

FAQ on Form 16 for the FY 2019-20 (i.e. Assessment Year 2020-21)

General queries about Form 16:

1. What is Form 16?

Form 16 is an annual certificate issued by the employer, which certifies details regarding the salary earned and income tax deducted during the given financial year (FY).

2. Can I know the name and address of the donation contributed through SAP u/s 80G? 80G through SAP?

Details as below:

Name: HOPE Foundation

Address: H-6/B, Hauz Khas, Ground floor, New Delhi -110016, India.

PAN: AAATH0376C

3. My address reflecting on Part A is wrong / different, how can I get this corrected?

The Part A is downloaded from Income Tax portal and the address reflecting is as per your PAN details available on the NSDL website. This has no impact on filing your income tax returns. However, if you still want to correct, you might have to apply for address change on PAN (through NSDL) website.

4. What are Part A and Part B of Form 16?

As mentioned above, Form 16 is a salary and a tax certificate for the year. Form 16 comprises of two parts, Part A & Part B. Part A has the details like employee name, PAN of employee, TAN of employer and income tax deducted and paid to the department.

Part B is like an annexure to Part A, consists of information like gross salary paid, perquisites, other incomes, deductions, taxable income, income tax paid, etc.

5. Where can I find the form 16?

Click [here](#) for Form 16. Portal path for Form 16 – SAP Portal> Employee Services > Me@SAP > Payroll > Form 16. Please read your form 16 along with your March 2020 payslip for a better understanding.

Portal path for March payslip – SAP Portal> Employee Services > Me@SAP > Payroll > [Online payslip](#).

About Digital Signature:

6. Why and how should I validate the digital signature?

Validating a digital signature assures you that the document is issued by a trusted source. Please refer the steps mentioned in the attached process in the email “Form 16 Digital Signature Validation” to validate the digital signature.

7. Am not able to validate the digital signature. What could be the reason?

Download the copy into a folder on your device in PDF format.

Ensure you have opened the document in PDF (Adobe reader) only to activate digital signature.

Carefully follow the steps mentioned in the attached process (in email) to activate digital signature.

8. When I opened my form 16 in PDF format, it already shows signed and could notice green tick mark, is that ok?

Yes, it is ok, as you have already activated this signature last year.

Specific queries related to the details in Form 16:

9. The total tax deposited amount reflecting on Part A is not matching with the income tax amount on Part B. What should I do?

A difference of up to Rs. 10 can be ignored due to rounding off. In case you see a difference more than that, please write to form16@sap.com. Team will check the details and respond to you within 5 working days.

10. Where can I further refer the Chapter VI investment details that are considered?

The detailed break up of Chapter VI deductions considered can be referred from March 2020 payslip. Portal path – SAP Portal> Employee Services > Me@SAP > Payroll > [Online payslip](#).

11. I see that the investments submitted are not considered during tax computation, can I have this corrected now?

No. Corrections pertaining to the FY 2019-20 cannot be made now in Form 16. However, you may still declare the deductions while filing your income tax returns and avail the exemption.

12. Noticed that my HRA/ LTA/ Housing Loan interest is not considered in Form 16, please make changes and share revised Form 16 to file my returns?

No changes can be made now to the Form 16 document. You are requested to declare these while filing your income tax returns.

13. I have submitted all proofs during the investment proof window, but I still notice that they are not considered in my form 16, can have this corrected and share revised form 16?

No corrections can be made to Form 16 now. As you must be aware that, there was a communication mail sent to all employees to check and validate proofs submitted and revert for any corrections during March. Looks like you missed this activity. Nevertheless, you can still declare the deductions while filing your income tax returns.

14. My designation is incorrect in Form 16, how do I get it rectified?

This must be done in two steps. 1) You need to raise HRdirect ticket by mentioning “designation correction” on subject line. Your records in database will be corrected accordingly. 2) Once you receive confirmation from HR Direct on the correction, raise a HR direct ticket to Payroll. A Form 16 shall be regenerated and provided to you, which will have the rectified designation captured.

15. I am not able to download or view Form 16 in the provided link.

Access the link in virtual desktop (WTS). If you still facing problem then you need to have your system checked with local IT, as this problem must be specific to your system.

16. What is meant by perquisites?

Perquisites means, benefits received by an employee from the employer, by virtue of their position (as applicable) during the employment. These benefits are over and above the salary or wages. These benefits can be an amenity granted like meals, meal vouchers, concessional rates, etc. Any sum paid by employer on behalf of the employee, like covering the income tax (gross up), interest free loans, etc.

