

# HOW TO Submit CPF contributions with CPF EZPay

## Web

## What You Need to Submit via CPF EZPay :

1. Singpass \*
2. A CPF Submission Number (CSN) for your transactions with CPF Board. If you have applied for a CSN online, you will automatically be registered for CPF EZPay.
3. An email address
4. Approved mode of payment - either Direct Debit or PayNow QR

\* To protect your confidential information, please do not reveal your password to anyone.

## Additional Notes on CPF EZPay :

1. The auto-computation function is applicable to private-sector employers only.
2. It does not impose a cap on CPF contributions that exceed the additional wage ceiling.
3. It is best viewed on a desktop using Microsoft Edge browser.

## Definitions, Acronyms and Abbreviations

In this user guide, the following definitions apply throughout unless otherwise stated.

Term	Description
CPFB	Central Provident Fund Board
FTP	File Transfer Protocol

## **1. GETTING STARTED**

<b>1.1</b>	<b>LAUNCH THE CPF EMPLOYER HOMEPAGE .....</b>	<b>5</b>
<b>1.2</b>	<b>ACCESSING THE CPF EZPay MODULE .....</b>	<b>5</b>
<b>1.3</b>	<b>MAIN MENU .....</b>	<b>7</b>

## **2. CPF EZPay (WITH AUTO-COMPUTATION)**

<b>2.1</b>	<b>SELECT MONTH PAID FOR (STEP 1) .....</b>	<b>8</b>
<b>2.2</b>	<b>PREPARE CONTRIBUTION DETAILS (STEP 2) .....</b>	<b>8</b>
	A) Manual Entry (applicable to first-time users)	
	B) Import from MS Excel Template File	
	C) Select Employees to include in Submission	
	D) Key in Other Payments	
<b>2.3</b>	<b>CONFIRMATION &amp; PAYMENT (STEP 3) .....</b>	<b>13</b>
<b>2.4</b>	<b>ACKNOWLEDGEMENT (STEP 4) .....</b>	<b>15</b>
<b>2.5</b>	<b>OTHER FUNCTIONS .....</b>	<b>16</b>
	A) Add New Page	
	B) Go to Specific Page	
	C) Delete Employee Record	
	D) Backup Database	
	E) Search Employee Record	
	F) Check CPF Amount	
	G) Checked Crossed Age Group/PR Year	

## **3. SUBMIT AD HOC CPF PAYMENTS (For one-time CPF submission - no auto-computation or other ad hoc payments, e.g. late payment interest)**

<b>3.1</b>	<b>SELECT MONTH PAID FOR (STEP 1) .....</b>	<b>20</b>
<b>3.2</b>	<b>PREPARE CONTRIBUTION DETAILS (STEP 2) .....</b>	<b>20</b>
	A) Manual Entry	
	B) Import from Past Submission	
	C) Import from MS Excel Template File	
<b>3.3</b>	<b>CONFIRMATION &amp; PAYMENT (Step 3) .....</b>	<b>23</b>
<b>3.4</b>	<b>ACKNOWLEDGEMENT (Step 4) .....</b>	<b>23</b>

## **4. CPF EZPay (FTP)**

<b>4.1</b>	<b>FILE UPLOAD (STEP 1) .....</b>	<b>24</b>
<b>4.2</b>	<b>CONFIRMATION &amp; PAYMENT (STEP 2) .....</b>	<b>25</b>
<b>4.3</b>	<b>ACKNOWLEDGEMENT (STEP 3) .....</b>	<b>25</b>

## **5. VIEW / AMEND / DELETE SUBMISSION**

<b>5.1</b>	<b>VIEW SUBMISSION .....</b>	<b>27</b>
<b>5.2</b>	<b>AMEND SUBMISSION (BEFORE PROCESSING) .....</b>	<b>28</b>
<b>5.3</b>	<b>DELETE SUBMISSION (BEFORE PROCESSING) .....</b>	<b>29</b>

## **6. VIEW RECORD OF PAYMENT (ROP)**

<b>6.1</b>	<b>VIEW ROP DETAILS .....</b>	<b>31</b>
<b>6.2</b>	<b>PRINT ROP DETAILS .....</b>	<b>31</b>

## **7. EMPLOYER PREFERENCES**

<b>7.1</b>	<b>VIEW/MANAGE PREFERENCES .....</b>	<b>32</b>
------------	--------------------------------------	-----------

## **8. ELECTRONIC STANDING INSTRUCTION (ESI)**

<b>8.1</b>	<b>ACTIVATE ESI .....</b>	<b>33</b>
<b>8.2</b>	<b>VIEW ESI .....</b>	<b>37</b>
<b>8.3</b>	<b>AMEND ESI .....</b>	<b>37</b>
<b>8.4</b>	<b>DE-ACTIVATE ESI .....</b>	<b>40</b>
<b>8.5</b>	<b>PERFORM ADDITIONAL SUBMISSION .....</b>	<b>41</b>

# GETTING STARTED

1

## 1.1 LAUNCH THE CPF EMPLOYER HOMEPAGE

- (i) Please ensure that you have internet access.
- (ii) Launch your web browser ( Apple Safari/Microsoft Edge/Google Chrome/Mozilla Firefox ) and go to CPF homepage at [cpf.gov.sg](https://cpf.gov.sg)

## 1.2 ACCESSING THE CPF EZPay MODULE

- (i) Before accessing the CPF EZPay module, please ensure that you have a valid Singpass and that you have a CPF Submission Number (CSN) for your transactions with the CPF Board. If you have applied for a CSN online, you will automatically be registered for CPF EZPay. You can refer to this [guide](#) to learn how to apply for CSN and submit CPF contributions via CPF EZPay.
- (ii) If you are a first timer, you are required to set up and assign CPF EZPay e-Service to your authorised officers for your CSN(s) in the Corppass portal. If you need to update your authorised users, you can do so in the Corppass portal.
- (iii) At Member homepage, select **Employer/Business**. See Figure 1.

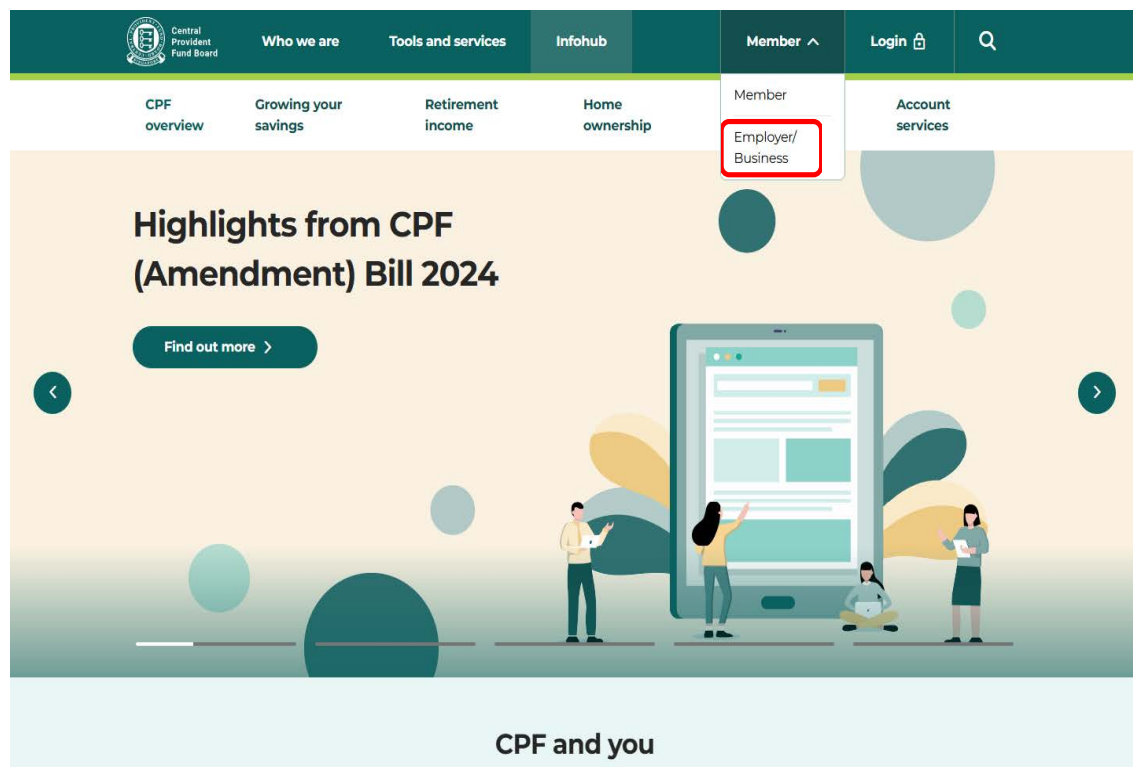


Figure 1

- (iv) Next, select Login. See Figure 2.

