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# Troubleshooting Guide on IR8A Import Template (For employers under the Auto-Inclusion Scheme)



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# 1. Commonly encountered error messages

## a) Invalid date format

For example:

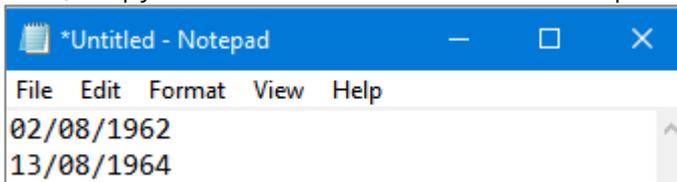
Field Name	Record No	Description
Date of Birth	1	Invalid date format.
Date of Birth	2	Invalid date format.

The format of the Date of Birth does not comply with the requirements of the Excel template due to the copy and paste method used. To address this issue, you can take the following steps:

### Step 1:

You have two options:

- a) Delete<sup>1</sup> the existing Date of Birth and manually enter the correct format in DD/MM/YYYY, or
- b) Copy the list of Date of Birth to a Notepad.



### Step 2:

Copy the Date of Birth from Notepad, navigate to the relevant cell under Date of Birth column in the Excel template, right-click your mouse and select "paste values" as shown in the diagram below.



### Step 3:

Save the changes and upload the file again.

<sup>1</sup> Press the delete key on your keyboard.

Note: These steps are applicable to other columns that require a date format, such as Date of Commencement, Date of Cessation, and Date of Bonus.

### b) All amount fields in record are zero or blank

For example:

Field Name	Record No	Description
Amount	1	All amount fields in record are zero or blank.

The error occurs when all the amount fields in the record are either blank or zero.

**Step 1:**

Please ensure that the record to be imported contains an amount such as Gross Salary, Bonus, or Director's fee.

**Step 2:**

Save the changes and upload the file again.

### c) Required fields missing

For example:

Field Name	Record No	Description
ID Type, ID no, Full name, Citizenship, Sex, Date of Birth	1	Required Fields Missing

When there is no corresponding employee information such as ID number or name, but an amount is indicated in any of the amount fields (such as Gross Salary, Bonus, or Director's fee), the error message "Required Fields Missing" will appear.

**Step 1:**

If the record is not needed, please delete<sup>2</sup> the corresponding amount field(s).

**Step 2:**

Save the changes and upload the file again.

<sup>2</sup> Press the delete key on your keyboard.

### d) Please enter address

For example:

Field Name	Record No	Description
Residential Address	1	Please enter address.

The address details and postal code fields are not mandatory. However, if you have chosen "Foreign Address" or "Local Address" under column I "Residential Address", you must provide the corresponding address details:

- Local address: column J to K
- Foreign address: column J to L.

If you do not have the address to enter:

**Step 1:**

Delete<sup>3</sup> the selection at column I "Residential Address".

**Step 2:**

Save the changes and upload the file again.

### e) Please enter the employee's compulsory contribution

For example:

Field Name	Record No	Description
Employee's compulsory contribution	1	Please enter the Employee's Compulsory Contribution

If there is an input for the field in Column BB "Designated Pension or Provident Fund Name", then Column AB "Employee's Compulsory Contribution" cannot be left blank.

If there is no employee's compulsory contribution to report, please delete<sup>3</sup> your input in column BB "Designated Pension or Provident Fund Name".

Save the changes and upload the file again.

<sup>3</sup> Press the delete key on your keyboard.

## 2. File status stuck at "loading"

If the file status is stuck at "loading", it is usually because the system has detected too many errors.

### Step 1:

You will need to delete the extra rows from your last required record in the Excel template.

To do so, select only the unprotected cells (protected cells are coloured in grey), e.g. column B to column T, column W to column AD and repeat for the rest of the columns.

Then, press the delete button on your keyboard.

### Step 2:

Ensure that the required records are entered in the correct format, such as dates in DD/MM/YYYY format, and that there are no missing amounts, such as salary or bonus. Refer to [Commonly encountered error messages](#) above.

### Step 3:

Save the changes and upload the file again.

## 3. Unable to select and delete rows as cells are protected

Protected cells are coloured in grey and cannot be selected for deletion.

To delete unwanted records, select the unprotected cells in segments, i.e., select column B to column T, column W to column AD, column AF, column AH to AN and column AU to BE.

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