

## FREQUENTLY ASKED QUESTIONS

### LOGIN

<b>1</b>	<b>What the dealer should do if he did not receive his login credentials for the first time?</b>
	Dealer should make use of the “Resend Password” below useful links option in the home page
<b>2</b>	<b>If the dealer faces error with his RC effective date, while doing Sign up, where will he confirm his RC effective date?</b>
	He can get his RC effective date from the dealer search option in the home page.
<b>3</b>	<b>How will the dealer change the mail id and mobile number?</b>
	He can change the mail id and mobile number using “Edit dealer details” in his login.

### REGISTRATION

<b>1</b>	<b>How will the dealer get his TDN number?</b>
	Dealer can get TDN number by doing new registration for “Works Contractee” in his login itself before authenticating for e-services
<b>2</b>	<b>I have added a additional place to my business after submitting if I go for payment it is showing ‘Zero’?</b>
	After entering the details you have to add the details by clicking ‘ADD’ button. Then only system considered as a new place is added and will ask payment after submitting.
<b>3</b>	<b>Is it possible to reuse the registration payment, once the registration has been rejected?</b>
	Yes, there is a provision to reuse the payment under e-payment option.
<b>4</b>	<b>Can dealer do amendment for both Principal place of business and additional branch of business in single amendment process?</b>
	No, the dealer could not do select both Principal place of business and additional branch of business in single amendment process. He can do either Principle place or additional place.
<b>5</b>	<b>How will the dealer change his principal place of business?</b>
	The dealers make use the Change of principal place of business in the “amend my RC” menu which is located below e-registration after authenticating his tax type.
<b>6</b>	<b>Registration uploads calls for various mandatory inputs from dealers, some or not applicable / relevant.</b>
	Now many fields are modified as non-mandatory.
<b>7</b>	<b>Is it possible to send Mail intimation/SMS messages to more than one person for a single TIN?</b>
	System sends mail and SMS to mail ID and mobile number respectively only registered against TIN. And only one mail ID can be tagged against one TIN. If we allow multiple mail ID against one TIN then there may be dispute regarding communication received from CTD to dealers. Now mobile number is allowed to be tagged against any TIN.

## CHECKPOST

1	<p><b>Who will file form JJ, KK, LL, MM?</b></p> <p>Form KK- Form to be filed by clearing/ forwarding agents          Form MM- Form of declaration to be furnished by carrier/bailee or the person incharge of the goods and records          Form LL- Form of transit pass/outgoing schedule VI goods          Form JJ- Delivery note for purchase/sales/stock transfer/works contract          Form JJ- Delivery note for purchase/sales/stock transfer/works contract</p>
2	<p><b>How will the dealer change the mail id and mobile number of the sub-user?</b></p> <p>He can change the mail id and mobile number using "Update sub user login" below manage sub user.</p>
3	<p><b>How will the dealer change the password of the sub-user?</b></p> <p>He can change the password using "Update sub user login" below manage sub user.</p>
4	<p><b>What is the use of sub user?</b></p> <p>Sub user login can be used only for generating Check post forms.</p>
5	<p><b>How can the dealer create sub user login?</b></p> <p>After login in to the portal, dealer will make use of "Manage Sub user" option to create sub user login.</p>
6	<p><b>Is it necessary to generate form JJ for within the State movement, if the dealer has the original invoice ?</b></p> <p>No, it is not mandatory that the dealer should generate form JJ if he has the original invoice.</p>
7	<p><b>If the dealer is not aware of the transporters details or the vehicle number while generating form JJ, what will he do?</b></p> <p>It is not necessary for the dealer to mention transporter details and vehicle number, since those fields are not mandatory.</p>
8	<p><b>How will the C&amp;F agents generate form KK?</b></p> <p>Go to new user sign up -&gt; C &amp; F Agent / Courier / Consignor / Custodian / Logistics Service Provider (LSP) / Postal Agency Sign Up Form -&gt; select type as C &amp; F Agent and give the respective details. After signing up, they can generate form KK below e-forms.</p>
9	<p><b>How will the transporters generate form MM?</b></p> <p>Go to new user sign up -&gt; C &amp; F Agent / Courier / Consignor / Custodian / Logistics Service Provider (LSP) / Postal Agency Sign up Form -&gt; select type as Logistic Service Providers and give the respective details. After signing up, they can generate form MM below e-forms.</p>
10	<p><b>Whether hard copy of the generated Form JJ to be sent to the transporter for generating Form MM?</b></p> <p>If dealer has already generated Form JJ, then by just entering Form JJ number generated by dealer, transporter can generate Form MM.</p>
11	<p><b>LR No./LR date/PO Nos. are required to be mentioned in the stock transfer inputs.</b></p> <p>These fields are made non-mandatory.</p>
12	<p><b>Way Bill proforma can be like E-sugam of Karnataka with simple features relevant for transportation.</b></p> <p>Forms simplification is already done.</p>

