IRAS API SUBMISSION

COMMON ERRORS & FAQs

Version 1.0

OVERVIEW

With IRAS API Submission in place, we have provided this guide containing common errors and warnings you might come across when validating and submitting the IRAS records. There is also a Frequently Asked Questions (FAQs) section where we address common concerns and questions that customers have.

COMMON ERRORS / WARNINGS

i. *Error when pushing IRAS data to Web API. The remote server returned an error: (401) Unauthorized.*
    The remote server returned an error: (401) Unauthorized.
    Internal server error occurred

Date & Time	Status	Report Type	Message
20-08-2021 04:22:32	Failed	IR8A	Error when pushing IRAS data to Web API. The r
20-08-2021 04:22:32	Failed	IR8S	850302-Internal server error occured
20-08-2021 04:22:32	Failed	IR8S	Error when pushing IRAS data to Web API. The r
20-08-2021 04:22:32	Failed	A8A	850302-Internal server error occured
20-08-2021 04:22:32	Failed	A8A	Error when pushing IRAS data to Web API. The r
20-08-2021 04:22:32	Failed	A8B	850302-Internal server error occured
20-08-2021 04:22:32	Failed	A8B	Error when pushing IRAS data to Web API. The r

Check from your Corppass/Singpass if you are authorized to make the submission.

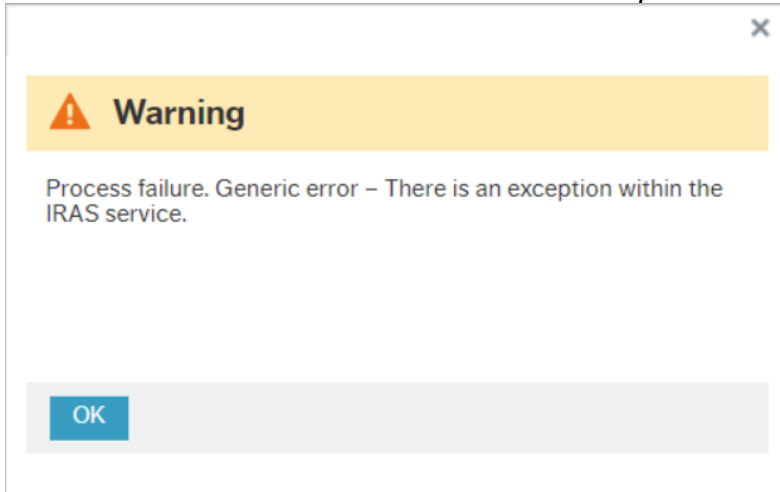Alternatively, you might need to tick/untick this checkbox as a tax agent:

ii. *Process failure. Generic error – There is an exception within the IRAS service*

There might be a connection/network issue with the IRAS service.

Try to submit the records again after a few minutes.

iii. *Invalid Test ID*

Date & Time	Status	Report Type	Message
20-08-2021 04:22:32	Failed	IR8A	IR8AFile.txt Invalid Test ID
20-08-2021 04:22:32	Failed	IR8S	IR8SFile.txt Invalid Test ID
20-08-2021 04:22:32	Failed	A8A	AP8AFile.txt Invalid Test ID
20-08-2021 04:22:32	Failed	A8B	AP8BFile.txt Invalid Test ID

Check that your Company Tax Ref No. in Company master is entered correctly. Validate and submit the records again.

iv. *[ERROR] Field: xxxx Identifier: ***********
[WARNING] Field: xxxx Identifier: ********** Reason: ____
There are 5 record(s) with no Form IR8A in this submission. Form IR8A is required for all
employees.
There are record(s) without their required appendices in this submission.
You may ignore this warning if you intend to submit or have submitted the IR8A in a
separate submission.