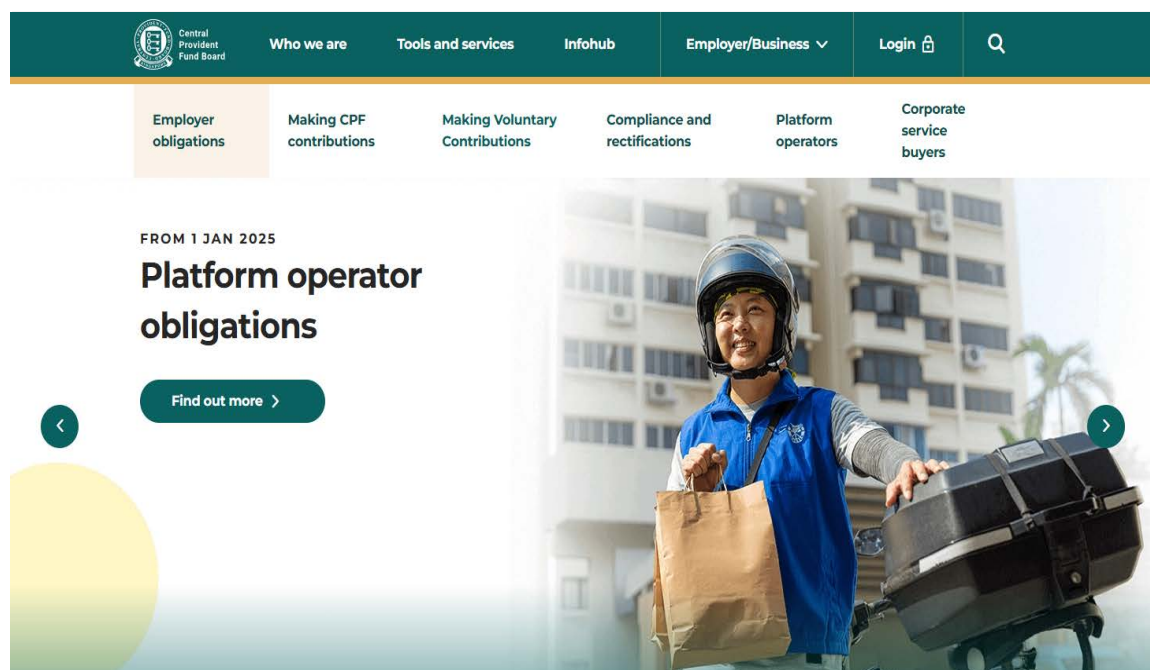


Figure 2

- (v) Select **CPF EZPay**. See Figure 3.

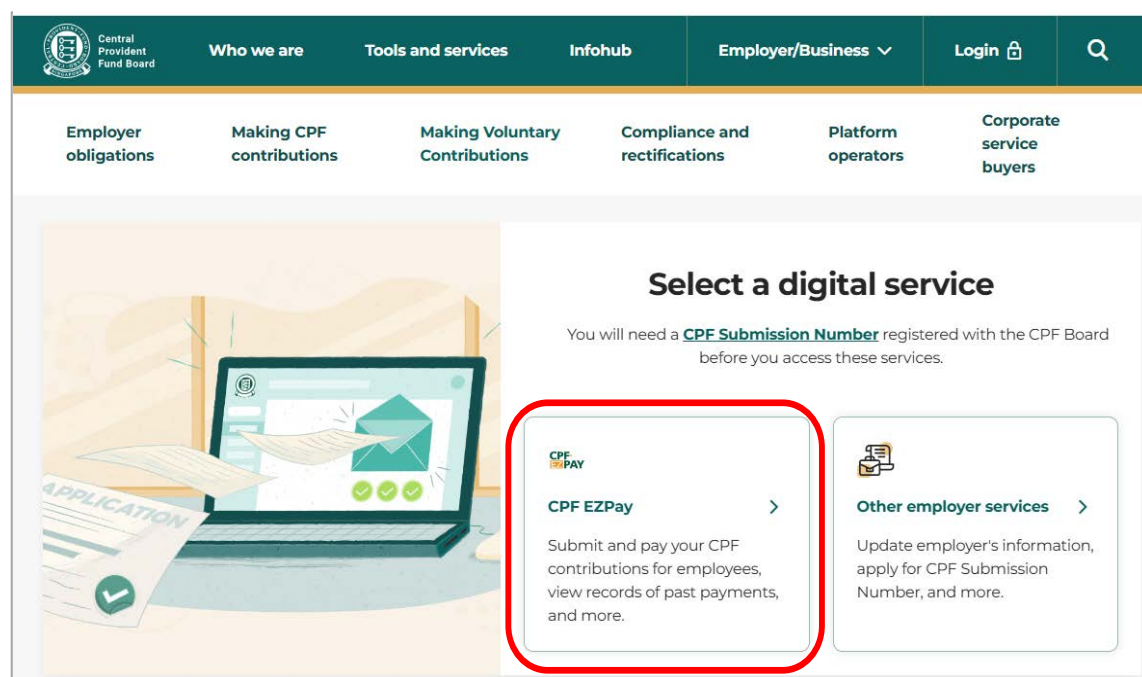


Figure 3

- (vi) Select **For UEN-registered entities** or **For individuals trading under own name** and login with your Singpass. See Figure 4.

### **For UEN-registered entities**

The Corppass Admin of your company is responsible for creating and managing Corppass user accounts and digital service access. It includes updating user details, suspending, reactivating, and terminating user accounts and assigning digital service access rights to user accounts. Please refer to

our [Step-by-Step guide](#) on how to setup and assign CPF EZPay e-Service within the Corppass portal.

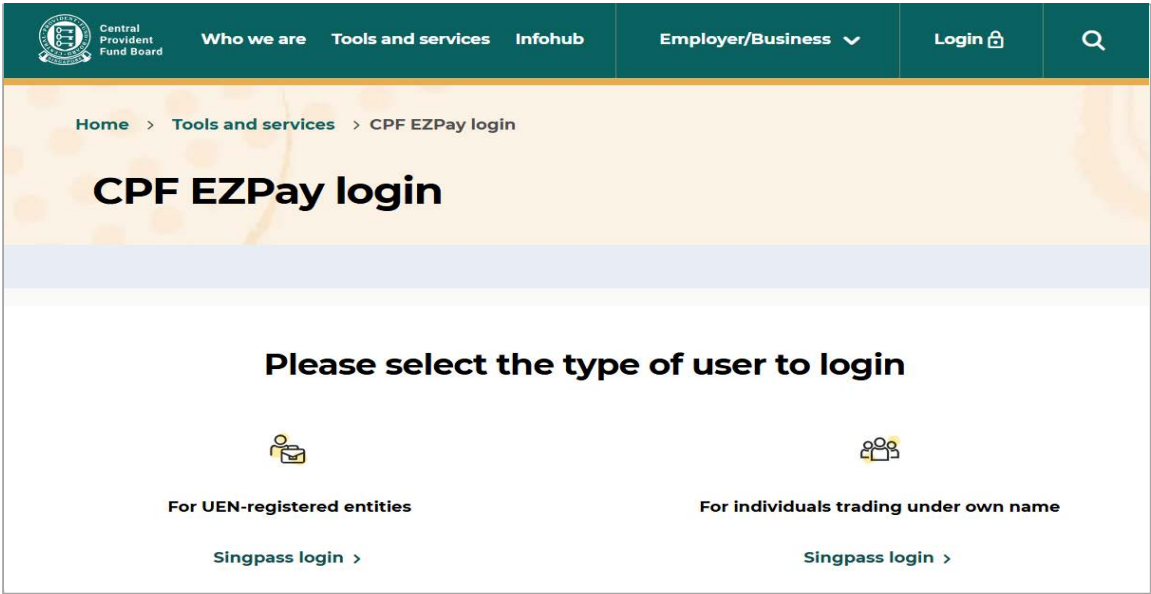


Figure 4

1.3 MAIN MENU

After successful login, you will see the main menu of the CPF EZPay. On this screen, there are 2 main sections : (i) **Submit Contribution** and (ii) **Manage Records & Preferences**. Select **CPF EZPay**. See Figure 5.

- (i) Under **Submit Contribution**, you have a choice of submitting via 3 submission modes - **CPF EZPay**, **CPF EZPay (FTP)** and **Electronic Standing Instruction (ESI)**. Please note that ESI will not be displayed if you do not have an approved Direct Debit arrangement for the CSN.
- (ii) Under **Manage Records & Preferences**, you can **View/Amend/Delete Submission**, **View Record of Payment** and **Manage Preferences**.

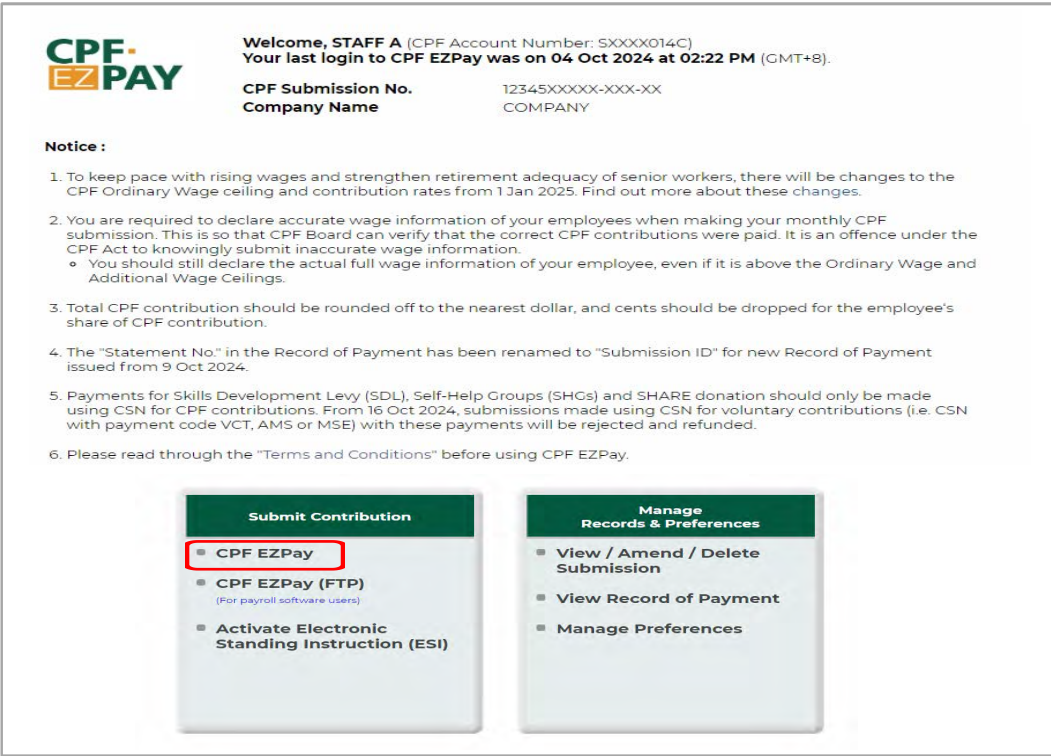


Figure 5



# CPF EZPay (WITH AUTO COMPUTATION)

2

## 2.1 (STEP 1) SELECT MONTH PAID FOR

You will be directed to the **Select Month Paid For** page. See Figure 6.

