



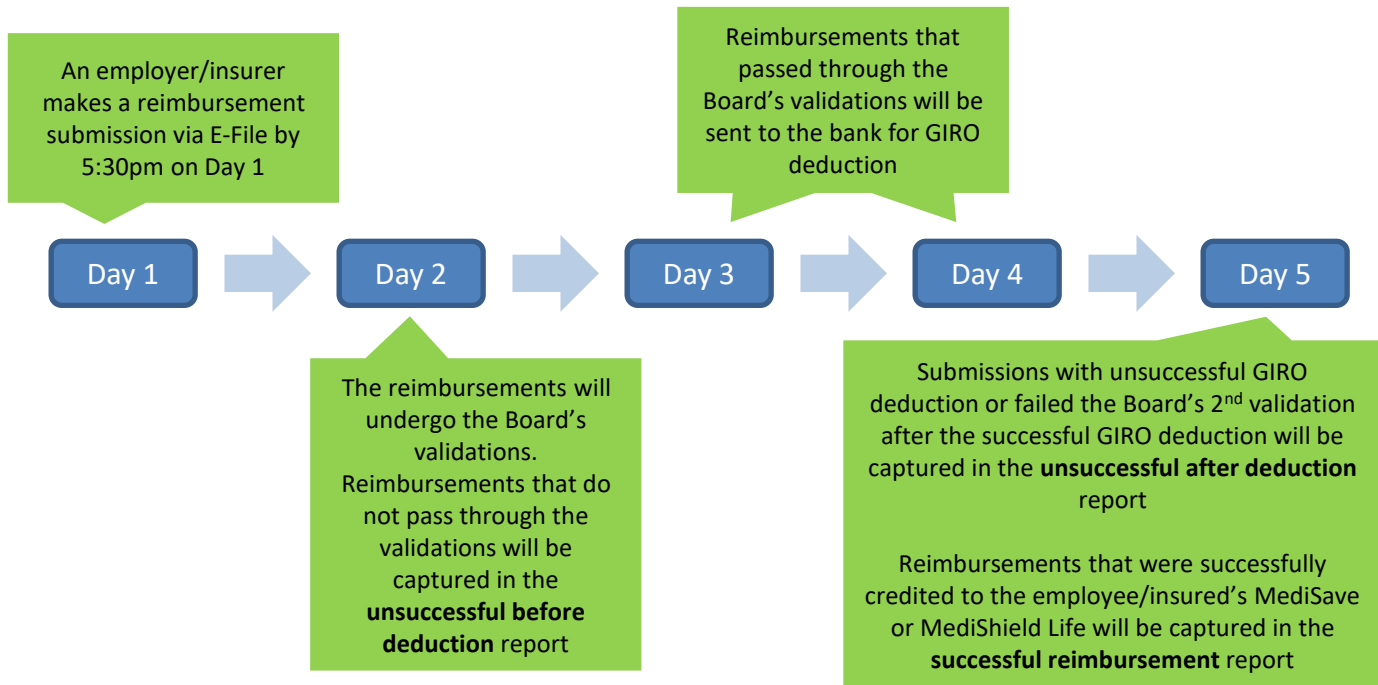
How to retrieve online reports to check on the status of my E-File reimbursement submissions

What is this guide about?

- Employers/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" from the drop down list

The screenshot shows the top navigation bar of the Central Provident Fund Board website. The navigation items are: Who we are, Tools and services, Infohub, Employer (with a dropdown arrow), and Login (with a lock icon). The dropdown menu under 'Employer' is open, showing 'Member' and 'Employer' options. A callout box labeled '1. Click "Member"' points to the 'Member' option. Another callout box labeled '2. Select "Employer"' points to the 'Employer' option. A third callout box labeled '3. Click "Login"' points to the 'Login' button. Below the navigation bar, there are links for 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Corporate service buyers', and 'Direct'. The main content area features a banner titled 'Changes to CPF contribution rate from 1 Jan 2022' with a 'Learn more >' button. The banner background shows a desk with a laptop, a smartphone, a calculator, and a pen holder.

Accessing Employer 'Activities'

The screenshot displays the Central Provident Fund Board website interface. At the top, a dark green navigation bar contains the logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer' (with a dropdown arrow), 'Login' (with a lock icon), and a search icon. Below this, a horizontal menu lists: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area is titled 'Select a digital service' and features two service cards: 'CPF EZPay' (with a brief description) and 'Other employer services' (with a brief description). A green callout box with a blue border points to the 'Other employer services' card, containing the text '1. Select "Other Employer Services"'. Below this, a second screenshot shows the 'Other employer services login' page, which has two login options: 'Log in as UEN-registered entity' and 'Log in as individual trading under own name'. A second green callout box with a blue border points to the 'Log in as UEN-registered entity' option, containing the text '2. Select "For UEN-registered entities"'. A dark green footer bar at the bottom of the page contains 'Employer' (with a dropdown arrow), 'Login' (with a lock icon), and a search icon.

