

Frequently Asked Questions (FAQ)

1. **Problem:** Can not open form III Jar .

Solution:Download JRE & install it on the machine.Download Form III jar i.e. PTax.zip afresh & recreate the folder correctly.

2. **Problem:** Password not updated.

Solution: Ensure email id within 60 characters.Follow new password creation rule from user manual correctly.

3. **Problem:** Invalid XML file during upload.

Solution: a) donot put . (dot) within filename.xml e.g. give file name as challan.xml / emp.xml etc.b) Donot leave any field blank. When entering challan / employee details put 0 (zero) if numeric field / put NIL if character field. c) Always use current version of Jar file.

4. **Problem:** Database insertion error challan.

Solution: a)In challan details multiple rows for same period when inserting rows can be happened i.e. If a period has multiple challans then put all challans accordingly & ensure one row per challan b) In challan details challan no. should be within 12 characters. c) Telephone no. in challan should be within 15 characters. d) In challan details email id should be within 60 characters.

5. **Problem:** The grand total in employee details does not match with sum of all row totals.

Solution: a)Download Form III jar i.e. Ptax.zip afresh & recreate the pt_ere turn folder.Open the employee's xml & recreate the html file through print option.Grand total will be O.K. b)When entering employee details it will be better if you enter all ranges. If any field is blank put 0 (zero) for the field.

6. **Problem:** Where the arrear profession tax will be inserted?
Solution: In challan detail put Tax payable from grand total of employees detail. Put arrear amount in Tax on arrear payable. Total payable = Tax payable + Tax on arrear payable. Also put sum of all tax paid including arrear in the Tax paid column in challan details. So the column Tax excess in challan details will contain Tax paid – Total payable.
7. **Problem:** Correction in name / address occurs at address verification page, but does not occur when opening the Form III jar file.
Solution: Download Form III jar i.e. PTax.zip afresh & recreate the folder again. When entering your registration no. name & address will automatically pop up, if not pop up you can enter / update these for the both cases. Ensure pressing enter key after entering the registration number.
8. **Problem:** Password updated but can not login with new password or forgot new password or cannot retrieve password by forgot password link.
Solution: Password to be reset. Contact ISD/respective PT office with authorization for reset of password.
9. **Problem:** When putting 0 (zero) in the in challan details, payment date cannot be zero.
Solution: If payment date cannot be zero by tab then leave it zero (0) by clicking mouse.
10. **Problem:** When entering registration number a message “New Ptax number” occurs.
Solution: Click on OK on the message. Then type/enter trade name, address & name in the field. Then enter challan/employee details as usual.
11. **Problem:** How to insert late fee?
Solution: After depositing proper amount late fee in the bank, in challan xml file just add a row & recreate the xml again. As per example: suppose you want to insert late fee for the return period 2010-2011 in Jul’11 month. Then you have to create a row such as month->201103, tax->0, interest->0, penalty->0, late_fee->400, then give the challan details for late fee & recreate the challan xml file.

12. **Problem:** How to avoid 'HTTP 500 internal server error'?
- Solution:** Check your xml files both challan & employee for period from / period to which will be strictly in dd/mm/yyyy format. As for example period from / period to ->'01/4/2011' / '31/3/2011' are incorrect. Correct will be '01/04/2011' or '31/03/2011'. Also month column in challan xml file will be strictly in 'yyyymm' format.As for Example month -> 'APRIL'10' is incorrect.Correct will be '201004'.
13. **Problem:** How to collect id/ password for e-service?
- Solution:** You have to contact respective PT unit/range office with xerox copy of registration certificate & authorization letter.
14. **Problem:** How to avoid message 'tax excess value is wrong'?
- Solution:** In challan detail put Tax payable from grand total of employees detail. Put arrear amount in Tax on arrear payable. Total payable = Tax payable + Tax on arrear payable.Also put sum of all tax paid including arrear in the Tax paid column in challan details. So the column Tax excess in challan details will contain Tax paid – Total payable. Follow this logic ,this message will not occur.
15. **Problem:** Name is not coming while entering the registration number in Form-III jar file.
- Solution:** Ensure pressing enter key after entering the registration number.
16. **Problem:** How can I determine to file return quarterly or yearly?
- Solution:** Check the total Ptax paid for the last financial year.If the amount is upto 30,000/- then file yearly return ,if the amount is greater than 30,000 then file quarterly return ,putting answer = Y in the address verification page.