

Guide to using CAYE digital services

A step-by-step guide for Corporate Service Buyers/ Private Intermediaries on how to access and navigate CAYE digital services

Information accurate as at 2 August 2024



Background

- Under the Contribute As You Earn (CAYE) scheme, each time a Self-Employed Person (SEP) receives a service fee, a portion of it will be deducted and transferred to the SEP's MediSave Account. This helps SEPs make regular MediSave contributions to build up their healthcare savings.
- Corporate Service Buyers (CSBs)/Private Intermediaries can choose to adopt CAYE voluntarily to help their SEPs make MediSave contributions, upon obtaining their prior consent to participate in CAYE.
- This is a step-by-step guide to accessing and navigating CAYE digital services.



Content Page

1. Logging in to CAYE digital services
2. Applying for CAYE CPF Submission Number (CSN)
3. Viewing drafts and pending transactions upon log in
 - a) Shortcuts to navigate to other functions
4. Updating Company Information
5. Making CAYE Contributions
 - a) Payment via DDA
 - b) View CAYE transactions (pending deduction)
 - c) Viewing drafts
6. Viewing Transaction History
7. Request Refund/Reversal
 - a) Via bank account registered with a DDA
 - b) Via ad-hoc arrangement (No DDA)
8. Additional information



1. Logging in to CAYE digital services

Step 1



Step 2



Step 3

The screenshot shows the website's navigation and main content areas. The top navigation bar includes the Central Provident Fund Board logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer' (with a dropdown arrow), 'Login' (with a lock icon), and a search icon. Below this is a secondary navigation bar with 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area features a 'Corporate service buyers' section with an icon of a person and a brief description. A bottom navigation bar contains 'Overview', 'BENEFITS', 'ONBOARDING', 'SERVICE FEES', 'Resources', and a right arrow. Red boxes and numbers 1-4 highlight specific elements: 1 points to the 'Employer' dropdown, 2 points to the 'Paying CPF for self-employed vendors' link, 3 points to a 'Scroll down' instruction, and 4 points to the 'Resources' link.

1

Employer ▾

Login 🔒



Employer obligations

Making CPF contributions

Making Voluntary Contributions

Compliance and rectifications

Corporate service buyers



Corporate service buyers

Help contribute to the MediSave Accounts of self-employed vendors when you hire and pay for their services.

Paying CPF for self-employed vendors

2

Click on 'Paying CPF for self-employed vendors'

3

Scroll down

Overview

BENEFITS

ONBOARDING

SERVICE FEES

Resources



4

Click to expand menu



1. Logging in to CAYE digital services

Step 1



Step 2



Step 3

Need more information?



CAYE digital services



Apply CAYE CSN, make CAYE contributions, view your transaction history, request refunds, and more.



Guide to using CAYE digital services



A step-by-step guide on how to access and navigate the CAYE digital services.

(PDF, 4.5MB)



Corppass website



Use the Corppass website to apply access to CAYE digital services.

Show all 

1

Click on the **hyperlink** to launch CAYE digital services



1. Logging in to CAYE digital services

Step 1

OPTION 1: Using Singpass app

Step 2

Step 3

A Singapore Government Agency Website

singpass Services ▾

Upcoming Maintenance on 4 Jul 2021, 12am to 6am ▾


Welcome to Singpass
Your trusted digital identity

- Have questions? >
- Locate a counter >
- Read how-to guides >
- Contact us >

1 Log in using your ***Singpass app*** and you will be routed to the CAYE digital services

Singpass app Password login

Scan with Singpass app to log in



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

Need help? Click here to talk to me



1. Logging in to CAYE digital services

Step 1

OPTION 2: Using Singpass ID

Step 2

Step 3

A Singapore Government Agency Website

singpass Services ▾

Upcoming Maintenance on 4 Jul 2021, 12am to 6am ▾

Welcome to Singpass
Your trusted digital identity

- Have questions? >
- Locate a counter >
- Read how-to guides >
- Contact us >

1 Alternatively, log in using your **Singpass ID** and you will be routed to the CAYE digital services

Singpass app Password login

Log in

Singpass ID

Password

Log in

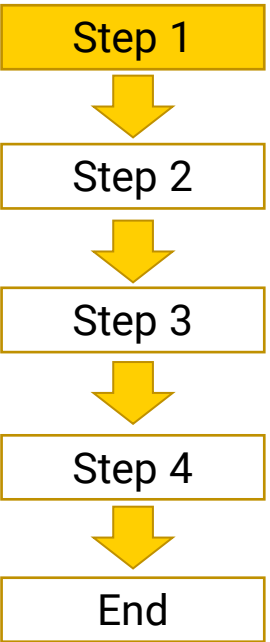
Forgot Singpass ID Reset password

Register for Singpass

Need help? Click here to talk to me



2. Applying for CAYE CPF Submission Number (CSN)



Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute As You Earn

Company Name and UEN will be displayed here

Contribute As You Earn (CAYE)

UEN will be displayed here

Your Last Login using CorpPass was on Thursday, 09 May 2024 at 10:07:16 AM (Singapore Standard Time)

Your company has not registered any CPF Submission Number (CSN) for CAYE. To apply a CAYE CSN, please click on the hyperlink below.

Related Links

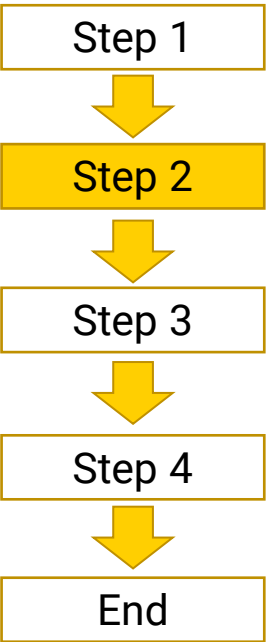
> [Apply for CAYE CPF Submission Number](#)

1 Click on the **hyperlink** to begin application

This message will be displayed until a CSN has been assigned to your company



2. Applying for CAYE CPF Submission Number (CSN)



Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

Contribute As You Earn

Company Name and UEN will be displayed here

Apply for CAYE CPF Submission Number (CSN)

CAYE CSN

This form is only applicable if you wish to apply a new Contribute As You Earn (CAYE) CSN to make CAYE contributions to the Self-Employed Persons (SEPs) you have engaged for a job.