- At **Contribution Details For**, select **Month** and enter **Year**.
- System auto selects **Submit via Employee Database**. Click on **Continue**.

CPF EZPay

(STEP 1) Select Month Paid For (STEP 2) Prepare Contribution Details (STEP 3) Confirmation & Payment (STEP 4) Acknowledgement

Please indicate the **month** and **year** you are submitting for.

**Contribution Details For** - - (Month) (Year)

☒ Submit via **Employee Database**  
(Pre-load saved employee details with auto-computation of CPF)

☐ Submit **ad hoc** CPF payments  
(For one-time CPF submission (no auto-computation), or other ad hoc payments e.g. late payment interest)

[Back](#) [Continue](#)

Figure 6

## 2.2 (STEP 2) PREPARE CONTRIBUTION DETAILS

There are 2 ways to prepare the contribution details of your employees : **Submission via Employee Database - Manual Entry** and **Import from Microsoft Excel Template File**.

**(A) Submission via Employee Database - Manual Entry** (applicable to first-time users)

- The first step is to update your **Employee Database** - see Figure 7. The employee records saved here will be displayed for your use during your next login.

CPF EZPay

(STEP 1) Select Month Paid For (STEP 2) Update Employee Database (STEP 3) Confirmation & Payment (STEP 4) Acknowledgement

Please complete all mandatory fields indicated by an asterisk(\*).

Please indicate the name of your employee as shown in their NRIC.

To remove an employee record, select the check box beside employee and click "Delete Employee Record".

Please click on the "Save Changes" button before leaving this page. If not, any changes made will not be saved.

Search By CPF Account No.  [GO](#) [Clear Search](#)

Page 1 of 1 [GO](#)

S/N	* CPF Account No. (SXXXXXXA)	* Name of Employee (as per NRIC)	* Ordinary Wages (\$) i	* Additional Wages (\$) i i	Agency Fund (\$) i	Staff Info
<input type="checkbox"/> 1.	SXXXXX06B	STAFF C	5000.00	0.00	MBMF	2.00 <a href="#">Detail</a>
<input type="checkbox"/> 2.	SXXXXX14C	STAFF B	2400.00	0.00	CDAC	0.50 <a href="#">Detail</a>
<input type="checkbox"/> 3.	A	B	C 0.00	D 0.00	E -	F 0.00 <a href="#">Detail</a>
<input type="checkbox"/> 4.			0.00	0.00	-	0.00 <a href="#">Detail</a>
<input type="checkbox"/> 5.			0.00	0.00	-	0.00 <a href="#">Detail</a>

Figure 7



(ii) Please key in the following information for each employee

- A CPF Account No. \***
- B Name of Employee** (as per NRIC) \*
- C Ordinary Wages (\$) \***
- D Additional Wages (\$) \***
- E Agency** (i.e. CDAC, MBMF, SINDA or ECF)
- F Agency Fund (\$) -** required if 'E' is selected
- G Staff Info -** click on **Detail \***  
**Staff Information** screen will pop up - see Figure 8. Key/update your employee information such as :
  - G.1 **Date of Birth** - click on the icon to select DD/MM/CCYY
  - G.2 **Citizenship** - if you have selected PR Year 1 or 2, please input **PR Start Date** and select **PR Type**. GG for graduated rate or FG for full CPF contribution rate. System will auto track the PR status of your employee and update the CPF contribution to be paid.
  - G.3 **Employment Status** - If the employee has left the company but CPF contribution is payable for the month, select Left and indicate the last date of employment in the **Date Left Employment**. Remember to delete the employee record the following month.
  - G.4 **SDL Payable** - Skills development levy is payable for all local and foreign employees. For local employees, system will auto compute the SDL payable based on the wage information given.

**\* mandatory fields**

**Key/Update Staff Information**

**Staff Information**

- Please complete all mandatory fields indicated by an asterix(\*).
- Date format should be DD/MM/YYYY.
- Employee will be removed automatically from the Electronic Standing Instruction (ESI) if they have left employment. To find out more, please click on the tooltip ⓘ at the 'Date Left Employment'.

**Name of Employee (as per NRIC)** STAFF C

**CPF Acct No** SXXXXX06B

\* **Date of Birth** 13/12/1985

\* **Citizenship ⓘ** Singaporean/PR Yr 3

**PR Start Date**

**PR Type ⓘ**

\* **Employment Status** Existing


\* **Date Left Employment ⓘ**

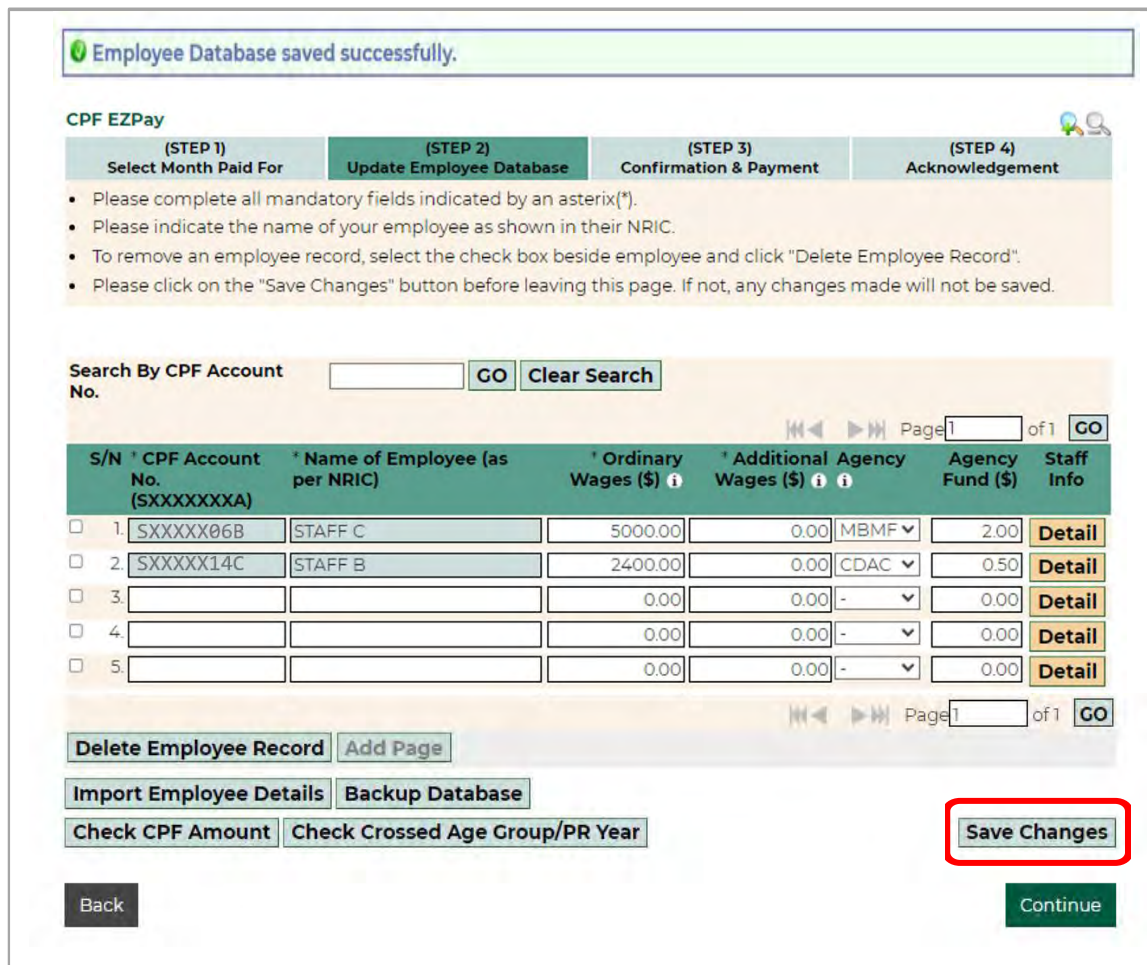
\* **SDL Payable ⓘ** ☒ Yes ☐ No

**Save** **Cancel**

**Figure 8**

(iii) Click on **Save** after updating each employee's Staff Information.

- (iv) Repeat steps (i) and (ii) for each employee.
- (v) For more information on the options for **Citizenship, PR Type, Date Left Employment** and **SDL Payable**, please click on the information icon (  ).
- (vi) Once all employees' records have been created, click on **Save Changes**. A confirmation message - "**Employee Database saved successfully.**" will be displayed - see Figure 9. Next, go to page 12 to **Continue** - see Figure 15.
- (vii) You may click on **Check CPF Amount** to view the contribution that the system has auto computed. Please follow the instructions on page 18.



**Employee Database saved successfully.**



**CPF EZPay**

(STEP 1) Select Month Paid For (STEP 2) Update Employee Database (STEP 3) Confirmation & Payment (STEP 4) Acknowledgement

- Please complete all mandatory fields indicated by an asterisk(\*).
- Please indicate the name of your employee as shown in their NRIC.
- To remove an employee record, select the check box beside employee and click "Delete Employee Record".
- Please click on the "Save Changes" button before leaving this page. If not, any changes made will not be saved.