13	<p><b>Is it mandatory to enter trucker mobile no. and driver mobile no in Transporter MM way bills?</b></p> <p>Driver mobile number has already made non-mandatory. However LSP mobile number is mandatory.</p>
14	<p><b>Is it mandatory to have Single ID for all purposes in the portal?</b></p> <p>Sub user functionality is already provided in TSP in order to generate check post declaration. So if dealer can generate as many as sub users and allocate the work of forms generation to different employee.</p>

## RETURNS

1	<p><b>There is no provision for entering the Form I Sales (Outside Tamil Nadu) and also in the CST Form where to declare this turnover?</b></p> <p>The dealer needs to report inter-State sales in Annexure-22 and once the relevant annexures are filed, system will auto generate Form I.</p>
2	<p><b>How to adjust the ITC reversed for refund applied against exports (Form WW) since no manual intervention is allowed in the base form?</b></p> <p>Can be adjusted manually.</p>
3	<p><b>Is there any provision to enter the value of capital goods purchased with 14.5% tax in Annexure-13?</b></p> <p>As per the provision only 5% tax values can be entered in Annexure 13.</p>
4	<p><b>In an annexure how many rows can be uploaded as a maximum?</b></p> <p>As of now 10000 rows are allowed. Further increasing will be considered later.</p>
5	<p><b>How will the dealer carry forward his unadjusted advance tax/ TDS in the TSP portal?</b></p> <p>Dealer can avail this option using “unadjusted advance tax/ TDS” below e-returns.</p>
6	<p><b>How will the dealer file nil return in this new portal?</b></p> <p>Dealer can file nil return, by selecting the nil return check box which is available in the “File my return” menu for the selected return period.</p>
7	<p><b>Where do the dealers have the option to change from normal vat dealer (i) to composition dealer (k)?</b></p> <p>Dealer can get changed from normal vat dealer (i) to composition dealer (k) by using the option “Alter composition Status” below e-Registration.</p>
8	<p><b>Where will the dealer declare his “local sale to unregistered dealer” in the new return?</b></p> <p>Since there is no Annexure for local sales to unregistered dealer, after generating base form, dealer will have the respective column in the base form, to edit/declare his sales to unregistered dealers.</p>
9	<p><b>Is it mandatory to report Purchases and sales in the very same month return. Requirement under Transit sales is a concern?</b></p> <p>Dealer can enter purchase invoice of previous month.</p>
10	<p><b>Is it necessary to upload all the 29 annexures for form I while filing returns?</b></p> <p>No, it is not necessary to upload all the 29 annexures; he need to upload only the annexures suitable for his transactions.</p>
11	<p><b>Is it mandatory to enter the Commodity code?</b></p> <p>Capturing Commodity code is essential and it already captured in the present system also.</p>

