



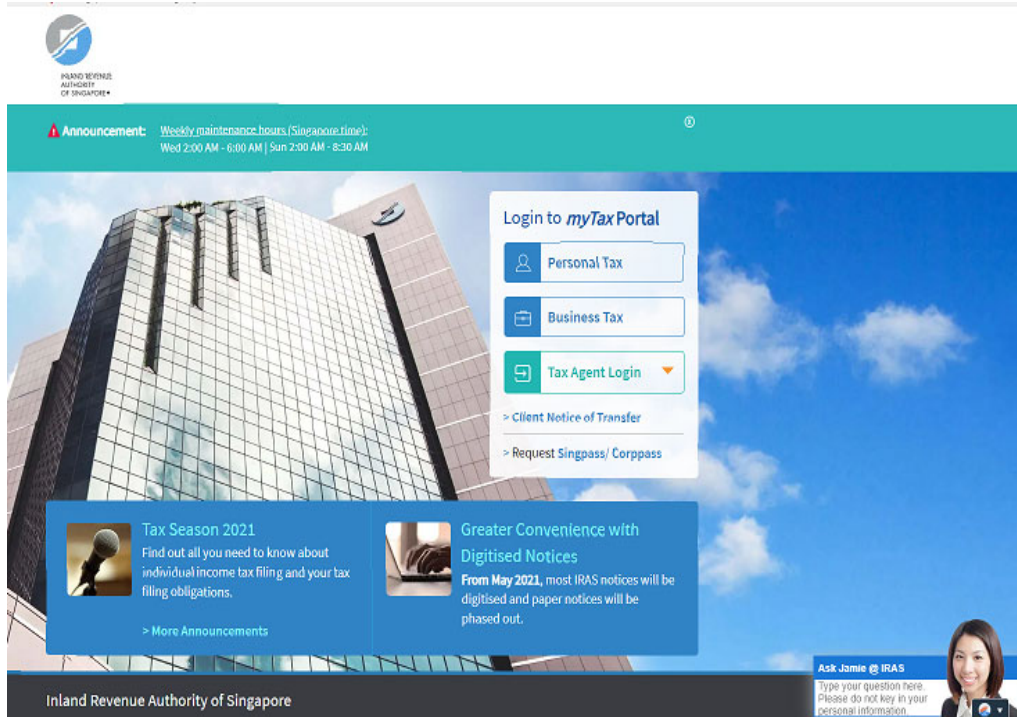
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User Guide

View Form IR21 Records (Tax Clearance)



User Guide – View Form IR21 Records (Tax Clearance)



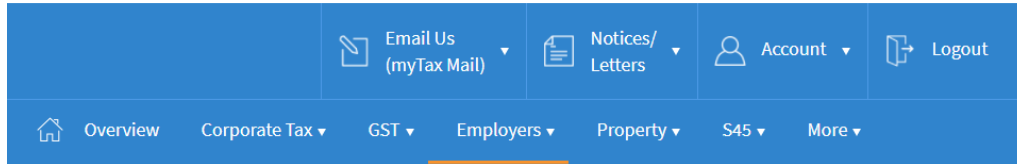
Step	Action/Note
	myTax Portal Login Page
1	Go to myTax Portal login page (https://mytax.iras.gov.sg).
2	Select login for - Business Tax or - Tax Agent Login > Business Client.
<p>Note: You need to be authorised by your organization via the Singapore Corporate Access (Corppass) before using this eService.</p> <p>For more information on Corppass, please refer to the user guide at www.iras.gov.sg> e-Services > Others > Corppass.</p>	

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The screenshot shows the myTax Portal interface for TUVWXYZ PTE LTD (Tax Ref No. 0123456789A). The top navigation bar includes 'Email Us (myTax Mail)', 'Notices/Letters' (with a red notification badge), 'Account', and 'Logout'. The main navigation bar has 'Overview', 'GST', 'Employers', and 'More'. The 'Employers' dropdown menu is open, showing options: 'Auto-Inclusion Scheme (AIS) Register for AIS', 'Tax Clearance', 'File Form IR21', and 'View Form IR21 Records' (highlighted with a red box). Below the menu, a note states: 'The company/ business has submitted Form IR21 for its tax notices:'. A 'VIEW DETAILS' button is visible. The main content area displays 'Welcome to myTax Portal!'.

