

ProviTax - Application Issues and Resolutions

Case ID: PTX1001

Date Created: 2024-09-15

Date Resolved: 2024-09-17

Issue: Unable to file tax returns due to server timeout.

Resolution: Increased server capacity and optimized queries for tax return submissions.

More Info: <https://provitax.support/PTX1001>

Case ID: PTX1002

Date Created: 2024-09-18

Date Resolved: 2024-09-19

Issue: Error 500 when accessing the income summary report.

Resolution: Fixed the backend issue causing incorrect database calls during report generation.

More Info: <https://provitax.support/PTX1002>

Case ID: PTX1003

Date Created: 2024-09-20

Date Resolved: 2024-09-21

Issue: Form submission fails when including foreign income details.

Resolution: Updated form validation logic to correctly handle foreign income fields.

More Info: <https://provitax.support/PTX1003>

Case ID: PTX1004

Date Created: 2024-09-22

Date Resolved: 2024-09-23

Issue: Incorrect tax deduction calculations for senior citizens.

Resolution: Patched the tax calculation module to reflect the latest policy updates for senior citizens.

More Info: <https://provitax.support/PTX1004>

Case ID: PTX1005

Date Created: 2024-09-25

Date Resolved: 2024-09-26

Issue: User unable to download tax documents in PDF format.

Resolution: Implemented proper encoding for file downloads and fixed download button.

More Info: <https://provitax.support/PTX1005>

Case ID: PTX1006

Date Created: 2024-09-26

Date Resolved: 2024-09-27

Issue: Mismatch in income categories during tax filing.

Resolution: Corrected data mapping for income categories in the tax filing interface.

More Info: <https://provitax.support/PTX1006>

Case ID: PTX1007

Date Created: 2024-09-27

Date Resolved: 2024-09-28

Issue: Page freezing while navigating to deductions page.

Resolution: Optimized frontend scripts to improve page performance.

More Info: <https://provitax.support/PTX1007>

Case ID: PTX1008

Date Created: 2024-09-28

Date Resolved: 2024-09-29

Issue: Taxpayer profile data not saving after editing.

Resolution: Fixed database transactions and resolved profile persistence issues.

More Info: <https://provitax.support/PTX1008>

Case ID: PTX1009

Date Created: 2024-09-30

Date Resolved: 2024-10-01

Issue: Mobile app crashes when submitting tax documents.

Resolution: Resolved memory leak in mobile app and improved document handling.

More Info: <https://provitax.support/PTX1009>

Case ID: PTX1010

Date Created: 2024-10-01

Date Resolved: 2024-10-03

Issue: Login failure due to CAPTCHA issues.

Resolution: Upgraded CAPTCHA service and fixed authentication flow.

More Info: <https://provitax.support/PTX1010>

Case ID: PTX1011

Date Created: 2024-10-02

Date Resolved: 2024-10-04

Issue: Unable to update bank details for tax refunds.

Resolution: Resolved form validation issue for bank details.

More Info: <https://provitax.support/PTX1011>

Case ID: PTX1012

Date Created: 2024-10-03

Date Resolved: 2024-10-05

Issue: Income report not showing correct yearly totals.

Resolution: Fixed calculation logic in yearly income summary reports.

More Info: <https://provitax.support/PTX1012>

Case ID: PTX1013

Date Created: 2024-10-04

Date Resolved: 2024-10-05

Issue: Auto-save not working during tax form filling.

Resolution: Implemented proper auto-save functionality.

More Info: <https://provitax.support/PTX1013>

Case ID: PTX1014

Date Created: 2024-10-05

Date Resolved: 2024-10-06

Issue: Duplicate entries in the tax filing history.

Resolution: Cleaned up duplicate records and fixed history retrieval logic.

More Info: <https://provitax.support/PTX1014>

Case ID: PTX1015

Date Created: 2024-10-06

Date Resolved: 2024-10-07

Issue: Incorrect refund status displayed for completed filings.

Resolution: Updated refund status logic to show accurate statuses.

More Info: <https://provitax.support/PTX1015>

Case ID: PTX1016

Date Created: 2024-10-07

Date Resolved: 2024-10-08

Issue: Currency mismatch error when declaring foreign investments.

Resolution: Resolved currency conversion issue in foreign investment declaration.

More Info: <https://provitax.support/PTX1016>

Case ID: PTX1017

Date Created: 2024-10-08

Date Resolved: 2024-10-09

Issue: Error during direct deposit setup for refunds.

Resolution: Fixed integration issue with the bank API for direct deposit setup.

More Info: <https://provitax.support/PTX1017>

Case ID: PTX1018

Date Created: 2024-10-09

Date Resolved: 2024-10-10

Issue: Unable to reset password using the forgot password feature.

Resolution: Fixed email delivery issue and enhanced security for password resets.

More Info: <https://provitax.support/PTX1018>

Case ID: PTX1019

Date Created: 2024-10-10

Date Resolved: 2024-10-11

Issue: Download button for tax summary not working.

Resolution: Resolved file download link issue for the tax summary page.

More Info: <https://provitax.support/PTX1019>

Case ID: PTX1020

Date Created: 2024-10-11

Date Resolved: 2024-10-12

Issue: Notification settings not being saved.

Resolution: Resolved user preference saving issue for notification settings.

More Info: <https://provitax.support/PTX1020>