Important Notes

- This form may take you 5 minutes to complete.
- Your request will generally be processed within 2 working days.
- Companies are required to apply a CAYE CSN before CAYE contributions can be made to SEPs.
- All fields marked with * are mandatory.

If you encounter any problems with this digital service, please [contact us](#). For more information on CAYE, please visit our [website](#).

Start

Read through the **Important Notes**

1

Click on "**Start**" to begin application



2. Applying for CAYE CPF Submission Number (CSN)

Step 1



Step 2



Step 3



Step 4



End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Apply for CAYE CPF Submission Number (CSN)

CAYECSN

Step 1 Step 2

Part 1: Requestor's Particulars

NRIC / FIN
S1234567D

Name

Designation*

Select

Part 2: Company Information

Unique Entity Number
20211102A

Company Name*

CAYE: [text box]

CSN Name *

Contact Details* (Please provide at least one contact number)

Telephone (Office) Mobile

Email Address*

Business Address* (Please provide at least one address)

Local Singapore Address Overseas Address

SG Postal Code*

Street Name*

Block / House No.* Level / Unit No.

Back to Main Next

1

Complete the mandatory fields(*) in **Part 1: Requestor's Particulars** and **Part 2: Company Information**

2

Click "**Next**"



Additional info regarding Business Address under Part 2: Company Info

For Local Addresses

Business Address* (Please provide at least one address)

Local Singapore Address Overseas Address

SG Postal Code*

Please key here

Eg. 123202

Street Name*

Street Name

Block / House No.*

Level / Unit No.

#

Key in your company's ***Postal Code***. Street Name and Block Number will be auto-populated

Add details on level/unit number

For Overseas Addresses

Business Address* (Please provide at least one address)

Local Singapore Address Overseas Address

Select "***Overseas Address***"

Overseas Address*

Please key here

[Add line](#)

Key in "***Overseas Address***" in text field

2. Applying for CAYE CPF Submission Number (CSN)

Step 1



Step 2



Step 3



Step 4



End

The information that you have provided will be displayed in this ***confirmation page***

Back

Submit

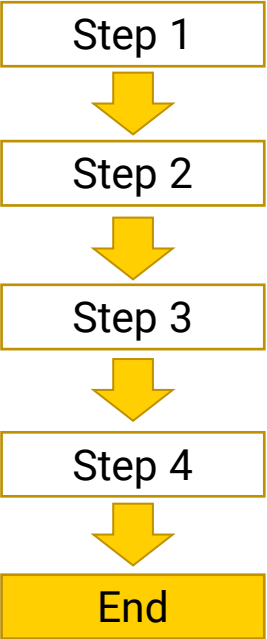
1

Click "***Submit***" to confirm



2. Applying for CAYE CPF Submission Number (CSN)

Upon successful submission of application



Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute As You Earn

Company Name and UEN will be displayed here

Acknowledgement

Submission Successful: You have successfully submitted your transaction.

Service Name	Transaction Number	Transaction Date
Apply for CAYE CPF Submission Number	CYE0012400000741	31/07/2024, 10:39:37 AM

You may check the [status](#) of your request.

Please contact CPF Board if you require an additional CAYE CPF Submission Number.

If you have any questions about CAYE or the Self-Employed Scheme, please visit cpf.gov.sg or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).

[Back to Main](#)

Application details will be displayed here



You may check on your past transaction in the **View Transaction History** page



2. Applying for CAYE CPF Submission Number (CSN)

Landing Page: Upon successful submission of application

The screenshot shows the Central Provident Fund Board website. The header includes the CPFB logo and navigation links: Who we are, Tools and services, Infohub, Employer (with a dropdown arrow), Logout (with an external link icon), and a search icon. The main content area is titled 'Contribute As You Earn (CAYE) CAYE CSN Application'. It displays the company name 'CAYE-ABCD Company 2' and the requestor's NRIC / FIN. A table below shows the application details, with the first row highlighted in red. The table has four columns: Unique Entity Number, Transaction Number, Transaction Date, and Status. Below the table, there is a note: 'Please contact CPFB if you require an additional CAYE CPF Submission Number.' At the bottom, there is a contact information section: 'If you have any questions about CAYE or the Self-Employed Scheme, please visit cpf.gov.sg or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).'

Unique Entity Number	Transaction Number	Transaction Date	Status
C10001012H	CYE0012400000741	31/07/2024, 10:39:37 AM	Submitted

Company Name and UEN will be displayed here

Contribute As You Earn (CAYE)

CAYE CSN Application

Company Name
CAYE-ABCD Company 2

Requestor's NRIC / FIN

Unique Entity Number	Transaction Number	Transaction Date	Status
C10001012H	CYE0012400000741	31/07/2024, 10:39:37 AM	Submitted

Please contact CPFB if you require an additional CAYE CPF Submission Number.

If you have any questions about CAYE or the Self-Employed Scheme, please visit cpf.gov.sg or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).

You may view your past transactions in the Transaction History page

Application details will be displayed here

3. Viewing of Company Details, pending or in draft upon log in

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

- Contribute As You Earn
 - Update Company Information
 - Make CAYE Contributions
 - View Transaction History
 - Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Thursday, 01 August 2024 at 6:17:24 PM (Singapore Standard Time).

Contribute As You Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

CAYE contribution draft(s) Pending CAYE transaction(s)

You have [2](#) draft(s) You have [1](#) pending transaction(s)

Company's Details for CAYE

Company's Short Name & CSN	CAYE ID	PayNow UEN	Bank Name & Account Details
COM RR LTD T15ZZ0061KMSE60	MCI06	T05FC6792LXL6	-
COM RR LTD T15ZZ0061KMSE02	CSA05	T05FC6792LXL6	UNITED OVERSEAS BANK LTD XXXXXX0006
GRR PT LTD T15ZZ0061KMSE01	GRR01	245345431EE	-

Company Detail(s) for CAYE will be displayed here (if any)

Company's Details for CAYE

Pending drafts and transactions will be displayed here (if any)



3. Shortcuts to navigate to other functions

The screenshot shows the Central Provident Fund Board website interface. At the top, there is a navigation bar with the logo and text 'Central Provident Fund Board', and menu items: 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business' (with a dropdown arrow), 'Logout' (with an external link icon), and a search icon. Below the navigation bar, the main content area is titled 'Contribute As You Earn (CAYE)'. A blue box highlights the text 'Company Name and UEN will be displayed here'. The page features a 'Quick links' section with three buttons: 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. Below this is a table for 'Company's Details for CAYE' with columns for 'Company's Short Name & CSN', 'CAYE ID', 'PayNow UEN', and 'Bank Name & Account Details'. The table contains one row of data for 'COM Y PTE' and a 'Total CAYE Payments' row. A 'Successful Payments for last 3 months (Jun 2024 - Aug 2024)' table follows, with columns for 'CSN Name', 'Gross Amount (\$)', 'Net Amount (\$)', and 'MediSave Amount (\$)'. The 'CAYE COMPANY J LT' link in the first row of this table is highlighted with a red box. At the bottom, there is a note: 'Please contact CPF B if you require an additional CAYE CPF Submission Number.'