Search By CPF Account No.

Page 1 of 1

S/N	* CPF Account No. (SXXXXXXXXA)	* Name of Employee (as per NRIC)	* Ordinary Wages (\$) 	* Additional Wages (\$) 	Agency Fund (\$)	Staff Info
<input type="checkbox"/> 1.	SXXXXX06B	STAFF C	5000.00	0.00	MBMF	2.00 <input type="button" value="Detail"/>
<input type="checkbox"/> 2.	SXXXXX14C	STAFF B	2400.00	0.00	CDAC	0.50 <input type="button" value="Detail"/>
<input type="checkbox"/> 3.			0.00	0.00	-	0.00 <input type="button" value="Detail"/>
<input type="checkbox"/> 4.			0.00	0.00	-	0.00 <input type="button" value="Detail"/>
<input type="checkbox"/> 5.			0.00	0.00	-	0.00 <input type="button" value="Detail"/>

Page 1 of 1

Figure 9

## (B) Import from MS Excel Template File

- (i) You can also import a Microsoft Excel file containing your employee details into the CPF EZPay Employee Database. First, click on **Import Employee Details** - see Figure 10.



Page 1 of 1

Figure 10

- (ii) From the **Import Employee Details** page, select **Import from MS Excel Template file** - see Figure 11.
- (iii) Click on **Download Sample Template** and input data into the mandatory fields marked with "\*" in our sample template. You can also cut and paste the details from your existing MS Excel payroll file into the sample template. Please save your document as a .csv file.
- (iv) For more information on the Excel Template, please click on the information icon.

**CPF EZPay**

**Import Employee Details**

- Browse and select the file you wish to import and click on "Import File".
- Only file with the extension .csv is allowed.
- The file size should not exceed 50 MB.

☒ Import from MS Excel Template file  
[Download Sample Template](#) (CSV, 0.46KB) ⓘ

**File name**  No file chosen

**Figure 11**

- (v) Once the template is completed and saved as, for e.g. "December 2023.csv", click on **Choose File** to select the saved file you have prepared.
- (vi) Click on **Import File**.
- (vii) Click on **Confirm & Save** after you have verified **Preview of Imported Records**. A pop-up message "Importing this file will replace ALL employee details in your Employee Database. Do you want to continue?" will be displayed. See Figure 12.

**Preview of Imported Records**

S/N	CPF Account No	Name of Employee	Ordinary Wages (\$)	Additional Wages (\$)	Agency Fund (\$)	Agency	Date of Birth	Citizenship	PR Start Date	PR Type	Employment Status	Last Day of Employment	SDL Payable
1	SD01						01.Feb.1980	Singaporean/PR Yr 3	-	-	Existing	-	Yes
2	SD02						01.Mar.1955	Singaporean/PR Yr 3	-	-	New	-	Yes

Message from webpage  
 Importing this file will replace ALL employee details in your Employee Database.  
 Do you want to continue?

**Figure 12**

- (viii) Click on **OK** and you will be directed to the **Update Employee Database** page. A confirmation message "File imported successfully. Please update the field "PR Start Date" for all your Permanent Residents employees." will be displayed on the same page. See Figure 13.
- (ix) Please ensure that you have keyed in the **PR Start Date** for all your PR Year 1 and Year 2 employees to enable correct auto-computation of CPF contributions by the system.



- (x) Click on **Save Changes**. You will be prompted with the message "**Employee Database saved successfully.**". Click on **Continue** to proceed.

**File imported successfully.**  
Please update the field "PR Start Date" for all your Permanent Residents employees.

**CPF EZPay**

(STEP 1) Select Month Paid For | (STEP 2) Update Employee Database | (STEP 3) Confirmation & Payment | (STEP 4) Acknowledgement

- Please complete all mandatory fields indicated by an asterisk(\*).
- Please indicate the name of your employee as shown in their NRIC.
- To remove an employee record, select the check box beside employee and click "Delete Employee Record".
- Please click on the "Save Changes" button before leaving this page. If not, any changes made will not be saved.

Figure 13

### (C) Select Employees to include in Submission

- (i) System will auto select all employees. To exclude any employee, please untick the corresponding checkbox.
- (ii) Click on **Continue** to proceed. See Figure 14.

**CPF EZPay**

(STEP 1) Select Month Paid For | (STEP 2) Select Employees | (STEP 3) Confirmation & Payment | (STEP 4) Acknowledgement

- Please tick the check box beside the employees you wish to include in your CPF submission. By default, all employees are included.
- To exclude an employee, un-check the box next to the relevant employee record.

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	Ordinary Wages (\$)	Additional Wages (\$)
<input checked="" type="checkbox"/>	1. SXXXX706B	STAFF B	5,000.00	0.00
<input checked="" type="checkbox"/>	2. SXXXX014C	STAFF A	2,400.00	0.00

Back | Continue

Figure 14

### (D) Key in Other Payments

- (i) You will be directed to the **Verify Contribution Details** page. See Figure 15.
- (ii) The column **CPF To Be Paid (\$)** is auto computed based on the wages, citizenship and date of birth of the employee that were keyed in earlier.

**CPF EZPay**

(STEP 1) Select Month Paid For | (STEP 2) Verify Contribution Details | (STEP 3) Confirmation & Payment | (STEP 4) Acknowledgement

- Please complete all mandatory fields indicated by an asterisk(\*).
- To remove a record, click on the "Delete" button for the employees you wish to remove.

Search By CPF Account No.  GO Clear Search

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	* CPF To Be Paid (\$)	* SDL To Be Paid (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency	Agency Fund (\$)	Delete
1.	SXXXX706B	STAFF B	1850.00	11.25	5,000.00	0.00	CDAC	0.50	Delete
2.	SXXXX014C	STAFF A	492.00	6.00	2,400.00	0.00	SINDA	1.00	Delete

Add Employee | Page 1 of 1 GO

Figure 15

- (iii) Skills development levy (SDL) is payable for all local and foreign employees. The SDL payable for local employees is auto computed based on the wages of the local employees. The amount payable will be displayed at the **Skills Development Levy (SDL) - For Local Employees**. If you have foreign employees, please compute and input the amount payable against the **Skills Development Levy (SDL) - For Foreign Employees**. Please refer to the [SkillsFuture Singapore Agency website](#) on the computation of SDL payable for foreign employees.

S/N	Description	Amount (\$)	
1.	Total CPF Contributions	2342.00	Computed : \$2,342.00
2.	CPF Late Payment Interest	0.00	Computed : \$0.00
3a.	Skills Development Levy (SDL) - For Local Employees	17.25	Computed : \$17.25
3b.	Skills Development Levy (SDL) - For Foreign Employees	0.00	
4.	Donation to Community Chest	0.00	Donor Count : 0
5.	Total MBMF Contributions	0.00	Donor Count : 0
6.	Total SINDA Contributions	1.00	Donor Count : 1
7.	Total CDAC Contributions	0.50	Donor Count : 1
8.	Total ECF Contributions	0.00	Donor Count : 0
<b>Grand Total</b>		<b>2360.75</b>	

Back Save Draft **Continue**

Figure 16

- (iv) The **CPF Late Payment Interest** is auto computed for late submission of CPF contribution. You may click on the magnifier icon to view the computation. See Figure 16.
- (v) Please key in other payments such as **Donation to Community Chest**, etc.
- (vi) Click on **Continue** to proceed.

## 2.3 (STEP 3) CONFIRMATION & PAYMENT

- (i) You will be prompted with a message "**I understand that CPF contributions should only be paid for employees of the business entity and based on employees' actual wages. The CPF contributions may be used for the assessment of Government grants.**". See Figure 17.
- (ii) Click on **OK** and verify the CPF contribution details that you have keyed.
- (iii) Tick the checkbox if all the information provided in your submission is true and correct.

**CPF EZPay**

**(STEP 1)** Select Month Paid

**(STEP 3)** Confirmation & Payment

**(STEP 4)** Acknowledgement

Message from webpage  
I understand that CPF contributions should only be paid for employees of the business entity and based on employees' actual wages. The CPF contributions may be used for the assessment of Government grants.

Total Record(s): 2

Page 1 of 1 GO

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	CPF To Be Paid (\$)	SDL To Be Paid (\$)	Employer CPF (\$)	Employee CPF (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency Fund (\$)
1.	SXXXXX06B	STAFF C	1,850.00	11.25	850.00	1,000.00	5,000.00	0.00	MBMF 2.00
2.	SXXXXX14C	STAFF B	492.00	6.00	264.00	228.00	2,400.00	0.00	CDAC 0.50

Total Record(s): 2

Page 1 of 1 GO

S/N	Description	Amount (\$)
1.	Total CPF Contributions	2,342.00
2.	CPF Late Payment Interest	0.00
3.	Skills Development Levy (SDL)	17.00
4.	Donation to Community Chest	0.00
5.	Total MBMF Contributions	2.00
6.	Total SINDA Contributions	0.00
7.	Total CDAC Contributions	0.50
8.	Total ECF Contributions	0.00
<b>Grand Total</b>		<b>2,361.50</b>

☒ I declare that all the information provided in this submission are true and correct.

CPF Board has a system to detect employers who are late in paying CPF contributions. If you do not have any CPF contributions payable after this submission, please complete the following section to avoid any potential enforcement actions.

