

# 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 <sup>st</sup> validations. There is no GIRO deduction for these unsuccessful reimbursement submissions.
Unsuccessful_after_deduction	Day 5	<ul> <li>This report captures the following reimbursements:</li> <li>a. Failed the Board's 2<sup>nd</sup> validations on Day 5 after successful GIRO deduction</li> <li>b. Unsuccessful GIRO deduction e.g. Insufficient bank balance</li> <li>Any excess amount that was deducted from your bank account will be refunded accordingly.</li> </ul>
successful_reimbursement	Day 5	This report captures successful reimbursements credited to your employee/platform worker/insured's MediSave Account or the MediShield Life Fund.

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











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Central Provident Fund Board	Who we are	Tools and services	Infohub	Employer/Busine	955 ∨	<b>D</b> ~	Q
ి Services ∧	Employer obligations	Making CPF contributions	Making Voluntary Contributions	Compliance and rectifications	Platfo opera	orm Co tors bu	rporate rvice yers
Services		Account creation and management Direct debit arrangement Voluntary CPF contributio	Refund an Compositio Other form	d adjustment on amount payment ns			
	Click	Activities (\$ CPF	EZPay 📙 🚼 Calcu	lators 🛛 🖓 FAQs			

Step 1: Select the relevant months to enquire on your submission	Miss Lindsey Schinner, S5850014C Activities as at 07 May 2024			Sample dat
Mar 2024 to May 202	24	s	earch Q	
tems per page: 20 ∨ 1-12 of 12 items	from 07 Mar 2024 to 07 May 2024	1∨ of 1page	4	
30 Apr 2024 Submit MediSave and MediShield Life Transaction Number 330500000957421 CSN 198178810H-PTE-01	Step 2: Identify your	In-Progress	<b>,</b>	Step 3: Click on the arrow for more details
23 Apr 2024 Submit MediSave and MediShield Life Transaction Number 470500000911243 CSN 198178810H-PTE-01	reimbursements	Completed	>	
22 Apr 2024 Submit MediSave and MediShield Life	reimbursements	Not Successful	>	

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	Submission progress Cases submitted 10 Download submitted cases (CSV.6.26 KB)	Unsuccessful cas payment O Download repor unsuccessful cas payment (CSV, O	ses before <u>t for</u> ses before 245 KB)	Unsuccessful cases after payment 0 Download report for unsuccessful cases after payment (CSV, 0.55 KB)	Successful cases 10 Download reimbursement report (CSV.196 KB)	
Transaction details Service name Transaction number Transaction date	Payment details	Total reimbursen	nent	Amount to be refunded to		
Submit MediSave and 4705000009112437 23 Apr 2024 05:16 PM MediShield Life reimbursements Contact details	bank \$26,037.50	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.		you \$0.00 See report for unsuccessful cases after payment for details.		
Email employerl@gmail.com.sg	Reports are available for down	nload up to 13 moni	ths after the tr	ansaction 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 downloadUnsuccessful before deductionUnsuccessful after deductionSuccessful reimbursement