Frequently Asked Questions

Record Donation Information and
Prepare File for Submission

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Questions

Login to ipcLink

ipcLink Application – Tax Deductible / Non-tax Deductible Donations

ipcLink Application – User Admin

ipcLink Application – Bulk Print / Statistics

Customised Software – Donation Offline Validation Program (OVP)

Answers

Login to ipcLink

1. What if login ID/password to access ipcLink is lost or forgotten?

   Request for the login ID and password to be reset via email to data_mgmt@iras.gov.sg.

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ipcLink Application – Tax Deductible / Non-tax Deductible Donations

2. Is it necessary to use ipcLink to capture donation records?

   No. It is not necessary to use ipcLink if IPC has its own recording system that can capture and generate a donation information file that complies with the submission format. IPC may prepare the file in either .txt or .csv format and generate an encrypted file for submission using Offline Validation Program (OVP).

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3. Can donation details be modified?

   Yes. If the receipt mode is 'System' and the receipt has not been issued or printed, the donation details can be modified. However, if the receipt mode is 'Manual' or if the receipt has already been printed, IPC should retrieve the issued receipt from the donor and void the record. IPC can then create a new record for that donation.

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4. Can tax deductible donor's particulars be modified?

   Yes. Donor's particulars can be modified except for ID number. IPC may make the changes if the donation records have not been converted or voided and the receipts have not been printed. If the donation records have been printed but the donor's particulars are wrong, IPC should void the record and create a new record after modifying the donor's particulars.

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5. Can non-tax deductible donor's particulars be modified?

No. IPC should not modify the particulars. IPC should void the record and create a new non-tax deductible record with the correct donor's particulars.

6. How can a non-tax deductible record be changed to a tax deductible record?

Void the record created under 'Non-tax deductible Donation' module and create a new record under 'Tax Deductible Donation'. If the receipt has been printed, IPC is encouraged to retrieve the issued receipt from the donor.

7. Is it compulsory to enter all the non-tax deductible donations in the ipcLink?

No. It is not compulsory to enter the non-tax deductible donations into ipcLink. All non-tax deductible records will not be included in the file for submission to IRAS.

8. What should I do when there is an error message "String was not recognised as a valid Date Time" when saving the donation records?

Go to the Control Panel, select Region and Language setting. Make the following changes:

Format	English (United Kingdom)
Short date	dd/MM/yyyy

Click <Apply> and continue to create donation record.

9. Can the appreciation letter and receipt be printed separately?

No. The appreciation letter and receipt can only be printed together using the ipcLink.

ipcLink Application – User Admin

10. What is the difference between 'System' and 'Manual' receipt mode?

    For 'System' receipt mode, the receipt number will be generated by the ipcLink each time you create a donation record. Once the receipt range has been used up, enter the new range by clicking on <Initialise Receipt Serial No>.

    For 'Manual' receipt mode, IPC should issue receipt from the receipt booklet and enter the receipt number according to the receipt issued when creating the donation records.

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11. Is there any specific receipt range to enter for system receipt number?

    There is no specific receipt range. It can be set by the IPC. Alternatively, IPC may check with their Sector Administrator.

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12. How often should IPC backup the ipcLink database?

    IPC should backup the ipcLink database on a weekly or monthly basis.

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13. Why and when should I convert donation records?

    The conversion will generate the relevant records into a file for submission to IRAS. IPCs are required to do the conversion only once a year after entering all the donation records for that calendar year. The filing deadline for submission of donation file to IRAS is 31 Jan.

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14. How do I transfer the existing records to a new computer?

    Back up the ipcLink database from the existing computer, install the ipcLink application to the new computer and restore the backup database. Refer to Page 28 of the user guide.

15. How do I restore ipcLink records if the computer has crashed?

    Install the ipcLink Application to the new computer. If the file has been backed up, it can restore the file into the new database. Otherwise, IPC has to enter all the records from 1 Jan onwards. Refer to Page 37 of the user guide.

16. What should I do if the existing receipt number range is reaching the end and how do I change the existing receipt number range?

    Follow the steps below to re-initialise the receipt serial number so that you can continue to create donation records:

    1. At Menu bar, go to <User Admin> and click<Funds Update>.

    2. At 'Fund Details', select <Update/Delete Fund>.

    3. Select the relevant <Fund Name> to re-initialise receipt.

    4. Click on <Initialise Receipt Serial No> button, click <Yes> button to confirm initialisation of receipt serial number.

    5. At Receipt Number, enter a new range of receipt number.

    For details, please refer to the User Guide for ipcLink.

ipcLink Application – Bulk Print / Statistics

17. Can statistical reports of back years be printed?

    Yes. Statistical reports of back years can be printed if they have not been archived.

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18. What kind of receipts are printed during Bulk Print?

