised before I can declare the Base Year information?

Yes. You have to be authorised by the company via the E-Services Authorisation System (EASY) with an 'Approver' role before you can access the portal to declare the information.

2 How many clients' can I declare in one submission as a tax agent?

Declaration for multiple clients is not available. Please declare each client individually.

3 What should I do if there is a mistake in the declaration?

Revision cannot be made via eservices. Please write in to IRAS with the revision and reason(s) for the change.

View R&D Account

1 Do I need to be authorised before I can view the R&D Account?

Yes. You have to be authorised by the company via the E-Services Authorisation System (EASY) with an 'Approver' role before you can access the portal to view the information.

2 Can I edit the R&D Account?

No. The information is view-only. Please write in to IRAS if you wish to object to the assessment(s).

3 Will IRAS send any annual statement of the R&D Account?

No. There is no annual statement sent. Instead, this e-Service is introduced for companies to view their R&D account balances via myTaxPortal.

Reporting of Error

1 What should I do if I encounter an error when using the RDA module at 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.