Use the **Menu side-bar** to navigate to other features

- CAYE digital services
- ▼ **Contribute As You Earn**
- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Quick links to commonly-used functions

Click on the **hyperlink** to view more details on transaction records

[CAYE COMPANY J LT](#)

Please contact CPF B if you require an additional CAYE CPF Submission Number.



4. Updating Company Information - Navigation

Step 1

Step 2

Step 3

End

1 Navigate from the menu and select **"Update Company Information"**

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo and the text 'Central Provident Fund Board'. The main menu includes 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business', 'Logout', and a search icon. On the left side, there is a sidebar menu under 'CAYE digital services' with a dropdown 'Contribute As You Earn'. The 'Update Company Information' option is highlighted with a red box. A red line connects this option to a callout box on the left. The main content area displays 'Company Name and UEN will be displayed here' in a dark blue box, followed by 'AM (Singapore Standard Time)'. Below this is the 'Contribute As You Earn (CAYE)' section, which includes 'Quick links' for 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The 'Company's Details for CAYE' section shows a table with columns for 'Company's Short Name & CSN', 'CAYE ID', 'PayNow UEN', and 'Bank Name & Account Details'. The table contains the following data:

Company's Short Name & CSN	CAYE ID	PayNow UEN	Bank Name & Account Details
COM Y PTE 00060003B MSE02	YMF02	00060003B	DBS BANK LTD XXXXXX0079

Below the table is a section for 'Successful Payments for last 3 months (Jun 2024 - Aug 2024)' with a table showing payment details:

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
CAYE COMPANY J LTD	5,010,740.65	4,634,527.65	376,213.00
Total CAYE Payments	5,010,740.65	4,634,527.65	376,213.00

At the bottom, there is a note: 'Please contact CPF B if you require an additional CAYE CPF Submission Number.'



4. Updating Company Information

Step 1



Step 2



Step 3



End

CAYE digital services

Contribute As You Earn

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Update Company Information

Step 1 Step 2

Company Information

Unique Entity Number
00060003B

Company Name
CAYE-COMPANY Y PTE LTD MINISTRY OF FINANCE AND P INNO A

CSN Name
CAYE COMPANY J LTD

CAYE ID*
YMF
only 3 characters

Company Short Name*
COM Y PTE
max 10 characters

PayNow UEN*
00060003B
max 13 characters

Contact Details* (Please provide at least one contact number)

Telephone (Office) 65434564 Eg. 81234567 Mobile B1234456 Eg. 91234567

Email Address*
SHAWNGOH82@GMAIL.COM
[Add email address](#)

Business Address* (Please provide at least one address)
 Local Singapore Address Overseas Address

SG Postal Code*
730350
Eg. 123000

Street Name*
WOODLANDS AVENUE 3

Block / House No.* 350 Level / Unit No. # 12 - 423

Back Next

1

Complete the mandatory ***fields*** (*) as shown here

2

Click "***Next***"



4. Updating Company Information

Step 1



Step 2



Step 3



End

CAYE digital services

▼ Contribute As You Earn

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Update Company Information

Step 1 Step 2

Please confirm the following details before submitting this form:

Company Information

The Company Information that you have provided will be displayed in this **confirmation page**

Back Submit

1

Click "**Submit**"



4. Updating Company Information

Upon successful submission of application

Step 1



Step 2



Step 3



End

The screenshot shows the Central Provident Fund Board (CPF) website interface. The top navigation bar includes the CPF logo, the text 'Central Provident Fund Board', and menu items: 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business' (with a dropdown arrow), 'Logout' (with an external link icon), and a search icon. The main content area is titled 'Acknowledgement' and features a green success message: 'Submission Successful: You have successfully submitted your transaction.' Below this is a table with the following data:

Service Name	Transaction Number	Transaction Date
Update Company Information	CYE0022400015077	02/08/2024, 9:22:26 AM

Below the table, there is a note: 'If you have any questions about CAYE or the Self-Employed Scheme, please visit cpf.gov.sg or [contact us](#).' At the bottom, there is a link for 'Back to Main'. On the left side of the page, there is a sidebar menu under 'CAYE digital services' with options: 'Contribute As You Earn' (expanded), 'Update Company Information' (highlighted), 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. A blue box at the top of the main content area contains the text: 'Company Name and UEN will be displayed here'.

Application details will be displayed here

5. Making CAYE Contributions - Navigation

Step 1

Step 2

Step 3

Step 4

End

1

Select from the **Menu** at the side bar or from **Quick links**

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

▼ Contribute As You Earn

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Friday, 02 August 2024 at 9:14:27 AM (Singapore Standard Time).

Contribute As You Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company's Details for CAYE

Company's Short Name & CSN	CAYE ID	PayNow UEN	Bank Name & Account Details
COM Y PTE 00060003B MSE02	YMF02	00060003B	DBS BANK LTD XXXXXX0079

Successful Payments for last 3 months (Jun 2024 - Aug 2024)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
CAYE COMPANY J LTD	5,010,740.65	4,634,527.65	376,213.00
Total CAYE Payments	5,010,740.65	4,634,527.65	376,213.00

Please contact CPF if you require an additional CAYE CPF Submission Number.

5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout Search

CAYE digital services

▼ Contribute As You Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

This form allows your company to make CAYE contributions to those Self-Employed Persons (SEPs) that have been engaged.

Important Notes

- This form may take you 10 minutes to complete.
- Your request will be generally processed within 2 working days from date of deduction.
- Payment can only be made via Direct Debit.
- All fields marked with * are mandatory.

If you encounter any problems with this digital service, please [contact us](#).