(Optional - Only tick checkbox when required)

☐ I wish to notify CPF Board that I will have:

☐ No CPF contributions payable temporarily

From:  To:

☐ No CPF contributions payable permanently

From:

**Pay By**

**Direct Debit** **PayNow QR**

**Deduction On**

Click to change the deduction date

**Back**

**Figure 17**

- (iv) If you wish to notify CPF Board that your company will no longer have any employees after your current submission, please tick the box and select any of the two options and month accordingly.
- (v) To print this page, click on the **Printer** icon which is at the top right of your screen. You will be prompted to download a PDF file which you can save or print.
- (vi) Click on one of the payment buttons at the bottom of the screen.
  - a) If you have selected **Direct Debit**, the default Direct Debit deduction date will be 2 working days after the submission date. You could override this date with your preferred deduction date up to the last working day of 14 (or the next working day if the 14th falls on a Saturday, Sunday or Public Holiday).



b) If you have selected **PayNow QR**, please scan the PayNow QR code using the 'Scan & Pay' function in your PayNow participating bank app and make the payment before the QR code expires at 2359 hours on the submission day. The QR code contains an unique reference relating to this submission. Please do not make any amendments or use this same QR code to make future payments. If payment is not received within the submission day, the contribution details will be deemed unsuccessful. You will need to do a fresh submission and get a new PayNow QR code.

(vii) You will be directed to the **Acknowledgement** page.

### **IMPORTANT NOTE!**

- a) The due date for CPF contributions is on the last day of the calendar month. Enforcement action would be taken against employers who fail to pay by the 14th of the following month (or the next working day if the 14th falls on a Saturday, Sunday or Public Holiday). This includes imposing late payment interest charged at 1.5% per month, commencing from the first day after the due date.
- b) All bank deductions are subject to the daily deduction limit that you have set with your bank. Please ensure that it is able to meet your required payment amount.
- c) For Direct Debit deductions, you can split your CPF contribution details into multiple files and select a different deduction date for each file.
- d) Transaction limit of S\$90 million is set in the Inter-Bank GIRO infrastructure by the Singapore Clearing House Association.
- e) The maximum amount that you can transfer via PayNow QR is S\$200,000, subject to the daily and monthly limits set by your bank. If your total CPF submission amount exceeds S\$200,000, you will need to perform another submission via CPF EZPay. For example, if your total CPF submission amount is S\$300,000, you will need to make two separate CPF submissions via CPF EZPay consisting of S\$200,000 and S\$100,000 on two separate days. Any payment made without the payment details embedded in the PayNow QR code, or multiple payments made using the same PayNow QR code will be refunded.

## **2.4 (STEP 4) ACKNOWLEDGEMENT**

After you have clicked on **Direct Debit** or completed **PayNow QR** transaction, the **CPF EZPay Acknowledgement** page will be displayed. See Figure 18.

You will also receive an email acknowledgement from CPF B.

Click on the **Printer** icon if you wish to print or save a copy of the acknowledgement page.

Please check that the payment details are correct.

You may view your submission details at **Click here to view your submission details**.

Select **Logout** if you wish to exit from CPF EZPay.

CPF EZPay

(STEP 1) Select Month Paid For (STEP 2) Prepare Contribution Details (STEP 3) Confirmation & Payment (STEP 4) Acknowledgement

**CPF EZPay Acknowledgement**

CPF Submission No. 12345XXXX-XXX-XX  
Total Amount (\$) 2,360.50  
Submitter NRIC/FIN SXXXX014C  
Date/Time of Submission 25/12/2023 04:28:24 PM  
Payment Mode Direct Debit  
Deduction On 27/12/2023  
Submission Status Submitted (Click here to view your submission details)

**Notes:**

- Your file(s) will be processed on the same day if you submit your file by 5.15pm. Files submitted after 5.15pm will be processed the next day.
- Your CPF submission can be amended anytime before 5.15pm on the day of submission.
- Please refrain from submitting a new online Direct Debit Authorisation (DDA) application to change your bank account while the deduction for this submission is pending. This is to avoid unsuccessful deduction which may incur late payment interest. If you wish to change the bank account for Direct Debit deduction, you should only submit the new online DDA application after the deduction is successful.
- To amend your submission, please click on "Back to Main", followed by "View/Amend/Delete Submission". Select the submission you wish to amend and click "Amend".
- Amended submissions will be reset to Draft mode and need to be re-submitted by the 14th of the month to avoid late payment interest.

Back to Main

**Figure 18**

## 2.5 OTHER FUNCTIONS

### (A) Add New Page

Each page can display up to 20 employee records. To add more than 20 employee records, click on **Add Page**. A new page with 20 blank rows will be displayed. See Figure 19.

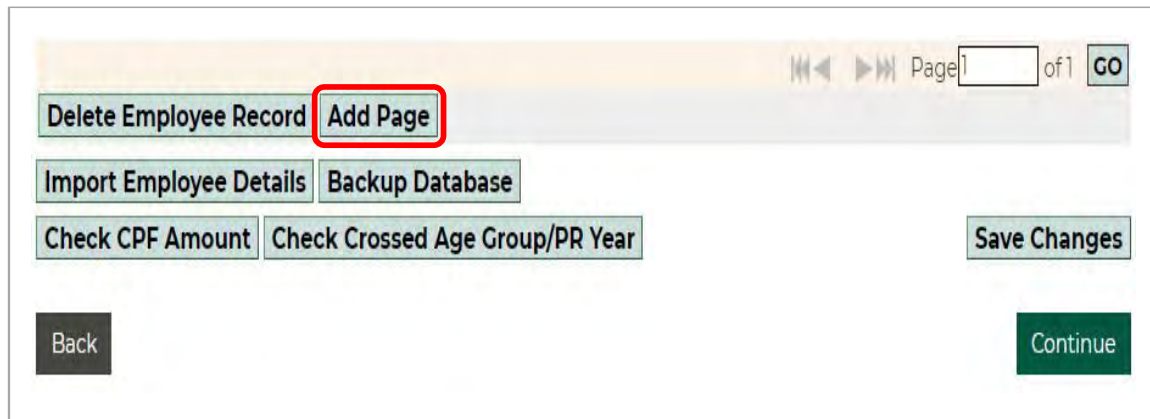


Figure 19

### (B) Go to Specific Page

If you wish to go to a specific page, you can type in the page number. Alternatively, you can also use the arrow buttons next to the page number. See Figure 20.



Figure 20

### (C) Delete Employee Record

If an employee has left the company and no more contribution is payable to him/her,

- (i) **tick the checkbox** beside the employee record to be deleted and
- (ii) click on **Delete Employee Record**. The employee record will be deleted permanently. See Figure 21.

If you no longer have any employees in your service, you must inform the Board as soon as it happens. This is to avoid potential enforcement actions as the Board has a system to detect employers who are late in paying CPF contributions.

S/N	* CPF Account No. (SXXXXXXA)	* Name of Employee (as per NRIC)	* Ordinary Wages (\$) i	* Additional Wages (\$) i i	Agency	Agency Fund (\$)	Staff Info
<input type="checkbox"/>	1. SXXXXX06B	STAFF C	5000.00	0.00	MBMF	2.00	<a href="#">Detail</a>
<input checked="" type="checkbox"/>	2. SXXXXX14C	STAFF B	2400.00	0.00	CDAC	0.50	<a href="#">Detail</a>
<input type="checkbox"/>	3.		0.00	0.00	-	0.00	<a href="#">Detail</a>

Page 1 of 1 [GO](#)

[Delete Employee Record](#) [Add Page](#)

[Import Employee Details](#) [Backup Database](#)

[Check CPF Amount](#) [Check Crossed Age Group/PR Year](#) [Save Changes](#)

[Back](#) [Continue](#)

Figure 21

### (D) Backup Database

If you want to back up the existing **Employee Database** (see Figure 22),

- click on **Backup Database**, a pop-up box will appear;
- click **save** the file and the data will be saved into a ".csv file"

Page 1 of 1 [GO](#)

[Delete Employee Record](#) [Add Page](#)

[Import Employee Details](#) [Backup Database](#)

[Check CPF Amount](#) [Check Crossed Age Group/PR Year](#) [Save Changes](#)

[Back](#) [Continue](#)

Figure 22

### (E) Search Employee Record

- Key in the **CPF Account No.** (see Figure 23) of the employee you wish to find in the Employee Records Database;
- Click on **GO**. If a matching employee record is found, the search screen will close. The employee record will be highlighted.

[Search By CPF Account No.](#)  [GO](#) [Clear Search](#)

Page 2 of 2 [GO](#)

Figure 23

## (F) Check CPF Amount

Once you have finished preparing the CPF contribution details of your employees using one of the two methods shown in page 8 to 10, you may

- (i) select **Check CPF Amount** to verify the CPF contribution amount that has been computed by the system. See Figure 24.

**CPF EZPay**

(STEP 1) Select Month Paid For | (STEP 2) Update Employee Database | (STEP 3) Confirmation & Payment | (STEP 4) Acknowledgement

- Please complete all mandatory fields indicated by an asterisk(\*).
- Please indicate the name of your employee as shown in their NRIC.
- To remove an employee record, select the check box beside employee and click "Delete Employee Record".
- Please click on the "Save Changes" button before leaving this page. If not, any changes made will not be saved.

Search By CPF Account No.

