



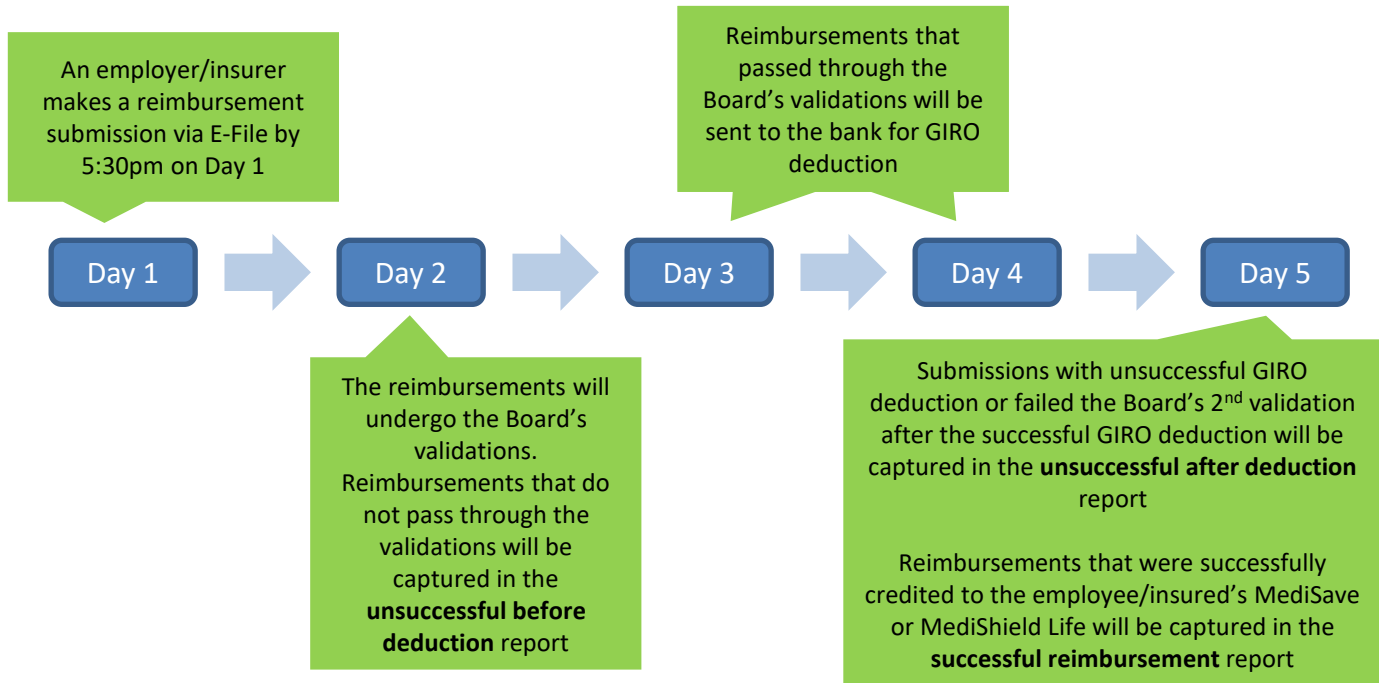
How to retrieve online reports to check on the status of my E-File reimbursement submissions

What is this guide about?

- Employers/Platform Operators/Insurers would be able to monitor the status of their reimbursement submissions via 'Activities' under Employer services.
- This guide will detail how you can retrieve the reports generated at various milestones of the internet reimbursement process.

Internet Reimbursement E-File Service

- The Internet Reimbursement E-File service takes about 5 days to process your reimbursement submissions. The process is briefly explained below:



Internet Reimbursement E-File Service

- 3 reports will be available for download in this 5 days process.
- Please note that no reports will be generated if the entire submission file is rejected.

Tip Box!

Please refer to our “Rejection Reason” file to understand why your submission was unsuccessful and correct it before resubmitting.

Name of the Report	Which day?	What the report shows
Unsuccessful_before_deduction	Day 2	This report captures reimbursements that failed the Board’s 1 st validations. There is no GIRO deduction for these unsuccessful reimbursement submissions.
Unsuccessful_after_deduction	Day 5	This report captures the following reimbursements: a. Failed the Board’s 2 nd validations on Day 5 after successful GIRO deduction b. Unsuccessful GIRO deduction e.g. Insufficient bank balance Any excess amount that was deducted from your bank account will be refunded accordingly.
successful_reimbursement	Day 5	This report captures successful reimbursements credited to your employee/insured’s MediSave Account or the MediShield Life Fund.