Message
[ERROR] Field: AuthorisedPersonEmail Identifier: 2⎽⎽⎽⎽⎽⎽⎽N Reason: Cannot be blank
[WARNING] Field: Detail Identifier: 2⎽⎽⎽⎽⎽⎽⎽N Reason: To help ensure the data entry is
[WARNING] Field: Detail Identifier: 2⎽⎽⎽⎽⎽⎽⎽N Reason: There are record(s) without the
[WARNING] Field: Detail Identifier: 2⎽⎽⎽⎽⎽⎽⎽N Reason: There are 10 record(s) with no
[ERROR] Field: AuthorisedPersonEmail Identifier: 2⎽⎽⎽⎽⎽⎽⎽N Reason: Cannot be blank

Check the reason as to why you are getting the error/warning messages. This might be due to data input issues.

Validate and submit the records again.

You may ignore the warnings by ticking the Bypass Warnings checkbox:

Tax Ref No.	Employee Name	Join Date	Resign Date	Salary	Bonus	Director Fee	Others	Donation	MBF	Insurance	CPF	Gain < 2003
G5464548T	Employee Q			0	0	102000	29400	0	0	0	0	0
G8196843N	Employee D			38500	0	0	0	14	0	0	0	0
G9000000X	Employee P	1968-11-08T…	2021-12-13T…	41008	0	0	0	0	0	0	0	0
G9245687R	Employee U			77770	0	0	3112	0	0	0	0	0
S2432667E	Employee L			0	0	60000	12000	24	0	0	9780	0
S7028930Z	Employee R			81200	0	0	4800	0	0	0	16240	0
S8797822B	Employee N			143214	0	0	0	42	0	0	16800	0
S8797831A	Employee M			152259	0	0	0	42	0	0	16800	0
S8797871J	Employee O			152259	0	0	0	42	0	0	16800	0
S8941132G	Employee G			44100	0	0	0	14	0	0	8820	0
S8941172F	Employee J			38500	0	0	0	14	0	0	7700	0
S8942232I	Employee H			67200	0	0	0	0	0	0	13440	0
S8942472J	Employee K			61600	0	0	0	21	0	0	12320	0
S8943132H	Employee C			102368	0	0	0	28	0	0	16800	0
S8943733D	Employee E			47180	0	0	300	14	0	0	9496	0
S8945232E	Employee I			53200	0	0	0	21	0	0	10640	0
S9090909F	Employee V			99820	0	0	10798	0	0	0	16800	0
S9147852H	Employee T			39200	0	0	3300	0	0	0	7840	0
S9348612I	Employee S			34300	0	0	2800	0	0	0	6860	0
S9988772I	Employee F			51800	0	0	0	0	0	0	10360	0

API Submission — Tabs: IR8A | IR8S | Appendix 8A | Appendix 8B

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Bypass Warnings ☐ | Validate Only | Validate and Submit

Bypass Warnings means warnings are ignored and system will proceed to either validate only, or validate and submit the files to IRAS.

FAQs

Qn 1) What is IRAS Application Programming Interface (API) and why do we need to submit income tax using the API Submission?

In line with IRAS' initiative to improve the tax submission process, we use the API for submission of employment income information of employees to IRAS. As we are directly integrated with IRAS through the API, employment income that are submitted will be verified against IRAS' validation logic.

Qn 2) Can we still do manual submission of Income Tax to IRAS?

From calendar year 2023, IRAS has announced that the Auto-Inclusion Scheme Offline Application (including the Validation & Submission Java Application) will be decommissioned.

Qn 3) Where will the tax files be stored when we generate IRAS API Submission?

All files will be stored in the Unit4 Cloud Storage Server. The data in these files are being transmitted to the Unit4 server via the API.

Qn 4) Are the tax files encrypted during transmission to the Unit4 server?

Yes. Unit4 always uses encryption for data in transmission.

Qn 5) Are the tax files stored in the server safe and data protected?

Unit4 have ISO compliance for our products and services and all products are required to comply to data protection and security standards, so we deliver the level of protection that is required.
You can read more about our compliance to Singapore PDPA from our website.

Qn 6) Why does the API Submission need to be done via a server? How will this affect on-premise customers?

The submission must be done from the Unit4 server as this is how IRAS ensures that the source is safe, that the file is coming from Unit4. Historically, the source was not filtered by IRAS, so on-premise customers could directly submit from their local. This type of access will be blocked by IRAS effective 2023.

On-premise customers can refer to the newsletter for more information.