

After filing

Acknowledgement Page

Q1. How do I save the Acknowledgement Page?

A1. For PC running Windows with Internet Explorer browser

- 1) Select "File -> Save As" on the top of the browser window menu
- 2) Select the location to save the HTML document
- 3) Type in the desired file name in "File name:" and click on "Save" button

For PC running Windows with Firefox browser

- 1) Select "File -> Save Page As" on the top of the browser window menu
- 2) Select the location to save the HTML document
- 3) Type in the desired file name in "File name:"
- 4) Choose "Web Page, complete" in "Save as type:" dropdown list
- 5) Click on "Save" button

For Apple computer with Safari browser

- 1) Select "File -> Save As..." on the top of the browser window menu
- 2) Type in the desired filename in "Save As:" or "Export As:"
- 3) Select the location to save the HTML document
- 4) Select "Web Archive" under the "Format:" box
- 5) Click on "Save" button

For Apple computer with Mozilla Firefox browser

- 1) Select "File -> Save Page As..." on the top of the browser window menu
- 2) Type in the desired filename in "Save As:"
- 3) Select the location to save the HTML document
- 4) Select "Web Page, complete" under the "Save As:" box
- 5) Click on "Save" button

Q2. What should I do if I have left the Consolidated Statement or Acknowledgement page without printing?

A2. You may retrieve the consolidated statement from the "View Form IR21 Status" page. Thereafter, click on the button under Actions to retrieve the Consolidated Statement.

Do note that acknowledgement page cannot be retrieved online. However, you may retrieve the acknowledgement number from the "View Form IR21 Status" page.

Q3. What should I do if I have clicked on the <Submit> button but did not see an Acknowledgement Page?

A3. You may check your submission against the "View Form IR21 Status" page. For successful submission, the status will be updated as "In Process". You may click on the triangle icon to check whether there is an acknowledgement number for the record selected. If there is no acknowledgement number, it means that the submission of Form IR21 has not been successful. You may either

- retrieve your draft to continue e-Filing; or
- proceed to re-file if there is no draft record created.

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Additional Documents

Q4. Do I need to submit a paper Form IR21 after I have e-Filed?

A4. No, e-Filed Form IR21 is a valid submission. You do not need to follow up with a paper submission.

Q5. Do I need to submit any supporting documents?

A5. If you e-File, the Acknowledgement page will display the required documents that you need to submit. Otherwise, supporting document is not required.

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