Start View Drafts (1) Amend Transaction (0)

1 Click on **“Start”** to begin application

Read through the **Important Notes**

5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

CAYE digital services

▼ Contribute As You Earn

- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step 1 Step 2

CSN Name
CAYE COMPANY RR LTD - duplicate

CPF Submission Number
T15ZZ0061KMSE60

<input type="checkbox"/>	S/N NRIC*	Gross Amount*	Invoice / Payment Reference Number
<input type="checkbox"/>	1 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	2 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	3 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5 S/TXXXXXXXXA	\$ 0.00	

Delete First | < Page 1 of 1 Go > | Last | [Add Page](#)

Showing 1-5 of 5

Import File [Download Template Sample](#)
Last updated on 10/08/2019
Max Size: 1,000 Records (CSV, 0.45KB)

Back Save Draft **Submit**

1

Select the appropriate **CSN name** from the drop-down list (if your company has more than one CSN)



Click on the Tooltip icon to display more information

3

Click "**Add page**" for additional rows

5

Click "**Submit**" or "**Save Draft**" to save your inputs

2

Fill in the **NRIC** and **Gross Amount** to be paid

4

Alternatively, you can **upload** a file containing the required details for CAYE contributions. Please use the template provided.



5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

CAYE digital services
▼ Contribute As You Earn
Update Company Information
Make CAYE Contributions
View Transaction History
Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step 1 Step 2

Please confirm the following details before submitting this form:

CSN Name
CAYE COMPANY RR LTD
CPF Submission Number
T15Z20061KMSE02

S/N	NRIC	Gross Amount (\$)	MediSave Amount (\$)	Net Amount (\$)	Invoice / Payment Reference Number
1	██████57D	1,000.00	0.00	1,000.00	
2	██████13H	1,000.00	20.00	980.00	
3	██████20C	1,000.00	8.00	992.00	
4	██████32E	1,000.00	52.00	948.00	
5	██████45C	1,000.00	5.00	995.00	
Total:		5,000.00	85.00	4,915.00	Records: 5

Total CAYE Contributions

\$85.00

Select Deduction Date

Deduction Date

10/11/2021



Direct Debit

Back

- a) The earliest date for deduction is 2 days later
- b) The latest date for deduction is up to the 14th of the next month

The total amount will be computed and displayed here

1

Choose a deduction date



5. Making CAYE Contributions

Upon successful submission of application

Step 1



Step 2



Step 3



Step 4



End

1

If you would like to retain a copy of the CAYE contributions made in this transaction, please click on the hyperlinks to download in CSV or PDF format

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

Contribute As You Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

Acknowledgement

Submission Successful: You have successfully submitted your transaction.

Service Name	Transaction Number	Transaction Date
Make CAYE Contributions	CYE0032400004908	01/08/2024, 3:46:30 PM

You may check the [status](#) of your request.

Download a copy of your CAYE contribution in [CSV](#) or [PDF](#)

If you have any questions about CAYE or the Self-Employed Scheme, please visit cpf.gov.sg or [contact us](#).

[Back to Main](#)

Application details will be displayed here

You may check and download copies of your past transaction(s) in the **View Transaction History** page

Notes for Companies with inactive GIRO arrangement

CAYE digital services

▼ **Contribute As You Earn**

- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step 1 Step 2

Please confirm the following details before submitting this form:

CSN Name
CAYE COMPANY RR LTD - duplicate

CPF Submission Number
T15ZZ0061KMSE60

S/N	NRIC	Gross Amount (\$)	MediSave Amount (\$)	Net Amount (\$)	Invoice / Payment Reference Number
1	██████3H	777.00	16.00	761.00	gsdfgdf
Total:		777.00	16.00	761.00	Records: 1

Total CAYE Contributions \$16.00

Your company does not have an active Direct Debit arrangement for Contribute As You Earn (CAYE). To make CAYE contributions using Direct Debit Authorisation (DDA), please complete and mail out the [GIRO DDA form](#). Please note that the bank may take up to 21 working days to process your DDA application.

Back



Message will prompt you to sign up for a Direct Debit Authorisation (DDA)



Notes on Error Screen for Invalid NRIC(s)

CAYE digital services

▼ Contribute As You Earn

- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step 1 Step 2

CSN Name
CAYE COMPANY RR LTD - duplicate

CPF Submission Number
T15ZZ0061KMSE60

Please enter a valid NRIC.

Total Error Fields: 1
S/N 1

<input type="checkbox"/>	S/N NRIC*	Gross Amount*	Invoice / Payment Reference Number ?
<input type="checkbox"/>	1 S345678S	\$ 02323	
<input type="checkbox"/>	2 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	3 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4 S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5 S/TXXXXXXXXA	\$ 0.00	

Delete First | < Page 1 of 1 Go > | Last | [Add Page](#)

Showing 1-5 of 5

Import File ? [Download Template Sample](#)
Last updated on 10/08/2019
(CSV, 0.45KB)