    Only records created under <System> receipt mode with <Yes> as the Bulk Print indicator, and where receipts have not been printed before, will be included for bulk printing.

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19. Can IPC choose not to print the non-tax deductible receipt during Bulk Print?

    Yes. IPC may specify the fund type and date of donation for bulk printing.

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20. Can IPC change the font type/size or letter format?

    Font type and size cannot be changed. The default values are 'Arial' and '14 pts' respectively.

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21. What are the actions to be taken for common scenarios or messages that IPC might encounter when using ipcLink?

Modules	Scenarios/ Messages	Action to be taken
Installation of ipcLink	The Microsoft .Net Framework 4.0 must be installed on your computer before you can install this app	Click on the 'Download' link on the message to go to the Microsoft download centre to download the .Net Framework v4.0
Create Donation Details (Both tax and non-tax deductible donations)	Please ensure that both the Organisation and Fund Details for Tax Deductible Donation have been updated. Proceed to Organisation and Fund Details page?	Click 'Yes' on the message to proceed to the Organisation and Fund Details update. Alternatively, click User Admin > Funds Update. Note: Ensure that all the mandatory fields for the Organisation and Fund Details are updated before proceeding to create donation records.
Create Donation Details (Both tax and non-tax deductible donations)	Unhandled error has occurred in your application: String was not recognised as a valid Date Time.	At Regional and Language Option, to change language to 'English (United Kingdom).

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22. What if IPC wants to develop its own customised system, to generate file for submission to IRAS?

Follow the steps below:

1. Ensure that your customised system (developed internally or purchased off the shelf) is able to generate the file according to the submission file format specified by IRAS.

2. Download and install Donation Offline Validation Program (OVP) to validate the submission file generated from the customised system.

3. Notify IRAS at data_mgmt@iras.gov.sgthat the donation file will be prepared using customised system and attach the test file generated from OVP for verification.

4. Confirmation email will be sent to IPC once the file has passed IRAS' testing. IPC may proceed to use their customised system to generate donation file for submission.

23. What is the maximum number of donation records that can be submitted in a file?

Each file should not exceed 40,000 records for file prepared in text (.txt); or 32,000 records for file prepared in comma delimited (.csv). If necessary, generate the records into separate files. Each file must contain one header, multiple detail records and a trailer record. Please name the files in the following format:

DONS-YYYY-XXXX-NN

where:

DONS	Donation
YYYY	Year of Submission e.g. 2017
XXXX	IPC's abbreviation e.g. abc fund
NN	File number e.g. 01, 02

24. How can IPC submit file using Donation Offline Validation program (OVP) if the IPC uses Excel to capture the donation records and does not have any customised system?

   Follow the steps below:

   1. Prepare the donation information in excel file (.csv) based on file format specified by IRAS.

   2. Download and install Donation Offline Validation Program (OVP) to validate the.csv file.

   3. Rectify the data error(s), if any and proceed to generate the encrypted file (.don) for submission.

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25. What are the common error messages that IPC may encounter when using OVP to validate a .txt file?

SN	Error Messages	Rectification
1	Total number of records cannot be reconciled	Total number of records in Trailer must be equal to total number of detail records.
2	Total amount of donation cannot be reconciled	Total donation amount in Trailer must be equal to total sum of donation amount of detail records.
3	Invalid. Please ensure both ID Type and ID no. are given correctly	Both ID type and ID no. must be correct. Both prefix and check digit must be in CAPS.
4	Name must not be blank	Donor's name must not be blank and must be alphanumeric. Note: Chinese characters are not acceptable.
5	Illegal characters found	To remove invalid characters.

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26. What are the common error messages that IPC may encounter when using OVP to validate a .csv file?

SN	Error Messages	Rectification
1	Invalid file format. Please ensure there are only 6 columns in the header	Column G to N of header record (first row) must be blank.
2	Invalid file format. Please ensure there are only 14 columns in the detail records(s)	There should be only 14 columns (A to N) in the file. Any extra value after column N is to be removed.
3	Comma(s) are not allowed. Please remove from this particular row	To remove comma(s) found in the records.
4	Invalid file format. Please ensure there are only 3 columns in trailer	Column D to N of trailer record (last row) must be blank.
5	Total number of records cannot be reconciled	Total number of records in Trailer must be equal to total number of detail records.
6	Total amount of donation cannot be reconciled	Total donation amount in Trailer must be equal to total sum of donation amount of detail records.
7	Invalid. Please ensure both ID type and ID no. are given correctly	Both ID type and ID no. must be correct. Both prefix and check digit must be in CAPS.
8	Name must not be blank	Donor's name must not be blank and must be alphanumeric. Note: Chinese characters are not acceptable.
9	Illegal characters found	To remove invalid characters.

Contact Information

For enquiries on this FAQ, please call 1800 356 8015 or email data_mgmt@iras.gov.sg.

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