

Amendment to e-IR21

Q1. Can I delete the Form IR21 that was previously submitted electronically?

A1. No, you will need to inform IRAS in writing to withdraw a submitted Form IR21.

Q2. What should I do if I need to make changes to the electronically submitted Form IR21?

A2. You will need to file an Additional or Amended Form IR21 by selecting the following links from the navigation menu:

- Employer
- File Form IR21 under Tax Clearance

You may file:

- “Additional Form IR21” to report the additional income paid to the employee and the additional monies withheld; or
- “Amended Form IR21” to report the entire filing details including the revised monies withheld.

Note:

- a) The Amended Form IR21 will supersede all other Form IR21 previously submitted for the employee.
- b) If you are only making changes to the amount of money withheld, please email the details to IRAS via myTax Mail at myTax Portal.

View Filing Status

Q3 Why am I unable to retrieve a record?

A3 You can only view records that have been saved as a draft or submitted up to 21 days ago. Records saved or submitted more than 21 days ago cannot be retrieved.

Q4. How do I retrieve a draft Form IR21 for review and submission?

A5. Under the navigation menu bar, select the following links:

- Employer
- View/ Edit/ Submit Form IR21 under Tax Clearance

Under View/ Edit/ Submit Form IR21, you may retrieve the records using any of the following search criteria:

- Search by Employee's ID
- Search by Filing Status:
 - Draft/ Pending Approval/ Submitted/ All of the status

The search results will be displayed on View Form IR21 Status page.

Click on the corresponding <Edit> button under Actions from “View Form IR21 Status” page to retrieve the draft for review.

Note:

- 1) All draft Form IR21 will only be temporarily stored in our server for 21 days, after which it will be deleted. The draft Form IR21 is not considered as a Form IR21 submission.

- 2) A Preparer is able to retrieve/ edit/ delete the draft e-IR21 prepared by themselves or other Preparers in the same organisation.
- 3) An Approver can retrieve/ edit/ delete the draft e-IR21 prepared by themselves or all Preparers or Approvers in the same organisation.

Q6. Can I view the processing status of Form IR21 record that was not filed via Tax Clearance digital services?

A6. Yes.

Q7. How do I know if I have e-Filed the Form IR21 successfully?

A7. If your e-Filing is successful, you will be taken to an Acknowledgement Page after you have clicked on <Submit> at the Consolidated Statement. You can also check your submission status at the "View Form IR21 Status" page. For successful submissions, the status will be updated to "In Process" and an acknowledgement number will be provided.

Q8. I am a Preparer. How do I edit or delete a Form IR21 with pending approval status?

A8. Only Approvers have the rights to edit or delete a Form IR21 record that is under "Pending Approval". You will need to inform your Approver of your intention.

- i) To delete the record, your Approver needs to check the box against the selected record and click on <Delete Record> button
- ii) To edit the record, your Approver can either:
 - retrieve the record and make the amendment; or
 - release the draft to the Preparer by saving the "Pending Approval" record as "Draft". By doing so, the Preparer will be able to retrieve the draft IR21 and make the necessary amendments before sending it back to the Approver for review.

Q9. Where can I find the filing details such as who prepared the form, Acknowledgement Number, etc. for the record?

A9. Click on the triangle icon located on the right of the selected Form IR21 record to display the following details:

- i) Prepared by;
- ii) Last Updated by;
- iii) Filing mode;
- iv) Acknowledgement No.;
- v) Date Received; and
- vi) Date Processed.

The information provided is intended for better general understanding and is not intended to comprehensively address all possible issues that may arise. The contents are provided on an "as is" basis without warranties of any kind. IRAS shall not be liable for any damages, expenses, costs or loss of any kind however caused as a result of, or in connection with your use of this user guide.

While every effort has been made to ensure that the above information is consistent with existing policies and practice, should there be any changes, IRAS reserves the right to vary our position accordingly.