Accessing Employer 'Activities'

Navigate to www.cpf.gov.sg. Click "Member" and select "Employer/Business" from the drop down list

The image shows a screenshot of the CPF.gov.sg website. The top navigation bar is dark green with white text. It includes the CPF logo on the left, followed by links: "Who we are", "Tools and services", "Infohub", "Employer/Business" (with a dropdown arrow), "Login" (with a lock icon), and a search icon. Below the navigation bar, there are several menu items: "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", "Platform operators", and "Corporation service buyers". A large green callout box with a white border contains the following instructions: "1. Click 'Member'", "2. Select 'Employer/Business'", and "3. Click 'Login'". The main content area features a light green background with the text "GO ONLINE Stay home, use CPF Digital Services" and a "Find out more >" button. An illustration of two people working at a desk is visible in the background.

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Login

Employer obligations Making CPF contributions Making Voluntary Contributions Compliance and rectifications Platform operators Corporation service buyers

1. Click "Member"
2. Select "Employer/Business"
3. Click "Login"

GO ONLINE
Stay home, use CPF Digital Services
We're here for you online. Get the support you need.

Find out more >

Accessing Employer 'Activities'

The screenshot shows the Central Provident Fund Board website. The navigation menu includes: Who we are, Tools and services, Infohub, Employer/Business (dropdown), Login, and a search icon. Below the menu are six categories: Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, Platform operators, and Corporate service buyers.

The main content area is titled "Select a digital service" and contains two cards:

- CPF EZPay**: Submit and pay your CPF contributions for employees, view records of past payments, and more.
- Other employer services**: Update employer's information, apply for CPF Submission Number, and more.

A green callout box with a blue border points to the "Other employer services" card, containing the text: "1. Select 'Other Employer Services'"

Below the main content area is a secondary navigation menu with the same items as the top menu. Below this are six category labels: Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, Platform operators, and Corporate service buyers.

The bottom section of the screenshot shows the "Other employer services login" page. It contains two cards:

- Log in as UEN-registered entity**
- Log in as individual trading under own name**

A green callout box with a blue border points to the "Log in as UEN-registered entity" card, containing the text: "2. Select 'For UEN-registered entities'"

Accessing Employer 'Activities'



Log in with Singpass

Your trusted digital identity

Singpass app

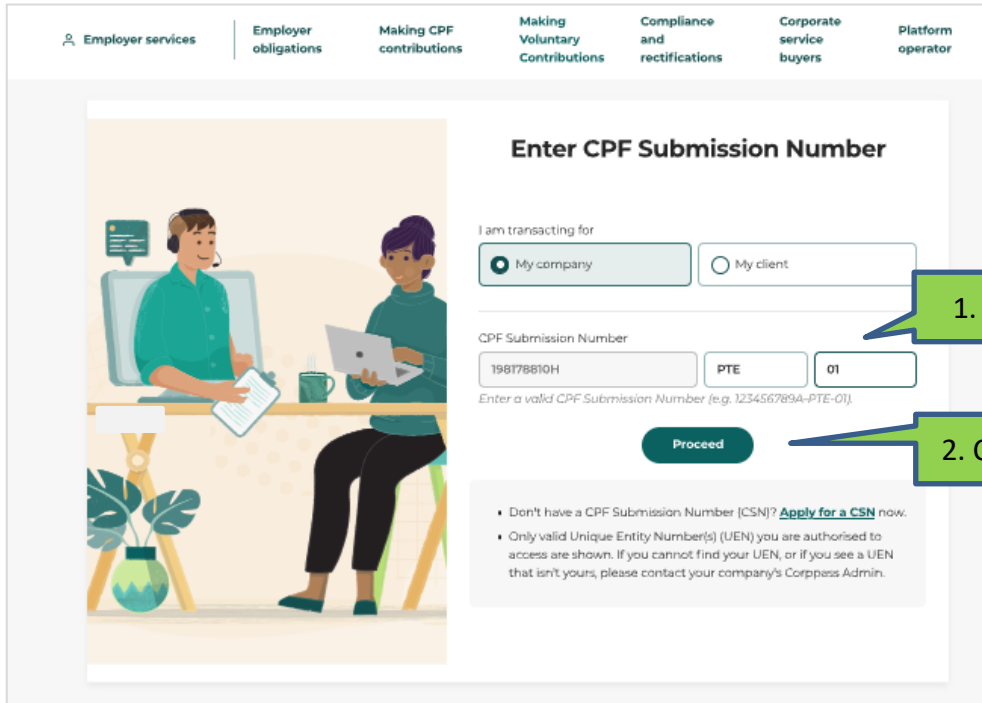
Password login

Scan with Singpass app
Logging in as [Business User](#)



Don't have Singpass app? [Download now](#)