12	<p><b>Does the payment and return are linked or both can be done independently?</b></p> <p>No, payment and returns are not interlinked.  Scenario 1: If dealer files return but not makes payment then dealer will not be treated as return defaulter but only payment defaulter.  Scenario 2:If dealer has already made advance payment but not file return and when dealers files late return with demand payable then interest will not be levied upto advance payment paid.</p>
13	<p><b>After uploading the Annexure, any message is displayed either a success message of upload or error indicating the annexure is not uploaded?</b></p> <p>In annexures if there is any error then once dealer tries to generate xml file, template will show the error list in next sheet with mentioning defect description and number of row.  At the time of uploading annexurer also we are giving the description of defect.</p>
14	<p><b>Is there any provision to record First Schedule goods sold to registered dealer within the State by dealer, sales return of First Schedule goods sold to registered dealer, exempted sales made to registered dealer within the State and inter-state branch transfer and consignment transfer outward?</b></p> <p>1)Dealer can report sales made to URD dealers and end use costumers directly in VAT Form I.  Field Name:"Local Sales to Unregistered Dealer"  2)Also canteen store,exemted sales made to URD dealer will be reported directly into Base form I.  Field Name:"Exempted Local Sales - Schedule IV Goods and sales exempted by Notification"</p>
15	<p><b>Whether inter-state purchase/stock transfers of only the previous month transactions are to be reported in the current month return?</b></p> <p>We have relaxed the same validation and dealer will be able to enter current plus previous month consgnment transfer.</p>
16	<p><b>As we may require re-printing of old forms we would require some time the accessibility of old portal so that we can take reprints.</b></p> <p>Old portal will be made available for some period of time.</p>
17	<p><b>Month end purchase are always in transit mode and the invoices could be in transit. GRRs are raised but the SAP reports may not contain the invoice details.</b></p> <p>Currently system allows current month and preivous month invoice in CST purchase annexues.  If dealer files revised returns, then system will generate new SFCS form automatically and cancel the old forms.</p>
18	<p><b>Purpose of purchases is to be mentioned for Exports/Resale/Manufacturing for process.</b></p> <p>The purpose is asked in annexure 8 which is for Inter state purchase.The same is kept as per the requirement given by CTD.</p>
19	<p><b>In the portal for ITC claim, whether the ITC is restricted to previous month invoices and for the current month return period?</b></p> <p>Validation for Invoice date has been changed accordingly, Dealer will be able to enter purchase invoice of previous month.</p>

20	<p><b>Whether Stock reports are to be reported by all the dealers by comparing the previous month ITC?</b></p> <p>The annexures is applicable only when there is ITC carry forward balance is there at the month end. So dealers who does not have ITC carry forward balance is not required to file this annexures.</p>
21	<p><b>Is there any provision to save the data entered before submitting the forms?</b></p> <p>Already given a provision for "Interim Save" in registration and check post forms. So once dealer clicks on the button, the data gets saved.</p>
22	<p><b>Is it mandatory to submit the hardcopy of the returns to the Assessment circle?</b></p> <p>If dealer files return with digital signature then no need for Hardcopy submission. However if dealer files return without DSC, then hardcopy submission of acknowledgement receipt is mandatory.</p>
23	<p><b>Who is eligible to disclose unadjusted advance tax / TDS?</b></p> <p>All dealers who have filed the return upto May 2016 in TNVAT portal can disclose unadjusted advance tax / TDS in system. This option can be used only one time. Once disclosed further dealer can't alter / disclosed.</p>
24	<p><b>Whether new dealer can disclose unadjusted advanced tax / TDC?</b></p> <p>Dealers registered on or after 1<sup>st</sup> June are not eligible to disclose unadjusted advance tax / TDS.</p>
25	<p><b>Is dealer required to submit the base form?</b></p> <p>Yes, dealer need to submit the base form then only return process will be complete. However, there is no separate base form. After the uploading of all applicable annexures, system is generating base form and dealer has to confirm all the figures and submit.</p>
26	<p><b>Is dealer required to submit separate CST return?</b></p> <p>Yes, dealer has to file separate CST return. The values for all imports and inter-State transactions will be fetched from VAT return and the liability will be calculated by the system. Dealer need to verify figures and submit and pay the CST liability.</p>
27	<p><b>Is dealer can file NIL return?</b></p> <p>Yes, dealer can file the NIL return.</p>
28	<p><b>Is dealer can file revised return?</b></p> <p>Yes, dealer can file the revised return upto 6 months for which return filed in new portal.</p>
29	<p><b>Is there provision to get the TDS certificate in portal?</b></p> <p>Yes, registered dealer (Contractor) can download the TDS certificate in their login itself. Login - Authenticate transaction - e-return - Download TDS certificate - Give input either acknowledge number / Contractee TDN / Challan Number and then search. Un-registered dealer (Contractor) can download the same from home page.</p>
30	<p><b>Where dealers can disclose un-registered sales?</b></p> <p>Un-registered sales can be disclosed in Base Form Section B-A.</p>
31	<p><b>Whether dealer can disclose 2<sup>nd</sup> schedule goods purchase / sale return transactions?</b></p> <p>Yes, dealers can disclose 2<sup>nd</sup> schedule purchase return in Annexure 4 and the same way sales return can be disclosed in Annexure 18.</p>

