Trouble Shooting

Sl No	Issues	Solutions
1	Whether the excel files can be uploaded into KVATIS?	No, Excel file is an input format to capture the invoice details. On validating the Excel, separate text files will be generated for sales and purchase in the C:/KVATS folder of the dealer's PC. These text files have to be uploaded into KVATIS through the links **Upload Sales / Purchase Invoices**.
2	How to upload invoices when no sales and purchase?	Uploading Sales and Purchase text files are mandatory before submitting the return. When no sales / purchase, a dummy row can be entered in the excel file as follows, Invoice No & Date – Any dates. TIN - 99999999999, Name & Address – Dummy Amounts – Zero

The text file generated after validating the excel can be uploaded into KVATIS. |
| 3 | Print does not cover the form content. | Verify the settings of the Internet Explorer as follows,

Select View → Text Size → Should be "Smaller" or "Smallest" |
| 4 | Commodity / Bank not displayed in the screen after selecting from the list. | Verify the settings of the Internet Explorer as follows,

Select Views → Toolbars. Deselect the "yahoo" or "google" or "rediff" toolbars if any already selected. Now select the commodity once again. |
| 5 | Shows message "Invalid date" | Please verify the date settings in the PC as follows, 1) Click Start button --> Settings--> Control Panel --> Regional Language Options--> Customise --> Date --> Set the short date format as "dd-mm-yyyy". 2) Ensure the system date is current. 3) Ensure the Invoice date is entered in the format "dd-mm-yyyy".

After applying the changes, close and open the excel file once again and try validating. |
| 6 | Shows message "Invoice Transfer Failed". | Shows when the system rejects the invoice details due to the following errors in the invoice data (uploaded file) like, a) TIN field have characters more than 11 or contains alphabets. b) Amount columns contain characters. |

		c) Invoice No has more than 25 characters. System will display few of the invoices having the above said defects. After correcting the same, the text files have to be created once again to upload to KVATIS.
7	Shows message "File not uploaded".	Please verify the following in the excel format, 1) Ensure there is no data entered in the columns other than specified. Also ensure there are no blank rows between two invoices. 2) Verify whether any double dots or hyphen or alphabets entered in any of the Amount column. If no amount enter 0. 3) Ensure there are no column wise totals or summary entered. 3) If the above problem does not exist, please send the validated excel file containing data to the mail id readycmc@gmail.com with the dealer's TIN / name.
8	Validate Button inactive	Open the invoice file (Excel File) and check the following, Select Tools --> Macro-->Security --> Security Level--> set as LOW if it is in HIGH. Press OK, close the excel file, open and try VALIDATE again.
9	Shows message "File selected is incorrect".	Verify whether you have wrongly tried to upload **Sales.txt** in the **Upload Purchase Invoice** link or vice versa. Also ensure you have generated the text files through the excel file (sales_purchae_invoice.xls) only.
10	Commodity window not opening.	Verify the settings in the Internet Explorer as follows, Select Tools→ Popup Blocker → If its shows as "Turn Off Pop-up Blocker" then change it to "Turn On Pop-up Blocker".
11	Shows message "Browser does not support Ajax"	Update the Internet Explorer to the latest.
12	Run time error when validating the excel file.	Generally observes this problem when the dealer tries to validate the excel sheet where the data exported from a different software (like Tally) having formulae fields. Suggest to copy individual column wise to another temporary excel file and then copy to the sales_purchase_invoice.xls. For further assistance please write to itmc.taxes@gmail.com.
13	Shows message "Mandatory Information missing" when validating the excel file.	Ensure all the mandatory fields are entered fully in the excel file.
14	Shows "Application Error" when entering the username and password.	Delete the cookies, temporary files, history (Tools → Internet Options → General)