Step	Action/Note
	myTax Portal Welcome Page
1	To view/retrieve IR21 records, select Employers .
2	Select View Form IR21 Records (Under Tax Clearance).
	<p>You may use this e-Service to:</p> <ul style="list-style-type: none"> • view Form IR21 filing and processing status; • edit a draft Form IR21; • submit a Form IR21 to IRAS; or • amend the Form IR21 details provided in your previous filing. <p>Note:</p> <ul style="list-style-type: none"> • If you are editing a draft Form IR21, please note that the Date of Commencement or Cessation cannot be amended. You would need to delete the record and re-file a new Form IR21 to amend the date(s).

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Client Selection for File Form IR21

Continue with

Client Tax Ref No. ⓘ

UEN-LOCAL CO

NEXT

Step	Action/Note
	View Form IR21 records – Client/ Third Party Selection (only applicable to tax agents)
	If you have logged in for your Client's Tax Matters, you are required to provide your client's tax reference number.
1	Enter your client's Tax Reference Number.
2	Click on NEXT .

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TUVWXYZ PTE LTD
Tax Ref No. 0123456789V

Email Us (myTax Mail) | 61 Notices/Letters | Account | Logout

Overview | GST | **Employers** | More

View Form IR21 Records

Search Records

Enter Employee ID and/ or select Filing Status to retrieve:

Employee ID:

Filing Status:

- Select
- Draft
- Pending Approval
- Submitted
- All Records

Note

You can only view the records that are

- within 21 days from the date draft is saved; and
- within 60 days from date of submission.

Step	Action/Note
	A. View/Retrieve Form IR21 Records
	<p>You can search the Form IR21 records by:</p> <ul style="list-style-type: none"> Employee's ID; and/ or Filing Status. <p><u>Note:</u> The search results would only contain records that are</p> <ul style="list-style-type: none"> within 21 days from the date draft is saved; and within 60 days from date of submission.
1a	Search by Employee's ID Enter the employee's ID and click on SEARCH .
1b	Search by Filing Status Select a filing status from the drop-down list provided and click on SEARCH .
	The filing statuses that are available for selection are [Draft], [Pending Approval], [Submitted] and [All Records].
1c	Search by Employee's ID and Filing Status Enter the employee's ID and select one of the filing statuses and click on SEARCH .

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Expected Processing Time

Generally, 80% of e-Filed Form IR21 will be processed within 7 working days after it has been submitted to IRAS. Processing of tax clearance may take longer if the information given in Form IR21 is incomplete or when IRAS needs to seek clarification on the employment details submitted.

Search Result(s)



No records found

Step	Action/Note
	A. View/Retrieve Form IR21 Records – Part 1
	<u>Note:</u> If there is no matched Form IR21 record, the message “ No records found ” will be displayed.

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Search Result(s)

1 - 20 of 70 Record(s)

Sort by

DRAFT	XXX G1111111A	Record will be expiring in the next 19 days	
Original Form IR21	Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40, 18 Mar 2021, 03:03 PM	<input type="button" value="DELETE"/> <input type="button" value="EDIT"/>	
PENDING APPROVAL	YYY G2222222B	Record will be expiring in the next 18 days	
Additional Form IR21 (Post-Cessation Benefits)	Prepared by TEST_PREPARER_43 Last Updated by TEST_PREPARER_43, 17 Mar 2021, 03:56 PM	<input type="button" value="DELETE"/> <input type="button" value="REVIEW"/>	