Page 1 of 1

S/N	* CPF Account No. (SXXXXXXXXA)	* Name of Employee (as per NRIC)	* Ordinary Wages (\$) ⓘ	* Additional Wages (\$) ⓘ ⓘ	Agency Fund (\$)	Staff Info
<input type="checkbox"/> 1.	SXXXXX06B	STAFF C	5000.00	0.00	MBMF 2.00	<input type="button" value="Detail"/>
<input type="checkbox"/> 2.	SXXXXX14C	STAFF B	2400.00	0.00	CDAC 0.50	<input type="button" value="Detail"/>
<input type="checkbox"/> 3.			0.00	0.00	- 0.00	<input type="button" value="Detail"/>
<input type="checkbox"/> 4.			0.00	0.00	- 0.00	<input type="button" value="Detail"/>
<input type="checkbox"/> 5.			0.00	0.00	- 0.00	<input type="button" value="Detail"/>

Page 1 of 1

Figure 24

- (ii) the contribution details will be displayed in the next screen - see Figure 25. To print a copy of this page, click on the **Printer** icon. You will be prompted to download a PDF file. Click on **Close Window** once you have completed your verification and then proceed to the next stage of the submission process.

**Note: The purpose of this screen information is to enable you to verify the auto-computed CPF contribution amount.**

CPF Submission No. 12345XXXXX-XXX-XX  
Company Name Company  
Contribution Details For APR 2024

S/N	CPF Account No. (SXXXXXXXXA)	Name of Employee (as per NRIC)	CPF To Be Paid (\$)	Employer CPF (\$)	Employee CPF (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency Wages (\$)	Agency Fund (\$)	Date of Birth	Citizenship	PR Start Date	Date Left Employment
1.	SXXXXX06B	STAFF C	1,025.00	550.00	475.00	5,000.00	0.00	-	-	22.Mar.1964	Singaporean/PR Yr 3		
2.	SXXXXX14C	STAFF B	216.00	96.00	120.00	2,400.00	0.00	-	-	10.Nov.1992	PR Yr 1	22.Mar.2024	
Total Amount			1,241.00	646.00	595.00	7,400.00	0.00	0.00					

**Note:** This screen is for reference only. Please remember to complete your submission after verifying the auto-computed CPF contribution amount.

Figure 25



## (G) Check Crossed Age Group/PR Year

When making your next submission, the system will check your employee's Date of Birth and Citizenship (that was keyed earlier, please refer to Page 9) for crossed age group and / or citizenship. If it detects that there is a change, it will give a prompt - "**One or more of your employees have crossed age group and/or crossed PR year for the month paid for**". Click on **OK**.

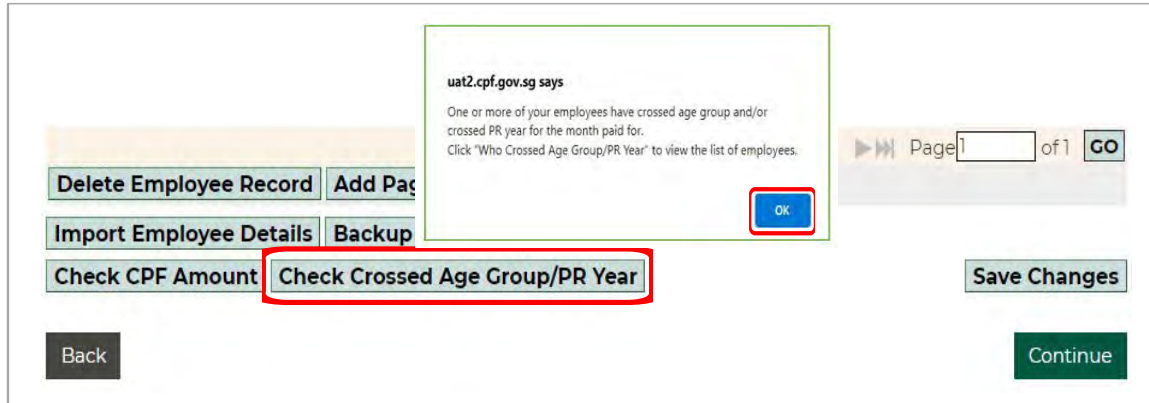


Figure 26

- (i) To view the list, you may click **Check Crossed Age Group/PR Year** or click **Continue**. See Figure 26 and 27.

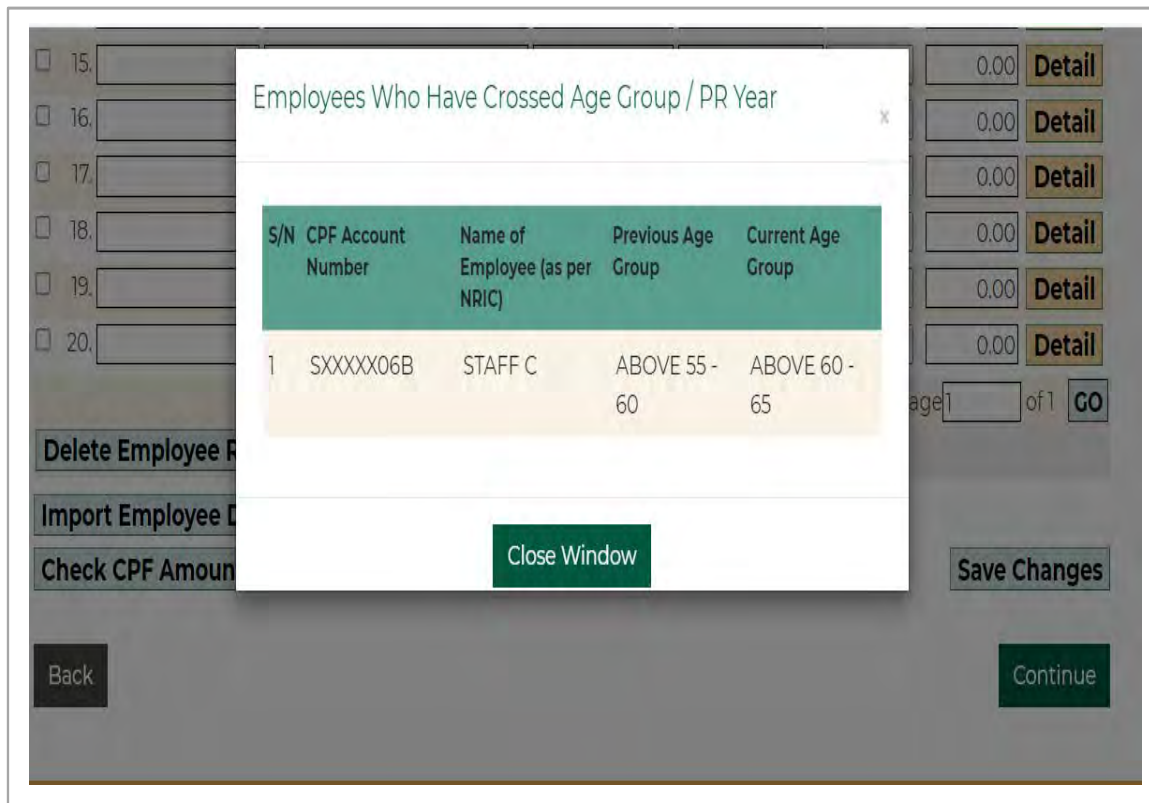


Figure 27

# Submit ad hoc CPF Payments (no auto-computation)

3

Employers may use Submit **ad hoc** CPF payments to make ad-hoc payments, e.g. late payment interest. Please note that this option does not auto compute the CPF to be paid; and the employee details keyed are not saved in the Employee Database. Use the [CPF contribution calculator](#) to compute the CPF contributions payable for your employees.

## 3.1 (STEP 1) SELECT MONTH PAID FOR

At main menu, under **Submit Contribution**, select **CPF EZPay**. You will be directed to **Select Month Paid For** page. See Figure 28. Please follow these steps :

- (i) Select **Month** and enter **Year** under **Contribution Details For**
- (ii) Select **Submit ad hoc CPF payments** and click on **Continue**.

CPF EZPay

(STEP 1) Select Month Paid For (STEP 2) Prepare Contribution Details (STEP 3) Confirmation & Payment (STEP 4) Acknowledgement

• Please indicate the **month** and **year** you are submitting for.

Contribution Details For - - (Month) (Year)

☐ Submit via **Employee Database**  
(Pre-load saved employee details with auto-computation of CPF)

☒ Submit **ad hoc** CPF payments  
(For one-time CPF submission (no auto-computation), or other ad hoc payments e.g. late payment interest)

Back Continue

Figure 28

## 3.2 (STEP 2) PREPARE CONTRIBUTION DETAILS

Similar to 2.2, page 8, there are 2 ways to prepare the CPF contribution details of your employees - **Manual Entry** and **Import from Microsoft Excel Template File**.

### (A) Manual Entry

- (i) Please key in the following information for each employee. See Figure 29.
  - (A) CPF Account Number \*
  - (B) Name of Employee (as per NRIC) \*
  - (C) CPF To Be Paid \*
  - (D) Ordinary Wages \*
  - (E) Additional Wages
  - (F) Agency - i.e. CDAC, MBMF, SINDA or ECF
  - (G) Agency Fund - this is required if an amount has been input at "F"
  - (H) Employment Status \*
  - (I) Last Date of Employment - this is required if "Left" or "New & Leaving" has been selected at "H"

\* **mandatory fields**



- (ii) Next, scroll down to key other contributions such as **CPF Late Payment Interest** (if applicable), **Skills Development Levy (SDL)** which is payable for local and foreign employees, etc.