Max Size: 1000 Records

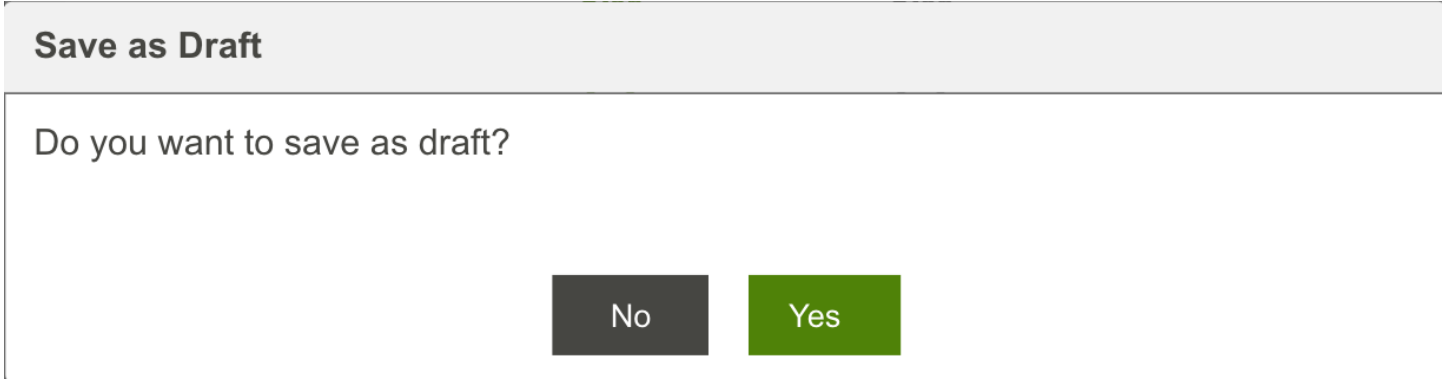
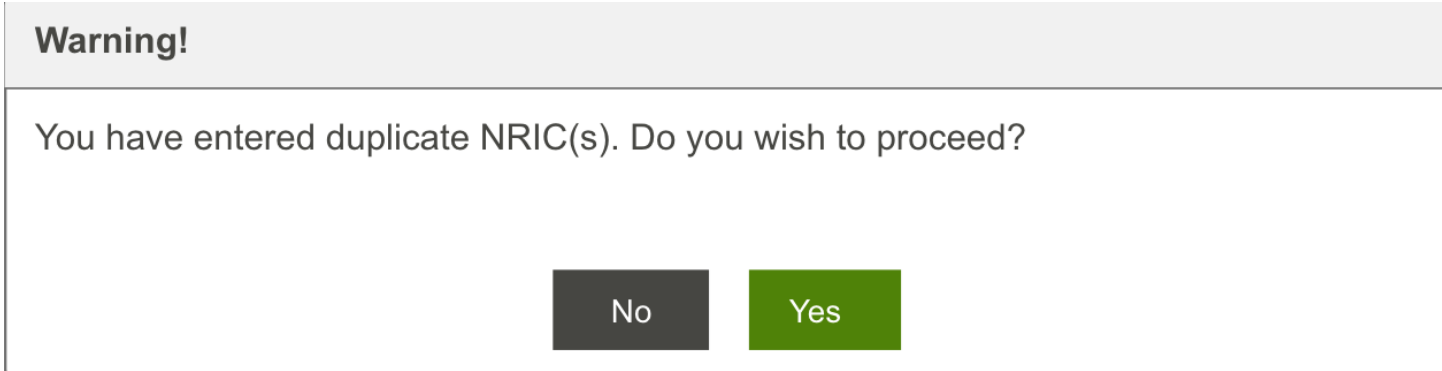
Back Save Draft Submit



Error message will display the fields that are invalid



Notes on Confirmation Popups

Types of Popup:	Display:
Confirmation to Save as Draft	 <p>The screenshot shows a confirmation dialog box with a light gray header containing the text "Save as Draft". Below the header, the main content area contains the question "Do you want to save as draft?". At the bottom of the dialog, there are two buttons: a dark gray button labeled "No" and a green button labeled "Yes".</p>
Duplicate NRICs detected	 <p>The screenshot shows a warning dialog box with a light gray header containing the text "Warning!". Below the header, the main content area contains the message "You have entered duplicate NRIC(s). Do you wish to proceed?". At the bottom of the dialog, there are two buttons: a dark gray button labeled "No" and a green button labeled "Yes".</p>



Notes on Deleting Rows

Step 1



End

CAYE digital services

▼ Contribute As You Earn

- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step 1 Step 2

CSN Name
CAYE COMPANY RR LTD - duplicate

CPF Submission Number
T15ZZ0061KMSE60

<input type="checkbox"/>	S/N	NRIC*	Gross Amount*	Invoice / Payment Reference Number ?
<input type="checkbox"/>	1	S0001013H	\$ 777.00	
<input type="checkbox"/>	2	S9992740B	\$ 555.00	
<input type="checkbox"/>	3	S/TXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4	S/TXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5	S/TXXXXXXA	\$ 0.00	

Delete

First | < Page 1 of 1 Go > | Last | [Add Page](#)

Showing 1-5 of 5

Import File ? [Download Template Sample](#)
Last updated on 10/08/2019
(CSV, 0.45KB)

Max Size: 1,000 Records

Back Save Draft Submit

1

Select the rows you wish to delete by checking the boxes on the left

2

Click **Delete**



Notes on Deleting Rows

Notes on confirmation of intention to delete row

Step 1



End

CAYE digital services

▼ **Contribute As You Earn**

- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

Make CAYE Contributions

CAYECON

Step Step

Delete

The selected row(s) will be deleted. Do you wish to proceed?

CSN N
CAYE

CPF Su
T15ZZ0061KMSE60

<input type="checkbox"/>	S/N	NRIC*	Gross Amount*	Invoice / Payment Reference Number
<input checked="" type="checkbox"/>	1	S0001013H	\$ 777.00	
<input checked="" type="checkbox"/>	2	S9992740B	\$ 555.00	
<input type="checkbox"/>	3	S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4	S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5	S/TXXXXXXXXA	\$ 0.00	

1

Click "Yes" to confirm, "No" to return to draft

5. Making CAYE Contributions – View CAYE transactions (pending deduction)

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

▼ Contribute As You Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

Pending CAYE Transaction(s)

Important Notes

- Please select the transaction you would like to amend.
- All submissions will no longer be available for amendment 2 days before deduction date after 5 PM.

S/N	Transaction Number	Submission Date	Deduction Date
1	CYE0032400004903	30/07/2024	12/08/2024

Back

You can view transactions that are pending deduction from “Make CAYE Contributions”

For more details on a particular transaction, click on the **hyperlink** of the transaction number

Read through the important notes

To delete the transaction, click on the bin icon

You may refer to the section on “Additional Information” for contact persons, should you have any enquiries



5. Making CAYE Contributions – View CAYE transactions (pending deduction)

Confirmation of intention to delete record

Company Name and UEN will be displayed here

Pending CAYE Transaction(s)

Delete Transaction

Your transaction will be deleted. Do you wish to proceed?

No Yes

Click "Yes" to confirm, "No" to return to draft

S/N	Transaction Number	Submission Date	Deduction Date
1	CYE0032400004903	30/07/2024	12/08/2024

Back



5. Making CAYE Contributions – Viewing drafts

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

▼ Contribute As You Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

CAYE Contribution Draft(s)

Important Notes

- Please click on the Transaction Number to proceed.
- Each draft will be kept for 30 days from the last saved date.