Step	Action/Note
	A. View/Retrieve Form IR21 Records – Part 2
	<p>The search result, if it contains more than one record, would be sorted by filing status in the following order:</p> <ul style="list-style-type: none"> • Draft <ul style="list-style-type: none"> - e-IR21 has been saved as draft for up to 21 days. • Pending Approval <ul style="list-style-type: none"> - e-IR21 is awaiting approval for submission to IRAS within 21 days. (more info on Page 8). • In Process <ul style="list-style-type: none"> - IR21 has been submitted and is currently under review. • Processed <ul style="list-style-type: none"> - IR21 has been finalised. • Withdrawn <ul style="list-style-type: none"> - IR21 filed has been withdrawn. <p>If there are more than one record within the same filing status, the records would be further sorted based on the Last Updated Date (with the latest record being listed first).</p> <p>Note: The search result would contain Form IR21 records that were submitted via other filing modes (i.e. paper submission, etc).</p>

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IN PROCESS	ZZZ F3333333C				
Amended Form IR21	<table border="0"> <tr> <td>Date Received</td> <td>Acknowledgement No.</td> </tr> <tr> <td>14 Mar 2021</td> <td>409607</td> </tr> </table>	Date Received	Acknowledgement No.	14 Mar 2021	409607
Date Received	Acknowledgement No.				
14 Mar 2021	409607				
	<p>Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40,14 Mar 2021, 03:56 PM</p> <p style="text-align: right;">AMEND VIEW</p>				
PROCESSED on 26 Feb 2021	UUU F4444444D				
Original Form IR21	<table border="0"> <tr> <td>Date Received</td> <td>Acknowledgement No.</td> </tr> <tr> <td>26 Feb 2021</td> <td>408814</td> </tr> </table>	Date Received	Acknowledgement No.	26 Feb 2021	408814
Date Received	Acknowledgement No.				
26 Feb 2021	408814				
	<p>Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40,26 Feb 2021, 04:28 PM</p> <p style="text-align: right;">AMEND VIEW</p>				
WITHDRAWN on 19 Mar 2021	TTT F5555555E				
Original Form IR21	<table border="0"> <tr> <td>Date Received</td> <td>Acknowledgement No.</td> </tr> <tr> <td>16 Mar 2021</td> <td>409653</td> </tr> </table>	Date Received	Acknowledgement No.	16 Mar 2021	409653
Date Received	Acknowledgement No.				
16 Mar 2021	409653				
	<p>Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40,13 Mar 2021, 05:50 PM</p> <p style="text-align: right;">VIEW</p>				

Step	Action/Note
	A. View/Retrieve Form IR21 Records – Part 2
1a	<p>If you are a Preparer Click on:</p> <ul style="list-style-type: none"> i) EDIT to amend or submit your draft for approval; or ii) DELETE to delete a draft record; or iii) AMEND to revise the Form IR21 details of the previous filing.
1b	<p>If you are an Approver Click on:</p> <ul style="list-style-type: none"> i) EDIT to amend a draft record; or ii) REVIEW to submit a record that is pending your approval; or iii) DELETE to delete a draft or pending approval record; or iv) VIEW to view the Consolidated Statement of the record selected; or v) AMEND to revise the Form IR21 details of the previous filing.

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Expected Processing Time

Generally, 80% of e-Filed Form IR21 will be processed within 7 working days after it has been submitted to IRAS. Processing of tax clearance may take longer if the information given in Form IR21 is incomplete or when IRAS needs to seek clarification on the employment details submitted.

Search Result(s)

1 - 20 of 70 Record(s)

Sort by

Select

- Select
- Date
- Employee ID
- Employee Name
- Status

Ascending

- Ascending
- Descending

DRAFT	XXX G1111111A	Record will be expiring	
Original Form IR21	Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40, 18 Mar 2021, 3:03 PM		DELETE EDIT
PROCESSED on 26 Feb 2021	UUU 4444444D	Date Received: 26 Feb 2021 Acknowledgement No.: 408814	
Original Form IR21	Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40, 26 Feb 2021, 04:28 PM		AMEND VIEW

You can view the directive online within three working days from the date Form IR21 is processed.

Step	Action/Note
	A. View/Retrieve Form IR21 Records – Part 2
1c	<p>Search Result: The records are displayed in a default sequence. You can sort the records further by selecting one of the values provided in the dropdown list under Sort by field, i.e.</p> <ul style="list-style-type: none"> • Date • Employee ID • Employee Name • Status <p>The order can be further displayed by:</p> <ul style="list-style-type: none"> • Ascending • Descending <p>For Form IR21 that has been PROCESSED, the directive can be viewed online within three working days from the date Form IR21 is PROCESSED.</p>

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Expected Processing Time

Generally, 80% of e-Filed Form IR21 will be processed within 7 working days after it has been submitted to IRAS.
Processing of tax clearance may take longer if the information given in Form IR21 is incomplete or when IRAS needs to seek clarification on the employment details submitted.