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	CPF To Be Paid (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency	Agency Fund (\$)	Employment Status	Last Date of Employment (DD/MM/YYYY)
<input type="checkbox"/> 1.	<b>A</b>	<b>B</b>	<b>C</b> 0.00	<b>D</b> 0.00	<b>E</b> 0.00	<b>F</b>	<b>G</b> 0.00	<b>H</b> Existing	<b>I</b>
<input type="checkbox"/> 2.			0.00	0.00	0.00	-	0.00	Existing	
<input type="checkbox"/> 3.			0.00	0.00	0.00	-	0.00	Existing	
<input type="checkbox"/> 4.			0.00	0.00	0.00	-	0.00	Existing	

Clear Row Add Page Import Employee Details Page 1 of 1 GO

S/N	Description	Amount (\$)	Donor Count
1.	Total CPF Contributions	0.00	
2.	CPF Late Payment Interest	0.00	
3.	Skills Development Levy (SDL)	0.00	
4.	Donation to Community Chest	0.00	Donor Count : 0
5.	Total MBMF Contributions	0.00	Donor Count : 0
6.	Total SINDA Contributions	0.00	Donor Count : 0
7.	Total CDAC Contributions	0.00	Donor Count : 0
8.	Total ECF Contributions	0.00	Donor Count : 0
<b>Grand Total</b>		0.00	

Back Save Draft Continue

Figure 29

- (iii) After all your employee records are correctly keyed, click on **Save Draft**. The confirmation message "**Draft saved successfully**" will be displayed on the same page. Alternatively, you may click on **Continue** and follow the instructions on page 13 for **Confirmation & Payment**.

#### Import Employee Details

Click on **Import Employee Details** - see Figure 30. There are two options :

- (i) Import from past submissions  
(ii) Import from MS Excel Template file

Clear Row Add Page Import Employee Details Page 1 of 1 GO

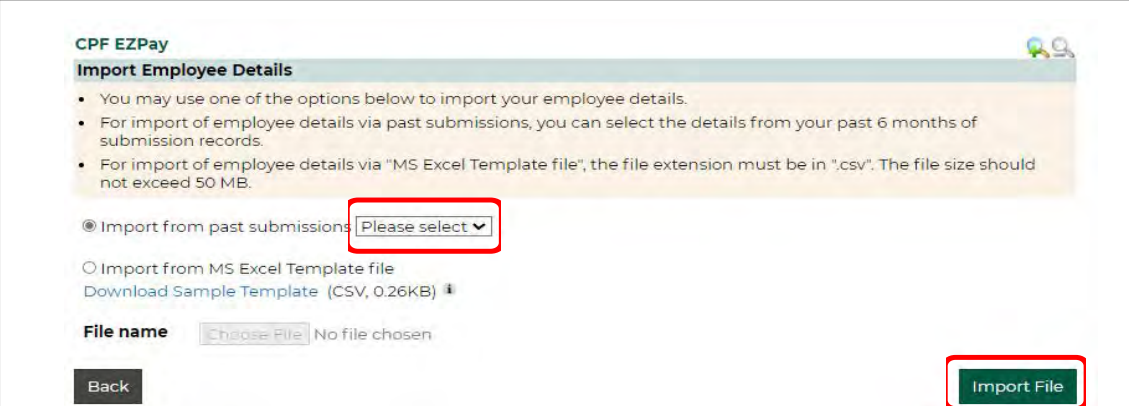
S/N	Description	Amount (\$)	Donor Count
1.	Total CPF Contributions	0.00	
2.	CPF Late Payment Interest	0.00	
3.	Skills Development Levy (SDL)	0.00	
4.	Donation to Community Chest	0.00	Donor Count : 0
5.	Total MBMF Contributions	0.00	Donor Count : 0
6.	Total SINDA Contributions	0.00	Donor Count : 0
7.	Total CDAC Contributions	0.00	Donor Count : 0
8.	Total ECF Contributions	0.00	Donor Count : 0
<b>Grand Total</b>		0.00	

Back Save Draft Continue

Figure 30

## (B) Import from Past Submissions

If you select **Import from past submissions**, you may import details from any of the past six submissions and click **Import File** - see Figure 31.



CPF EZPay

### Import Employee Details

- You may use one of the options below to import your employee details.
- For import of employee details via past submissions, you can select the details from your past 6 months of submission records.
- For import of employee details via "MS Excel Template file", the file extension must be in ".csv". The file size should not exceed 50 MB.

☒ Import from past submissions Please select ▼

☐ Import from MS Excel Template file  
[Download Sample Template](#) (CSV, 0.26KB) ⓘ

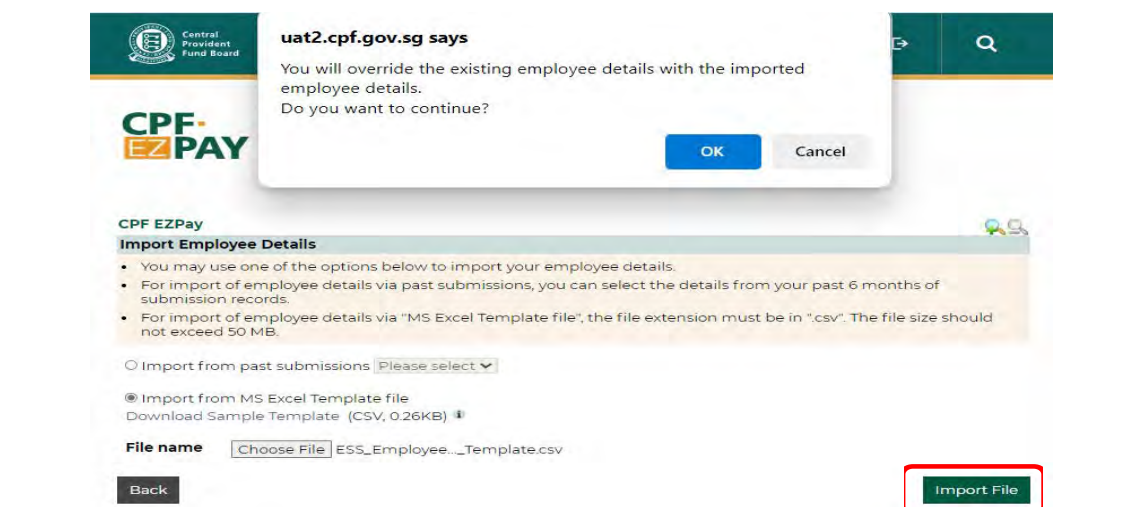
File name Choose File No file chosen

Back Import File

Figure 31

## (C) Import from MS Excel Template file

Before you select **Import from MS Excel Template file**, please backup the existing Employee Database. Click **Import from MS Excel Template file** and click **Download Sample Template**. Enter the employee details according to the format and save it as .csv file. Next, click on **Choose File** to select the csv file that you have saved and click **Import File**. A pop-up message will be displayed - see Figure 32. Click on **OK**.



uat2.cpf.gov.sg says

You will override the existing employee details with the imported employee details.  
Do you want to continue?

OK Cancel

CPF EZPay

### Import Employee Details

- You may use one of the options below to import your employee details.
- For import of employee details via past submissions, you can select the details from your past 6 months of submission records.
- For import of employee details via "MS Excel Template file", the file extension must be in ".csv". The file size should not exceed 50 MB.

☐ Import from past submissions Please select ▼

☒ Import from MS Excel Template file  
[Download Sample Template](#) (CSV, 0.26KB) ⓘ

File name Choose File ESS\_Employee...Template.csv

Back Import File

Figure 32

A confirmation message - "**File imported successfully**" will be displayed on the same page. You may amend the contribution details if needed.

- (iii) Verify that the employee records are imported correctly. Next, scroll down to key other contributions such as **CPF Late Payment Interest** (if applicable), **Skills Development Levy (SDL)** which is payable for local and foreign employees, etc. Click on **Save Draft** or **Continue**. See Figure 33.

File imported successfully.

**CPF EZPay**

(STEP 1)  
Select Month Paid For
(STEP 2)  
Prepare Contribution Details
(STEP 3)  
Confirmation & Payment
(STEP 4)  
Acknowledgement

- Please complete all mandatory fields indicated by an asterix(\*).
- Please indicate the name of your employee as shown in their NRIC.
- To remove a record, select the check box beside employee and click "Clear Row".
- Date format should be DD/MM/YYYY.

Search By CPF Account No.

Page 1 of 1

S/N	* CPF Account No. (SXXXXXXXXA)	* Name of Employee (as per NRIC)	* CPF To Be Paid (\$)	* Ordinary Wages (\$)	* Additional Wages (\$)	Agency	Agency Fund (\$)	* Employment Status	Last Date of Employment (DD/MM/YYYY)
<input type="checkbox"/> 1.	SXXXXX14C	STAFF A	500.00	2000.00	0.00	CDAC	1.00	Existing	
<input type="checkbox"/> 2.			0.00	0.00	0.00	-	0.00	Existing	
<input type="checkbox"/> 3.			0.00	0.00	0.00	-	0.00	Existing	

Page 1 of 1

S/N	Description	Amount (\$)	
1.	Total CPF Contributions	500.00	
2.	CPF Late Payment Interest	0.00	
3.	Skills Development Levy (SDL)	0.00	
4.	Donation to Community Chest	0.00	Donor Count: 0
5.	Total MBMF Contributions	0.00	Donor Count: 0
6.	Total SINDA Contributions	0.00	Donor Count: 0
7.	Total CDAC Contributions	1.00	Donor Count: 1
8.	Total ECF Contributions	0.00	Donor Count: 0
<b>Grand Total</b>		<b>501.00</b>	

Figure 33

### 3.3 (STEP 3) CONFIRMATION & PAYMENT

The steps are the same as **2.3 CONFIRMATION & PAYMENT** - see page 13.

### 3.4 (STEP 4) ACKNOWLEDGEMENT

The steps are the same as **2.4 ACKNOWLEDGEMENT** - see page 15.



# CPF EZPay (FTP)

4

Employers using their own payroll software can upload their CPF contribution details at CPF EZPay (FTP).

## 4.1 (STEP 1) FILE UPLOAD

At main menu, under **Submit Contribution**, select **CPF EZPay (FTP)**. See Figure 34.