S/N	Transaction Number	Last Saved Date	
1	CYE0032300004663	29 Mar 2023	
2	CYE0032300004699	16 Oct 2023	

Back

You can view draft transactions that from “Make CAYE Contributions”

For more details on a particular transaction, click on the **hyperlink** of the transaction number

Read through the important notes

To delete the transaction, click on the bin icon

You may refer to the section on “Additional Information” for contact persons, should you have any enquiries

5. Making CAYE Contributions – Viewing drafts

Confirmation of intention to delete record

Company Name and UEN will be displayed here

CAYE digital services

▼ Contribute As You Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Delete Draft

Your draft will be deleted. Do you wish to proceed?

No Yes

1 Click **“Yes”** to confirm, **“No”** to return to draft

S/N	Transaction Number	Last Saved Date
1	CYE0032300004663	29 Mar 2023
2	CYE0032300004699	16 Oct 2023

Back



6. Viewing Transaction History

Step 1



End

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

- Contribute As You Earn
 - Update Company Information
 - Make CAYE Contributions
 - View Transaction History
 - Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Friday, 02 August 2024 at 9:14:27 AM (Singapore Standard Time).

Contribute As You Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company's Details for CAYE

Company's Short Name & CSN	CAYE ID	PayNow UEN	Bank Name & Account Details
COM Y PTE 00060003B MSE02	YMF02	00060003B	DBS BANK LTD XXXXXX0079

Successful Payments for last 3 months (Jun 2024 - Aug 2024)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
CAYE COMPANY J LTD	5,010,740.65	4,634,527.65	376,213.00
Total CAYE Payments	5,010,740.65	4,634,527.65	376,213.00

Please contact CPFB if you require an additional CAYE CPF Submission Number.

Select from the **Menu** at the side bar or from **Quick links**



6. Viewing Transaction History

Step 1



End

CAYE digital services

- Contribute As You Earn
 - Update Company Information
 - Make CAYE Contributions
 - View Transaction History**
 - Request Refund/Reversal

Company Name and UEN will be displayed here

View Transaction History

- Hide Filters

CSN Name **Period** to

Transaction Type **Sort according to**

Transaction Number	Transaction Type	Date	Status
CYE0032400004903	Make CAYE Contributions	30 Jul 2024	Submitted
CYE0032400004863	Make CAYE Contributions	09 Jun 2024	Processed

Showing 1-2 of 2 First | < Page of 1 > | Last

[Back to Main](#)

To refine your search, click to show filters

Use these fields to filter your search

For more details on a particular transaction, click on the **hyperlink** of the transaction number



6. Viewing Transaction History

CAYE digital services

▼ **Contribute As You Earn**

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

View Transaction History

- Hide Filters

CSN Name

Period

Select

Aug 2024

to

Aug 2024

Transaction Type

Sort according to

All

Select

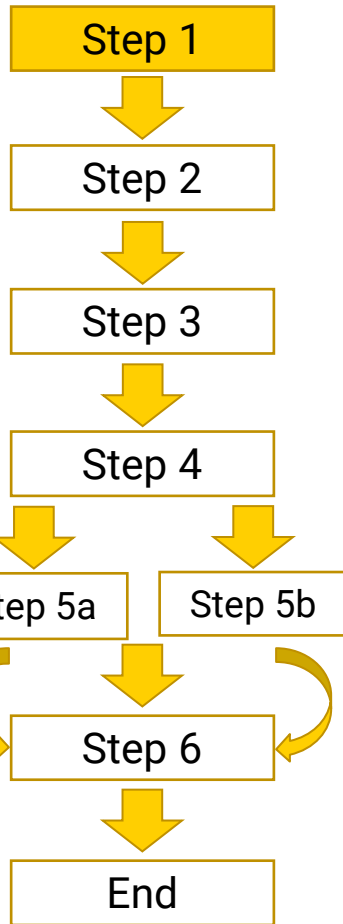
Apply

Transaction History as of 01 Aug 2024 - (Aug 2024 - Aug 2024)

There are no transactions found. Please amend the search criteria.

If there are no transactions found, this message will be displayed

7. Request Refund/Reversal



Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Logout

CAYE digital services

- Contribute As You Earn
 - Update Company Information
 - Make CAYE Contributions
 - View Transaction History
 - Request Refund/Reversal

Company Name and UEN will be displayed here

11:27 AM (Singapore Standard Time)

Contribute As You Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

Company's Details for CAYE

Company's Short Name & CSN	CAYE ID	PayNow UEN	Bank Name & Account Details
COM Y PTE 00060003B MSE02	YMF02	00060003B	DBS BANK LTD XXXXXX0079

Successful Payments for last 3 months (Jun 2024 - Aug 2024)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
CAYE COMPANY J LTD	5,010,740.65	4,634,527.65	376,213.00
Total CAYE Payments	5,010,740.65	4,634,527.65	376,213.00

Please contact CPFB if you require an additional CAYE CPF Submission Number.

Select from the Menu at the side bar or from Quick links



7. Request Refund/Reversal

Company Name and UEN will be displayed here

CAYE digital services

▼ **Contribute As You Earn**

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Request CAYE Refund/Reversal

CAYECSBRFD

This form is only applicable if you wish to apply refunds/reversals for Contribute-As-You-Earn (CAYE) contributions made in error to Self-Employed Persons (SEPs). **Refund/Reversal requests have to be submitted within 1 year from date of payment.**

Important Notes

- This form may take you 5 minutes to complete.
- Your request will generally be processed within 15 working days.
- Application is only for refund/reversal of CAYE contributions paid to SEP(s)' CPF account(s). If there was any error in the net amount paid to the SEP, please seek a refund from the SEP directly.
- Application for refund/reversal of contributions paid in error must be made within one year from the date of payment and it is subject to the availability of funds in the SEP(s)' CPF account(s).
- Company has to notify the SEP(s) affected by the refund/reversal.
- The Board shall not be responsible or liable for any loss caused to or damage incurred or suffered by member or any person by reason of or in connection with the refund application, including any loss or damage arising directly or indirectly from the Board's acting on inaccurate information provided to it for such application.
- All fields marked with * are mandatory.

If you encounter any problems with this digital service, please [contact us](#).