<b>32</b>	<b>Is there provision for work contractor to disclose turnover in annexures?</b>
	There is no separate annexure to disclose work contractor turnover. However dealer can disclose work contractor turnover in base form Section B-F and also sub contractor turnover can be reduced in base form itself.
<b>33</b>	<b>Is there an option to deduct labour and like charges from Work Contractor turnover?</b>
	The provision to deduct the same has been provided in Base VAT Form I itself.
<b>34</b>	<b>Where MOU dealer can enter the ITC to be claimed as refund?</b>
	Yes, MOU dealer can enter the refund amount in Base form - Section C (2). The bifurcation of which is to be disclosed in G (i) and G (ii) of Section A of base VAT Form I.
<b>35</b>	<b>Is there any provision to apply and get certificate to claim refund of ITC from SIPCOT?</b>
	Yes, dealers can apply for the same from portal. There is separate link provided to apply Refund Certificate for MOU dealers.
<b>36</b>	<b>Where dealers can enter the amount to be deferred?</b>
	Dealers availing deferment can enter the deferral amount in base form - Section C (7).
<b>37</b>	<b>How to pay the deferred liability in new system?</b>
	Dealers need to contact circle office to enter the deferred amounts in the system. A notice will be generated from new system with due date. Dealer need to pay the amount against the notice before / on the due date.
<b>38</b>	<b>Where dealers can adjust the entry tax amount?</b>
	Dealer can adjust the Full / Partial entry tax amount in base form itself - Section C (9) (i)
<b>39</b>	<b>Where dealer can adjust the TDS / Advance tax / Tax against return / Refund Adjustment Order?</b>
	Dealer can adjust the full / Partial TDS / Advance Tax / Tax against return / Refund adjustment order in base form itself - Section C (9) (ii) / (iii) / (iv) / (v). System will populate the values wherever applicable.
<b>40</b>	<b>Can dealers adjust ITC against CST Liability?</b>
	Yes, dealers can adjust ITC against CST liability in base form itself.
<b>41</b>	<b>Where and when dealers can generate Form C (inter-State purchase / sale)?</b>
	Form C will be generated based on inter-State annexures uploaded while filing VAT Form I return on a quarterly basis. Dealers can download the C Form in Web Portal after 50 days from the quarter end date. Illustrations : C Form for Q1 (Jan to Mar) can be generated on or after 20th May.

## GRIEVANCES

<b>1</b>	<b>If the dealer has some grievance, how will he intimate the department?</b>
	Dealer can file his grievance, using "Grievance Redressal" option in the home page.
<b>2</b>	<b>To whom against the Dealer can file his Grievance?</b>
	Dealer can file grievance against both Dealer and Department.

## DIGITAL SIGNATURE

<b>1</b>	<b>What should the dealer do if he find question mark in the place of authority signature in the digitally signed certificate/notice?</b>
	The dealer can validate himself ,by clicking on validate signature option . It is a onetime process that should be done in each system where he download the documents for the first time.

<b>2</b>	<b>Whether dealer data corrections have to be made before doing any amendment? Whether it is mandatory?</b> It is advisable to do dealer data corrections to have the proper data of the dealer in the system.
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### **BANK**

<b>1</b>	<b>How many banks are available for e-payment?</b> Now 27 banks are available for online payment and 6 banks are available for offline challan payment. For details please refer website.
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