17. Does Form 16 also cover additional income (e.g. interest income from Savings/FD account)?

No. Any additional income earned during the financial year and any advance tax paid for such incomes must be declared while filing your income tax returns.

New joinee queries

18. I have provided my previous employment details (FFS statement or tax computation) to SAP while joining. Where can I see those details in Form 16?

Please refer Part B, you will find the gross salary of previous employer reported as “*Reported total amount of salary received from other employer*”. The other details are reported in the respective sections clubbed along with the contributions with SAP. For e.g. the provident fund amount appearing in the form 16 is the total of the PF through SAP and PF through previous employer. For better understanding, together refer March 2020 SAP payslip along with FFS statement or tax computation statement of previous employer.

19. My form 16 does not have previous employee details, I had provided information while joining itself.

A communication to this extent has been sent in March to all the employees, to check if all the details/proofs has been considered and if not, to reach out to payroll for corrections/clarifications. Looks like you missed this activity. Nevertheless, you can still declare the details while filing your income tax returns.

20. I have joined on 16th March 2020. I do not see the form 16 on the portal. Why?

Employees joined after 15th March 2020 will not receive the form 16 for the FY 2019-20.

PAN related queries:

21. I see only Part B on the portal. I do not see Part A. Why?

Your taxable income is less than the minimum threshold (income tax slab). Therefore, Part A will not be available on the income tax portal for your PAN. You may go ahead and file your income tax returns with Part B.

22. My taxable income falls in the taxable bracket and income tax has also been deducted. But I notice that there is no Part A. I could see only Part B. Why is that?

You have not provided a valid PAN. Therefore, Part A could not be generated from the income tax portal. Please provide your correct PAN by raising a HR direct ticket. A revised Form 16 shall be generated. However, the entire process shall take few weeks as there is dependency on the income tax department.

23. In Part A, I do not see line item for Q1 (quarter 1) i.e. April, May & June. However, I see that income tax has been deducted as per my payslips for the said months. Why is that the income tax has not been deposited for Q1 for me?

You have provided an incorrect PAN for Q1. Hence the income tax that has been deposited is not reflecting in Part for the respective quarter. Please provide your Correct PAN to map income tax deposited to the right PAN. Please note revision of details will take time as the process dependency with the department.

Filing related queries:

24. I missed to submit investment proofs for the FY 2019-20. What can be done now?

You can claim the deductions while filing your income tax returns.

25. Where and how can I file my income tax returns?

Please visit the income tax e-filing website. The portal has detailed steps on how to file the income tax returns (both offline and online). Below is the link for your easy reference.

<https://www.incometaxindia.gov.in/Pages/tax-services/file-income-tax-return.aspx>

If the hyperlink is not working, you may try copy pasting the link on the URL tab.

26. I need some more assistance on filing my income tax returns. Whom can I approach?

The below consultancy service providers have come forward to assist SAP employees with their personal income tax filings like ITR1, ITR2, etc. and other tax consultant services. Rates may be applicable as per the consultancy. We tried to list the below only for your easy reference. You may choose to approach other tax consultants in the market as you feel appropriate.

1. [TAX SPANNER.COM For SAP Employees](#)
2. [CLEAR TAX for SAP Employees](#)

27. Will I have to select the tax regime while filing my income tax returns?

No. The new tax regime has been introduced this Financial Year (i.e. FY 2020-21). The Form 16 pertains to the FY 2019-20 and hence there is no context of old or new regime.

28. What is the last date to file my income tax returns?

The due date as declared by CBDT for filing income tax returns is 30th November 2020, until further notice.

29. I have received the Form 16. But I have not yet submitted the Form 12BB. Do I have to still submit Form 12BB?

Yes. Form 12BB is still required to be submitted, if you have not already submitted.

Only for employees who have transferred internally (from entity to another)

30. I see two Form 16s on the portal. Why?

This is due to inter-entity transfer within the same financial year (2019-20). The TAN (Tax deduction Account Number) changes with the entity. Therefore, two Form 16's has been issued to you with the respective TANs.

31. I have changed/transferred to another entity during the said financial year (2019-20). I see two form 16s on my portal. Which form 16 should I refer?

Please refer the latest entity Form 16. The income and the taxes pertaining to the previous entity have been considered in the new entity (during March 2020 payroll). Therefore, the new entity form 16 has the cumulative income and taxes.

32. I have changed/transferred to another entity during the said financial year (2019-20). The details reflecting on the old entity form 16 is not matching with my March 2020 payslip. Which form 16 should I consider for filing the returns?

Please refer the latest entity form-16. i.e. the entity in which the March 2020 payroll was processed. Please use the latest entity form 16 for filing the returns. It has the cumulative values (income and taxes) for the year.