Accessing Employer 'Activities'



The screenshot shows a web interface for entering a CPF Submission Number. At the top, there is a navigation bar with the following links: Employer services, Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, Corporate service buyers, and Platform operator. The main content area is titled 'Enter CPF Submission Number'. Below the title, there is a section 'I am transacting for' with two radio buttons: 'My company' (selected) and 'My client'. Below this is a section for the 'CPF Submission Number' with three input fields: '198178810H', 'PTE', and '01'. A note below the fields reads 'Enter a valid CPF Submission Number (e.g. 123456789A-PTE-01)'. A 'Proceed' button is located below the fields. To the left of the form is an illustration of two people working at a desk. Two callout boxes are present: a green one pointing to the 'My company' radio button with the text '1. Fill in your company's CSN', and a blue one pointing to the 'Proceed' button with the text '2. Click "Proceed"'. Below the form, there is a list of instructions:

- Don't have a CPF Submission Number [CSN]? [Apply for a CSN](#) now.
- Only valid Unique Entity Number(s) (UEN) you are authorised to access are shown. If you cannot find your UEN, or if you see a UEN that isn't yours, please contact your company's Corppass Admin.

Accessing Employer 'Activities'

The screenshot shows the website interface for the Central Provident Fund Board. At the top, there is a dark green navigation bar with the logo and name of the board on the left, and menu items: 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business' (with a dropdown arrow), a user profile icon (with a dropdown arrow), and a search icon. Below this is a light orange horizontal bar with 'Employer services' (with a dropdown arrow) on the left, and a list of categories: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', 'Platform operators', and 'Corporate service buyers'. The main content area has a light orange background with a grid of links. On the left, there is a section titled 'Employer services' with a sub-link 'Employer services home >'. To the right, there are two columns of links: the first column includes 'Account creation and management', 'Direct Debit Arrangement', 'Voluntary CPF contribution', and 'Refund and adjustment'; the second column includes 'Composition amount payment', 'Other forms', and 'Activities'. At the bottom, there is a white navigation bar with icons and text for 'Activities', 'CPF EZPay', 'Calculators', and 'FAQs'. A green callout box with a blue border points to the 'Activities' link in the bottom navigation bar.

Click "Activities"

Accessing Employer 'Activities'

Sample data

Step 1: Select the relevant months to enquire on your submission

Miss Lindsey Schinner, S5850014C

Activities

as at 07 May 2024

Mar 2024 to May 2024

Search Q

Items per page: 20

1-12 of 12 items from 07 Mar 2024 to 07 May 2024

1 of 1 page

30 Apr 2024

Submit MediSave and MediShield Life reimbursements

Transaction Number 3305000009574216

CSN 198178810H-PTE-01

In-Progress



23 Apr 2024

Submit MediSave and MediShield Life reimbursements

Transaction Number 4705000009112437

CSN 198178810H-PTE-01

Completed



22 Apr 2024

Submit MediSave and MediShield Life reimbursements

Transaction Number 3505000008989235

CSN 198178810H-PTE-01

Not Successful



Step 2: Identify your submission based on transaction number

Step 3: Click on the arrow for more details

Accessing Employer 'Activities'

Miss Lindsey Schinner, 198178810H-PTE-01

Submit Medisave and Medishield Life Reimbursements

Sample data

Note:
Reports are available for download up to 13 months only. Thereafter, they will no longer be accessible.

Completed

Submission details

Transaction details

Service name	Transaction number	Transaction date
Submit MediSave and MediShield Life reimbursements	4705000009112437	23 Apr 2024 05:16 PM

Contact details

Email
employer1@gmail.com.sg

Submission progress

Cases submitted 10 Download submitted cases (CSV, 6.26 KB)	Unsuccessful cases before payment 0 Download report for unsuccessful cases before payment (CSV, 0.45 KB)	Unsuccessful cases after payment 0 Download report for unsuccessful cases after payment (CSV, 0.55 KB)	Successful cases 10 Download reimbursement report (CSV, 1.96 KB)
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Payment details

Amount deducted from bank \$26,037.50	Total reimbursement amount paid \$26,037.50 This amount has been paid to recipients' MediSave Account and the MediShield Life Fund. See report for successful cases for details.	Amount to be refunded to you \$0.00 See report for unsuccessful cases after payment for details.
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- Reports are available for download up to 13 months after the transaction date.

Return

Useful Points to Note

- Reports are downloaded in .csv file type. You can open the file with excel for easy reference.
- You may refer to the report formats below.

Report file format for download
<u>Unsuccessful before deduction</u>
<u>Unsuccessful after deduction</u>
<u>Successful reimbursement</u>