You may refer to the section on “Additional Information” for contact persons, should you have any enquiries



Read through the important notes

Start

1

Click on “***Start***” to begin application

Step 1

Step 2

Step 3

Step 4

Step 5a

Step 5b

Step 6

End



7. Request Refund/Reversal

Company Name and UEN will be displayed here

CAYE digital services

▼ **Contribute As You Earn**

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Request CAYE Refund/Reversal

CAYECSBRFD

Step 1

Step 2

Step 3

1 Search for the transaction you would like to request a refund for

CSN Name*

Select

Period*

Jun 2024

to

Aug 2024

Please enter at least one search criteria below*

NRIC

S/TXXXXXXXXA

Transaction Number

Search

2 Click "**Search**"

Click "**Back**" to exit request page

Back

Step 1

Step 2

Step 3

Step 4

Step 5a

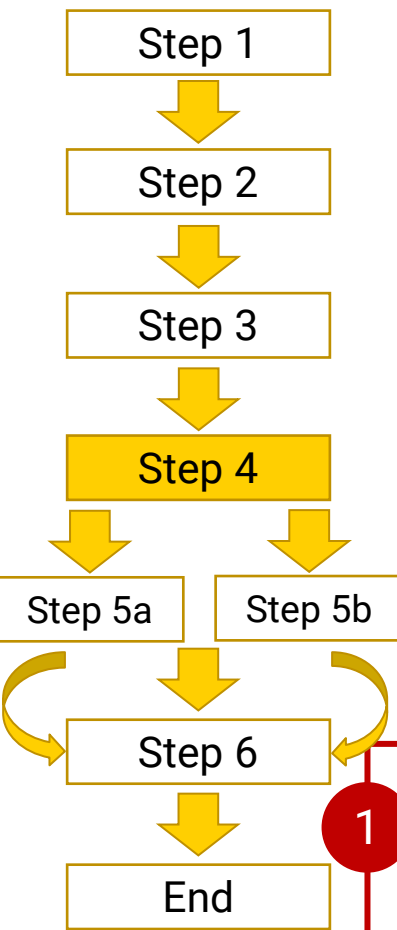
Step 5b

Step 6

End



7. Request Refund/Reversal



CAYE digital services

▼ **Contribute As You Earn**

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Company Name and UEN will be displayed here

Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

CSN Name: School of Engineering | Period: Aug 2020 to Oct 2020

Requestor's NRIC / FIN: S7654321B | Transaction Number: -

Change Search

Payment Records for S1111111A (Aug 2020 - Oct 2020)

Transaction Number	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<input checked="" type="checkbox"/> CYE0032000000001 (Bank)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			
<input type="checkbox"/> CYE0032000000003 (DDA)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			
<input type="checkbox"/> CYE0032000000005 (DDA)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			

1 of 3 Selected

Back Next

Click here if you would like to change your search criteria

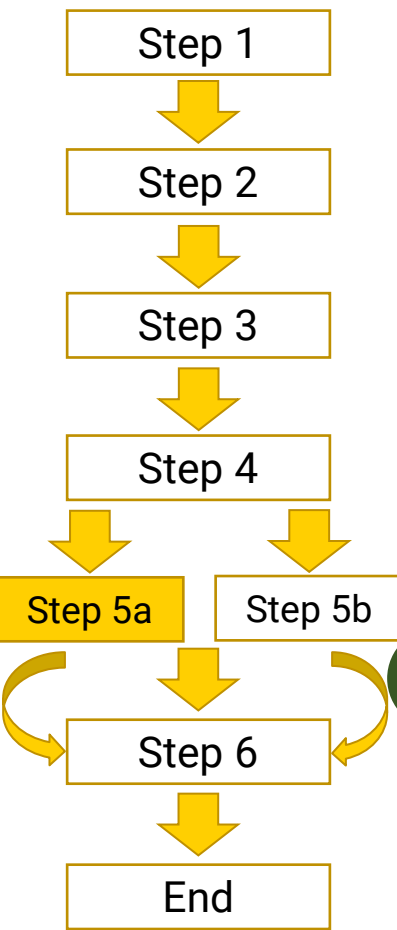
For more details on a particular transaction, click on the **hyperlink** of the transaction number

1 Click on the respective checkboxes of the transactions that you would like to seek a refund for

2 Click "**Next**" to exit request page



7. Request Refund/Reversal – via bank account registered in DDA



CAYE digital services

- Contribute As You Earn
 - Update Company Information
 - Make CAYE Contributions
 - View Transaction History
 - Request Refund/Reversal**

Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

Refund request for CSN: 1992123456-MSE-01

1. Transaction Number: CYE0032000000001

NRIC: S1111111A
Invoice / Payment Reference Number: TX123345SH
MediSave Amount to be refunded: \$ 5.00

Reason for refund*
Payment made to the wrong SEP

Apply same reason to all other refund request

2. Transaction Number: CYE0032000000003

NRIC: S2222222A
Invoice / Payment Reference Number: TX123345SH
MediSave Amount to be refunded: \$ 5.00

Reason for refund*
Payment made to the wrong SEP

Uncheck to edit reason

Back Next

If you have selected more than one transaction number, each individual transaction will be displayed

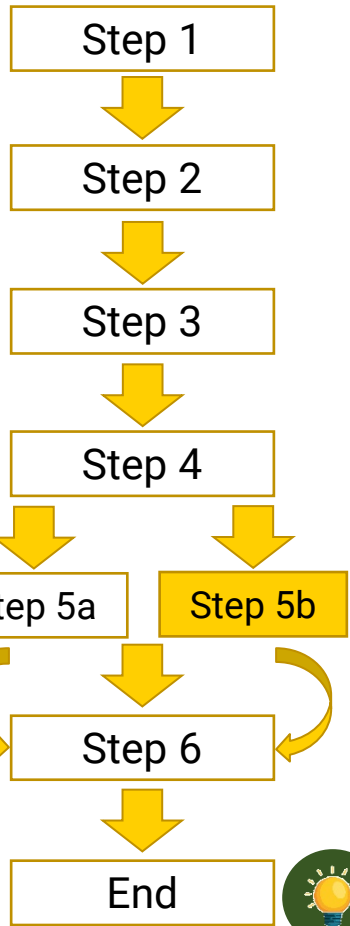
1 Select your "***Reason for Refund***" from the dropdown list

Click this checkbox if the reason applies to all refund requests for multiple transactions

2 Click "***Next***" to proceed with submission



7. Request Refund/Reversal – via ad-hoc arrangement (No DDA)



CAYE digital services

▼ **Contribute As You Earn**

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Company Name and UEN will be displayed here

Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

Refund request for CSN: 1992123456-MSE-01

1. Transaction Number: CYE0032000000001

NRIC
S1111111A

Invoice / Payment Reference Number
TX123345SH

MediSave Amount to be refunded:
\$ 5.00

Reason for refund*

Others (please specify) (max 100 characters)

