

2023-07-31

# Incident: 616124 / 2023 - We are facing Rounding off issue while making payment of Challan for Sec 94LC

<b>ID</b>	002075129400006161242023
<b>Customer</b>	2497386 - Vishvaraj Environment Private Limit
<b>Installation</b>	0021237307 - SAP S/4HANA PRIV. CL. ED.
<b>System</b>	PS4 - PS4VHE
<b>Component</b>	Withholding Tax (FI-LOC-FI-IN-WHT)
<b>Status</b>	In Processing by SAP
<b>Priority</b>	Very High

## Communication

**24.07.2023 11:30:07 CET - Problem Description: SAP PCE User (S0023764130)**

Product selected: SAP S/4HANA

Product Function selected: SAP S/4HANA > Finance > Financial Operations > Bank Accounting > Payment Transactions

Component selected (Product Function Selection): FI-BL-PT-FO

-- Path Taken --

-- Questions Answered --

--- Steps to Reproduce ---

\*Note To SAP:

I give approval for SAP Support to use these Steps to Reproduce, while connected to my impacted non-production environments, even if the steps result in a change being made and my approval remains valid until the issue is resolved, unless I inform SAP Support otherwise.

--- Description ---

While making payment for remittance challan for Sec 94LC we are facing rounding off issue. As at the time of booking of invoice TDS amount is being rounded off, but at the time of payment of Challan since payment is to be made in transaction currency, Rounding off option is not available. We have attached Document for your reference

**25.07.2023 12:24:29 CET - Info for Customer: SAP**

Dear Customer,

Thanks for the update. Your incident is still under analysis by our colleagues. You will be contacted once new information is available.

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Thanks and best regards,

Dorina

SAP Product Support  
SAP hotline for urgent issues-> details in note 560499

**27.07.2023 11:16:35 CET - Info for Customer: SAP**

Dear Customer,

Please be advised that I have changed the component .

One of my colleagues will take it shortly.

Best regards,  
Ildikó  
SAP Product Support

**28.07.2023 13:29:18 CET - Business Impact: SAP**

- Which activities can the users not do/perform? – TaxationTDS payment being statutory compliance.
- Which business processes are affected, e.g. Payroll, Reporting? Taxation & Statutory Compliances TDS
- Since when is the issue present? Since last 10 days
- How many users are affected? All
- How are they affected in their daily tasks, what are they unable to do? Unable to make statutory payment resulting delay in compliances
- When do these activities need to be accomplished/completed? 1<sup>st</sup> week of July
- What are the consequences on the running business if these activities cannot be accomplished on time? Legal Proceedings can be initiated for statutory noncompliances.
- Does the issue lead to financial loss? If yes, how is it calculated? If Interest and penalty are levied then there is financial implication.

Are there any other business processes being impacted

**28.07.2023 14:08:31 CET - Info for SAP: SAP PCE User (S0023764130)**

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Hi team ,

We are facing hinderances and delay in support for this critical issue. The issue has been delayed and will lead to penalty if it is not resolved on time. We humbly request your quick and kind support on this issue at outmost priority.

Thanks

Rahul Sharma

+91-9923329082

**28.07.2023 14:14:16 CET - Info for Customer: SAP**

Dear Mr. Sharma,

I would Kindly like to let you know that I'm in a process of checking the case.

Best regards,

Tushar

SAP Product Support

**28.07.2023 14:33:53 CET - Info for Customer: SAP**

Dear Mr. Sharma,

The Due date for challan is 7th of the month, hence the priority of this case is adjusted to high. I'll be checking this with my development team, and we hear from them earlier by Monday.

Best regards,

Tushar

SAP Product Support

**28.07.2023 18:40:43 CET - Info for SAP: SAP PCE User (S0023764130)**

Dear Tushar ,

We request the above incident to be taken up as P1 priority with Very High SLA as this is statutory compliance if not met on time will be penalised by Indian Tax Authorities.

we request your kind support on this for a quicker resolution as it has already been delayed.

Thanking you for your kind support

Regards

Rahul Sharma

+91-9923329082

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**31.07.2023 08:24:23 CET - Info for Customer: SAP**

Solution provided:

We are not supporting other than INR currency in India localization TDS reporting.

Please let us is there any legal document to use other than INR currency because all other Indian customer are using INR currency only for challan Indian TDS report.