Search Result(s)

1 - 20 of 70 Record(s)

Sort by

<p>DRAFT</p> <p>Original Form IR21</p>	<p>XXX G1111111A</p> <p>Record will be expiring in the next 19 days</p> <hr/> <p>Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40, 18 Mar 2021, 03:03 PM</p> <p style="text-align: right;"> <input type="button" value="DELETE"/> <input type="button" value="EDIT"/> </p>
<p>PROCESSED on 26 Feb 2021</p> <p>Original Form IR21</p>	<p>UUU F4444444D</p> <p>Date Received Acknowledgement No. 26 Feb 2021 408814</p> <hr/> <p>Prepared by TEST_PREPARER_43 Last Updated by TEST_APPROVER_40, 26 Feb 2021, 04:28 PM</p> <p style="text-align: right;"> <input type="button" value="AMEND"/> <input type="button" value="VIEW"/> </p>

Step	Action/Note
	<p>B. Making subsequent filing – Part 1</p> <p>If you need to revise Form IR21 details from previous filing or reporting additional income paid after cessation year, you could search the record via View Form IR21 Records.</p> <p>Note: Alternatively, you could launch File Form IR21 from the menu.</p>
1	When the selected record is found, click on AMEND .

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File Form IR21

Read before you proceed

This application allows employers to file Form IR21 for non-Singapore citizen employees who are ceasing employment in Singapore or leaving Singapore for more than 3 months.

Each filing may take an approximately 5 minutes to complete

Please get ready the following information before you proceed with filing:

1. Employment Records
2. Particulars of spouse and children (for dependents' relief claims)
3. Income information
4. Files for attachment (PDF, 1.2mb), if applicable
 - a. [Appendix 1](#) - Value of Benefits-in-Kind
 - b. [Appendix 2](#) - Employee Stock Option (ESOP)/ Employee Share Ownership (ESOW) Plans
 - c. [Appendix 3](#) - Unexercised ESOP/ unvested ESOW granted from 1 Jan 2003 and approved for Tracking Option
 - d. Letter of Undertaking for Application of Tracking Option (LOU)
 - e. A Copy of Employee's Death Certificate
 - f. Form IR8S
 - g. Severance Agreement/ Termination Letter

Employee ID*

Period of Employment* ⓘ



Step	Action/Note
	B. Making subsequent filing – Part 2
2	File Form IR21 page will be displayed with Employee ID and Period of Employment fields pre-filled from the latest form if it is submitted by e-Filing. Note: For paper filing, only employee ID field will be pre-filled.
3	If there is no change to the pre-filled data, click on NEXT .

CLOSE 

File Form IR21

You are now filing a Form IR21 for:

Employee ID	Employment Period
F4444444D	01 Oct 2019 to 30 Dec 2020

Please select the type of filing for the employee:

- Amended Form
- Additional Form (Post-cessation benefits provided after year 2020)

CANCEL

PROCEED

Step	Action/Note
	B. Making subsequent filing – Part 2
4	<p>A window will pop up for you to select the type of filing for the employee:</p> <ul style="list-style-type: none">• Amended Form; or• Additional Form (Post-Cessation benefits provided after cessation year). <p>After selecting the type of form you wish to file, click on PROCEED to continue with the new filing.</p> <p>Please click here for the user guide on Filing Form IR21.</p> <p>Note: For Amended IR21, system will display the previous Form IR21 details if the form was filed via this new e-Filing template.</p> <p>Otherwise, you are required to provide the full details as the Amended Form IR21 will supersede all other Forms IR21 submitted previously for the employee.</p>

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Contact Information

For enquiries on this user guide, please “Contact Us” via our website at www.iras.gov.sg/contact-us/individual-income-tax.

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