Accessing Employer 'Activities'



Log in with Singpass

Your trusted digital identity

Singpass app

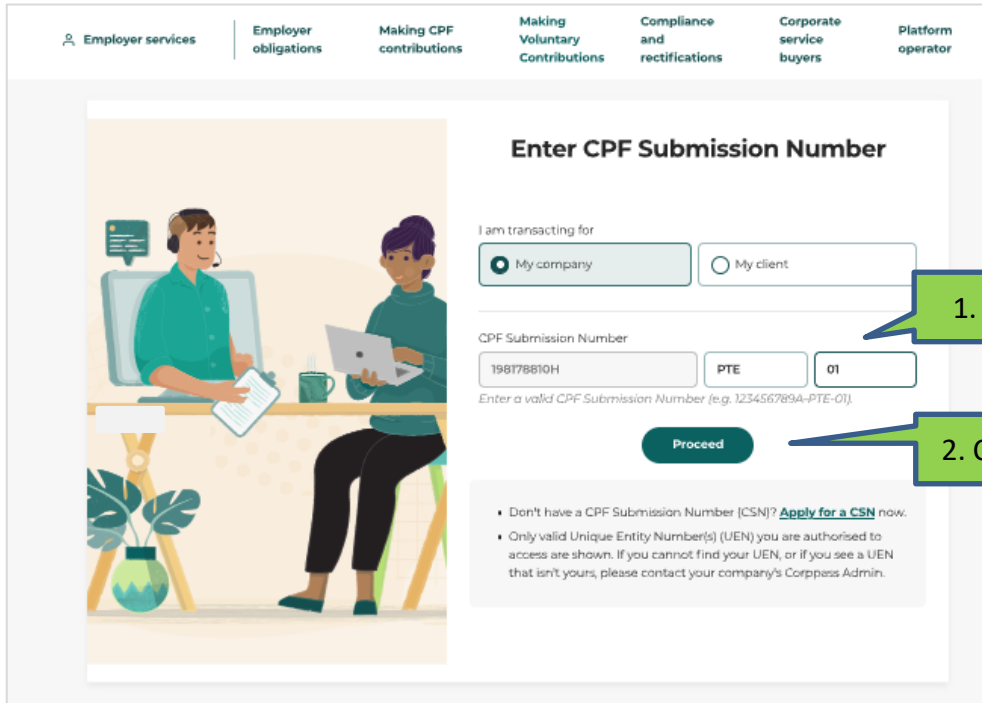
Password login

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 with a navigation bar at the top containing: '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'. It features an illustration of two people working at a desk on the left. The form on the right includes a radio button selection for 'My company' (selected) and 'My client'. Below this is a CPF Submission Number field with three input boxes containing '198178810H', 'PTE', and '01'. A 'Proceed' button is located below the number fields. A callout box points to the 'My company' radio button with the text '1. Fill in your company's CSN'. Another callout box points to the 'Proceed' button with the text '2. Click "Proceed"'. At the bottom, there is a list of instructions: 'Don't have a CPF Submission Number [CSN]? [Apply for a CSN](#) now.' and '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.'

Employer services Employer obligations Making CPF contributions Making Voluntary Contributions Compliance and rectifications Corporate service buyers Platform operator

Enter CPF Submission Number

I am transacting for

My company My client

CPF Submission Number

198178810H PTE 01

Enter a valid CPF Submission Number (e.g. 123456789A-PTE-01).

Proceed

- 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 header with the Central Provident Fund Board logo and navigation links: 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'A', and a search icon. Below the header, the 'Employer services' menu is expanded, showing sub-links: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The 'Employer services' section is highlighted in orange, containing an icon of a hand holding a document, the text 'Employer services', and a link 'Employer services home >'. A list of services is displayed: 'Account creation and management', 'Direct Debit Arrangement', 'Voluntary CPF contribution', 'Refund and adjustment', 'Composition amount payment', 'Other forms', and 'Activities'. At the bottom, a navigation bar includes 'Activities', 'CPF EZPay', 'Calculators', and 'FAQs'. A green callout box with a blue border points to the 'Activities' link in the 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>