Payment in error

Apply same reason to all other refund request

Supporting Documents

Choose File

- Supporting_Doc.pdf
- Supporting_doc2.pdf
- Supporting_doc_3.pdf

Apply same documents to all other refund request

If you have selected more than one transaction number, each individual transaction will be displayed

1 Select your "**Reason for Refund**" from the dropdown list

2 **Upload** your supporting documents

Click this checkbox if the reason applies to all refund requests for multiple transactions

Page continues



7. Request Refund/Reversal – via ad-hoc arrangement (No DDA)

↓ Page continued

Step 1



Step 2



Step 3



Step 4



Step 5a

Step 5b

Step 6



End

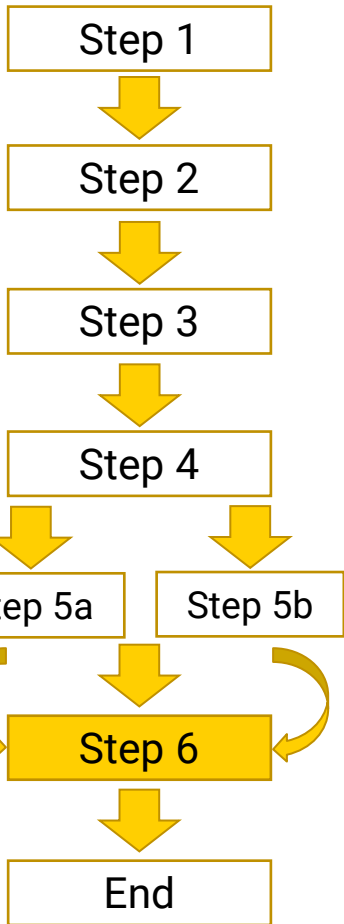
1 Indicate bank details for refund to be credited to

2 **Upload** your supporting documents

3 Click "**Next**" to proceed



7. Request Refund/Reversal



CAYE digital services

▼ **Contribute As You Earn**

- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Request CAYE Refund/Reversal

CAYECSBRFD



Please confirm the following details before submitting this form:

Refund request for CSN: 1992123456-MSE-01

Refund Summary

Details	Refund Reason	Amount to be refunded
NRIC S1111111A Transaction Number CYE0032000000001	Payment in error	\$ 5.00
NRIC S2222222A Transaction Number CYE0032000000003	Same as above reason	\$ 5.00
Total amount to be refunded		\$ 10.00

Bank Details

Bank Name
OCBC

Bank Account Number
123-21344-0

1 A summary of your request will be shown

↓ Page continues



7. Request Refund/Reversal

↓ Page continued

Step 1



Step 2



Step 3



Step 4



Step 5a

Step 5b

Step 6



End

1

Select checkbox to acknowledge

2

Click ***Submit*** to complete request

Total amount to be refunded

\$ 10.00

Bank Details

Bank Name
OCBC

Bank Account Number
123-21344-0

Authorisation and Declaration

I authorise Central Provident Fund Board ("Board") to obtain confirmation/verification of information relating to me/us and/or to my/our account(s) ("Account") as stated in the application form from/with the bank where the Account is maintained ("Bank") as stated in the application form.

I irrevocably consent to and authorise the Bank, including any officer thereof, to disclose any information whatsoever relating to me/us and to the Account as is necessary for the sole purpose of account validation. I agree that this consent shall survive the termination of any of the Account with the Bank and may be relied on and enforced as fully and effectively by the Bank as if it is addressed to the Bank. Where the self-employed person's Account details are provided, I confirmed that I have obtained the same written consent set out here from the self-employed person with regard to the self-employed person's Account.

I declare that the above information is true, correct and complete. I will not hold CPF Board liable for any loss or damage howsoever incurred or sustained by me due to inaccurate, incomplete or false information given by me in this form.

I confirm that the Self-Employed Person is aware of the refund request and details.

Back

Submit



7. Request Refund/Reversal

Upon successful submission of application

The screenshot shows the Central Provident Fund Board website. The header includes the logo and navigation links: Who we are, Tools and services, Infohub, Employer, Logout, and a search icon. The main content area is titled 'CAYE digital services' and includes a sidebar with options: 'Contribute-As-You-Earn', 'Update Company Information', 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The main content displays the UEN (C10001010A), the title 'Acknowledgement', and a green success message: 'Submission Successful: You have successfully submitted your transaction.' Below this is a table with the following data:

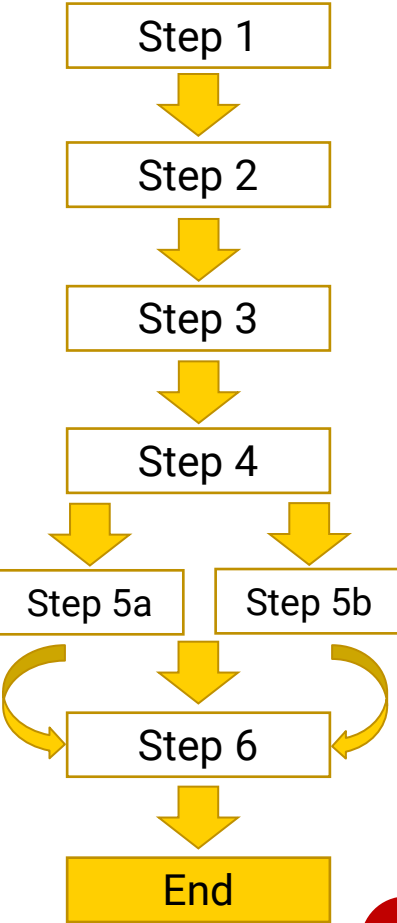
Service Name	Transaction Number	Transaction Date
CAYE Request Refund/Reversal	CYE0202400002147	31/07/2024, 12:01:41 PM

Below the table, there is a link to check the status of the request and a link to download a copy of the CAYE refund/reversal in CSV or PDF format. At the bottom, there is a link to visit cpf.gov.sg or contact us.

Application details will be displayed here

1 If you would like to retain a copy of the CAYE refunds made in this transaction, please click on the hyperlinks to download in CSV or PDF format

You may check and download copies of your past transaction(s) in the **View Transaction History** page



8. Additional Information

- For more information, please visit our website at cpf.gov.sg or scan the following QR code.



- For further enquiries, please visit: cpf.gov.sg/writetous