We need to validate if it the the legal requirement.

And we don't have any rounding functionality in challan report as it it standard FB05 screen.

**31.07.2023 08:24:24 CET - Info for Customer: SAP**

Dear Mr. Sharma,

Thanks for the concerns.

We are not supporting other than INR currency in India localization TDS reporting.

Please let us is there any legal document to use other than INR currency because all other Indian customer are using INR currency only for challan Indian TDS report.

We need to validate if it the the legal requirement.

And we don't have any rounding functionality in challan report as it it standard FB05 screen.

Best regards,  
Tushar  
SAP Product Support

**31.07.2023 10:13:34 CET - Info for SAP: SAP PCE User (S0023764130)**

Dear Tushar,

We are using INR currency only for TDS reporting and no other currency has been used.

## Contacts

Role	Name	Time Zone	Primary Phone	Secondary Phone	E-Mail
24h Contact		UTC+00			
SECONDARY		UTC+00			
System Opener		UTC+00			
Reporter	SAP PCE User (S0023764130)	Centra			vivek.chopade@virlindia.com

## Attachments

File Name	Description	File Type	File Size	Created By	Created On
Rounding off issue.docx	S0023764130 - 7/24/2023, 3:40:58 PM	DOCX	248.4 KB	SAP PCE User (S0023764130)	24.07.2023 12:10:58 CET
Rounding off issue.docx	S0023764130 - 7/24/2023, 4:01:49 PM	DOCX	248.4 KB	SAP PCE User (S0023764130)	24.07.2023 12:31:49 CET

## Action Log

Changed On	Changed At	Changed By	Action	Old Value	New Value
Monday 24.07.2023	11:30:07 CET	SAP PCE User (S0023764130)	Incident created		0020751294 0000616124 2023
	11:30:07 CET	SAP PCE User (S0023764130)	Component		FI-BL-PT-FO
	11:53:35 CET	SAP PCE User (S0023764130)	Memo/Text changed	Problem Description	Problem Description
	12:10:25 CET	SAP PCE User (S0023764130)	Memo/Text changed	Problem Description	Problem Description
	12:10:54 CET	SAP PCE User (S0023764130)	Memo/Text changed	Problem Description	Problem Description
	12:10:58 CET	SAP PCE User (S0023764130)	Memo/Text changed	Problem Description	Problem Description

	12:31:49 CET	SAP PCE User (S0023764130)	Memo/Text changed	Problem Description	Problem Description
	12:31:49 CET	SAP PCE User (S0023764130)	Status	Not Sent to SAP	Sent to SAP
Tuesday 25.07.2023	12:24:29 CET	SAP	Memo/Text changed		Info for Customer
Thursday 27.07.2023	09:06:58 CET	SAP	Status	Sent to SAP	In Processing by SAP
	11:16:43 CET	SAP	Memo/Text changed		Info for Customer
	11:16:43 CET	SAP	Component	FI-BL-PT-FO	FI-LOC-FI-IN-WHT
Friday 28.07.2023	13:29:18 CET	SAP	Memo/Text changed		Business Impact
	13:29:22 CET	SAP	Priority changed	Medium	Very High
	14:08:31 CET	SAP PCE User (S0023764130)	Memo/Text changed		Info for SAP
	14:14:16 CET	SAP	Memo/Text changed		Info for Customer
	14:33:56 CET	SAP	Memo/Text changed		Info for Customer
	14:33:56 CET	SAP	Priority changed	Very High	High
	18:40:43 CET	SAP PCE User (S0023764130)	Memo/Text changed		Info for SAP
Saturday 29.07.2023	11:19:26 CET	SAP	Priority changed	High	Very High
Monday 31.07.2023	08:24:32 CET	SAP	Memo/Text changed		Info for Customer
	08:24:32 CET	SAP	Memo/Text changed		Info for Customer
	08:24:32 CET	SAP	Status	In Processing by SAP	SAP Proposed Solution
	08:24:32 CET	SAP	Priority changed	Very High	High
	10:13:35 CET	SAP PCE User (S0023764130)	Status	SAP Proposed Solution	Sent to SAP
	10:13:39 CET	SAP	Memo/Text changed		Info for SAP
	10:13:39 CET	SAP	Status	Sent to SAP	In Processing by

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					SAP
	14:26:55 CET	SAP	Priority changed	High	Very High