

User ID and Password related Problem

- Problem 1:** (i) Letter containing User ID and Password not received by Dealer
(ii) Dealer received the letter containing only User ID but no password.
(iii) In the letter sent by the Directorate, password not legible.

Solution : Contact ISD section of Directorate of Commercial Taxes to obtain User ID and password.

Change Password problem

- Problem 2:** Error while entering data in the 'Change Password' page

Solution : Read the messages thrown by the system carefully. Fill-up the form as suggested by the messages thrown by the system.

- If password composition does not contain special character and a number then error message will display the same.
- If password length is more than 8 characters then it will display the error message
- If the new password entered in 'New Password' is not the same as the password entered in 'Re-enter Password'

- Problem 3:** In 'change password' form new password entered is more than 8 characters.

Solution : Keep the password character length to 8. Combination of 8 Characters will be of at least one number and one special character from the list mentioned in user manual except at 1st and 8th position of password. Read the User Manual.

- Problem 4:** Could not log on, Shows Invalid User ID

Solution : Make sure that the 'Change Password' operation was done.
If so, then try to log on with the changed password – do not use the password sent with the letter.
If unsuccessful click 'Forgot Password' .
During 'Change Password' if valid email ID was entered in e-mail then generated password will be send to email-ID.

- Problem 5:** Password changed and forgot.

Solution : Click 'Forgot Password' and new generated password will be send to the email ID given in 'Change Password' form. After receiving the new password in email, login using new password send in the email and after login, please change the password using 'Change Password' Form as given in the 'User Manual'

Acrobat / site related

Problem 6: Could not open the PDF forms.

Solution : If Acrobat Reader lower version is installed in the machine, uninstall the same. Download Acrobat Reader 8.1 from the link provided in the website and install the same.

Problem 7: Slow response in entering 'Change Password' form / Adobe Acrobat 8.1 downloading takes substantial time / Downloading PDF version takes lot of time.

Solution : Use broadband / fast internet connection. Use PC having high configuration. Recommended RAM is 1 GB although 512 MB RAM may be workable.

Problem 8: Takes substantial time to open the acrobat pages

Solution : Wait for some time if machine configuration is low. Check whether Antivirus is active.

Problem 9: Downloaded ZIP files cannot be opened.

Solution : Case I – unzip using Extract utility

- Right click the zip file
- Click Extract All to unzip.

Case II – using zip utility other than extract in Windows XP

- Uninstall your zip utility software like winzip.
- Then download and install again one zip utility software like winzip.
- Try to open zip file with the zip utility software

Problem 10 : Data entry not possible in PDF files

Solution : Make sure that Acrobat version is 8.1. If Acrobat software version is less than 8.1 then uninstall it and install again.

Form related

Problem 11 : Could not insert more than 3 rows in 'information on issue and receipt of tax invoices' item (Ref. No 47 on Form 14)

Solution : If more than one branch exist for one dealer then enter the From No (Serial No) and To No. (Serial No.) of Main Branch. Information relating to other branch should be submitted in printed format along with the acknowledgement number.

Problem 12 : In Item No 47. of Main Form "Tax invoices received for purchases from W.B." existing 3 columns might not be required to be filled for some Dealer.

Solution : Enter one minimum amount such as Rs. 0.001 in the Amount of purchase (Rs.) column.

Problem 13 : In PART A of Main Form at "Purchases of capital goods taxable at the rate of ----%" (Ref No. 8) if more than one "----%" is applicable.

Solution : Enter purchase of capital goods taxable in Column A and enter eligible ITC to be claimed in Column B. In case 4% and 12.5% is applicable in capital goods then enter total purchase of capital goods for both rates in Column A and enter total eligible ITC claimed in Column B.

Problem 14 : If any of the Annexure forms viz. Annexure B Part I, Part II or Part III is not applicable i.e. Purchase details, Sale to Registered Dealers details or Sale to Unregistered Dealers details is nil.

Solution : If no data is entered in the Annexure Form then VAT RC No. and Return period has to be entered and Form is to be saved and XML file generated for upload.

Problem 15 : In Annexure B- PART I, PART II, PART III , two or more entries for each Dealer cannot be entered.

Solution : In Annexure B at PART I, PART II, PART III Purchase/Sale from one Dealer can be inserted only once for same commodity

Problem 16 : Payment Details fields Challan No. (Ref No 45) filled with characters cannot be submitted.

Solution : Enter only numeric value in the Challan No field.

Problem 17 : Bank Branch Name was not present in the PDF form. So, at the time of uploading some errors regarding wrong Branch Name are thrown.

Solution : Input 'Main Branch' when branch name not found in the form.

Problem 18 : Dealer has been selected for eReturn but dealer submits 14D form not available for eReturn.

Solution : Dealer will write a letter to the Directorate to allow manual submission of 14D form at CRRU counter.

Problem 19 : In Form Item 41.(a) third column in case of Decimal value actual value does not allow the cursor to move.

Solution : Enter value in such a way that it will remain 1paise or 2 paise lower than the actual value. Example : Rs. 25.45 will be Rs. 25.449

Problem 20 : PDF form fields not calculating automatically

Solution : Use 'Tab' key for cursor movement and automatic calculation within the fields of the PDF form instead of mouse.