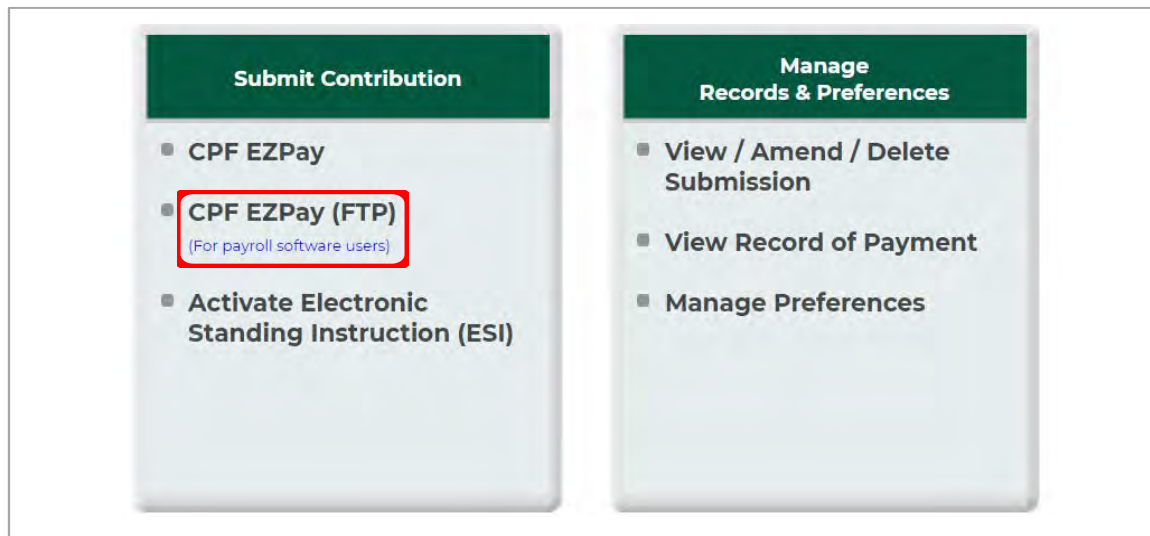


Figure 34

You will be directed to **File Upload** page. See Figure 35. Please follow these steps :

- (i) Click on **Choose File** to select the file which you wish to submit
- (ii) Click on **Continue** after you have uploaded the file.

A screenshot of the 'CPF EZPay (FTP)' File Upload page. The page has a header with three steps: (STEP 1) File Upload, (STEP 2) Confirmation & Payment, and (STEP 3) Acknowledgement. Below the header, there is a text block explaining the requirement to declare accurate wage information. A bulleted list states: 'You should still provide the actual full wage information of your employee, even if it is above the Ordinary Wage and Additional Wage Ceilings.' Below this, there is a 'File Name' field with a 'Choose File' button (highlighted with a red box) and the text 'No file chosen'. A note below the field states: 'Only file with the extension .dat, .dtl or .txt is allowed. The file size should not exceed 50 MB.' At the bottom, there are two buttons: 'Back to Main' and 'Continue' (highlighted with a red box).

Figure 35

## 4.2 (STEP 2) CONFIRMATION & PAYMENT

- (i) System will prompt a message - " **I understand that CPF contributions should only be paid for employees of the business entity and based on employees' actual wages. The CPF contributions may be used for the assessment of Government grants.** "
- (ii) **Tick** the checkbox if all the information provided in your submission is true and correct. See Figure 36.
- (iii) Refer to **2.3** (see page 13 and 14) for **Confirmation & Payment**.

CPF EZPay (FTP)

(STEP 1) File Upload (STEP 2) Confirmation & Payment (STEP 3) Acknowledgement

File Name Submission for Nov 2023.txt

S/N	CPF Submission No.	Month Paid For	Advice Code	Amount (\$)
1.	12345XXXX-XXX-XX	NOV 2023	64	3,831.50

☒ I declare that all the information provided in this submission are true and correct.

Back

Pay By

Direct Debit PayNow QR

Deduction On

Click to change the deduction date

Figure 36

## 4.3 (STEP 3) ACKNOWLEDGEMENT

After successful submission, you will be shown the **CPF EZPay Acknowledgement** page - see Figure 37. You will also receive an email acknowledgement from CPFEB.

CPF EZPay (FTP)

(STEP 1) File Upload (STEP 2) Confirmation & Payment (STEP 3) Acknowledgement

CPF EZPay Acknowledgement

CPF Submission No. 12345XXXX-XXX-XX

Total Amount (\$) 3,831.50

Submitter NRIC/FIN SXXXX014C

Date/Time of Submission 27/11/2023 04:44:53 PM

Payment Mode Direct Debit

Deduction On 29/11/2023

File Name Submission for Nov 2023.txt

Submission Status Submitted (Click here to view your submission details.)

Month Paid For	Advice Code	Amount (\$)
NOV 2023	64	3,831.50
Grand Total:		3,831.50

Notes:

- Your file(s) will be processed on the same day if you submit your file by 5.15pm. Files submitted after 5.15pm will be processed the next day.
- Your CPF submission can be deleted anytime before 5.15pm on the day of submission.
- Please refrain from submitting a new online Direct Debit Authorisation (DDA) application to change your bank account while the deduction for this submission is pending. This is to avoid unsuccessful deduction which may incur late payment interest. If you wish to change the bank account for Direct Debit deduction, you should only submit the new online DDA application after the deduction is successful.

Back to Main Upload Another File

Figure 37

- (i) Click on the **Printer** icon if you wish to print or save a copy of the acknowledgement page. Please check that the payment details are correct.
- (ii) You may view your submission details at **Click here to view your submission details**.
- (iii) Select **Logout** to exit from the CPF EZPay.



# View/Amend/Delete Submission

5

You can view the CPF contribution details created using CPF EZPay.

## 5.1 VIEW SUBMISSION

At main menu, under **Manage Records & Preferences**, select **View/Amend/Delete Submission**. See Figure 38.

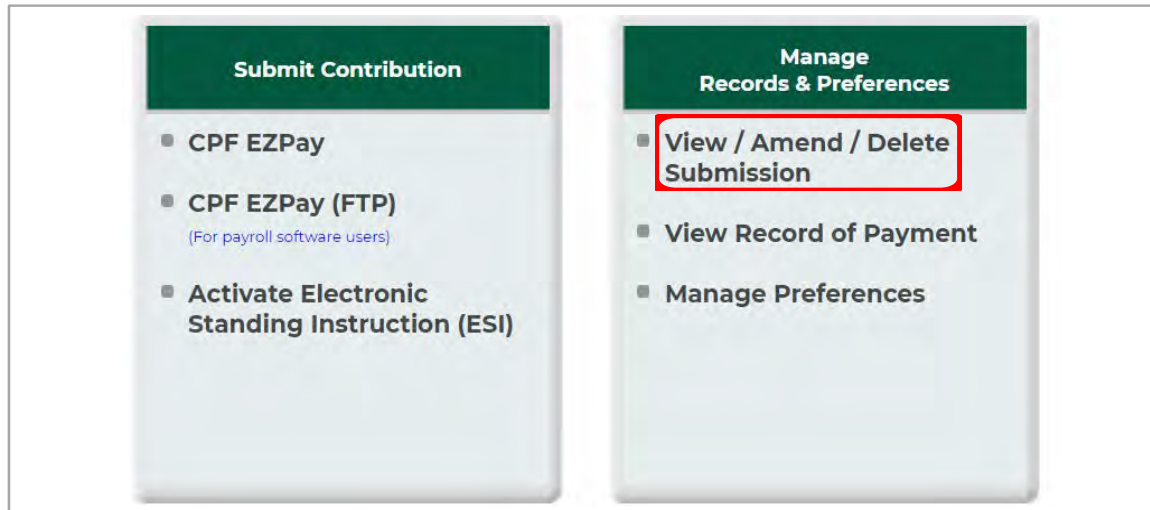


Figure 38

- (i) You will be directed to the **View/Amend/Delete Submission** page. You can view your submissions up to the last 24 months.
- (ii) Click on the **Submission Date** to view the contribution details. See Figure 39.

A screenshot of the 'View/Amend/Delete Submission' page. At the top, the title 'View/Amend/Delete Submission' is highlighted with a red box. Below it is the heading 'List of Employer Submission (Last 24 Months)'. A text block provides instructions: 'Click on the Submission Date to view the Contribution details.', 'To Delete, select the submission record by checking the check-box and click button "Delete Submission".', and 'To Amend, Click on the amend icon on the right of the submission record.' Below the instructions, it says 'Total Record(s): 45' and shows pagination controls for 'Page 1 of 3'. The main part of the page is a table with the following data:

Delete	S/N	Submission Channel	Submission Date	Month Paid For	Grand Total (\$)	Submission Status	Payment Mode	Payment Status	Submitter NRIC/FIN	Amend
	1.	Website	<a href="#">30/04/2024 09:32:18</a>	APR 2024	1,278.00	Submitted	PayNow QR	Pending Payment	SXXXX014C	-
	2.	Website	<a href="#">19/04/2024 10:38:56</a>	APR 2024	2,380.00	Processed	PayNow QR	Pending Payment	SXXXX014C	-
	3.	Website	<a href="#">07/03/2024 16:02:42</a>	MAR 2024	2,220.00	Processed	Direct Debit	Pending Deduction 22/03/2024	SXXXX014C	-

Figure 39

- (iii) You will be directed to the **View Employer Submission** page. See Figure 40.
- (iv) Click on the **Printer** icon if you wish to print or save a copy of this page. Click on **Close Window** to exit.

**View Employer Submission**

CPF Submission No. 12345XXXXX-XXX-XX  
 Submission Date 30/04/2024 09:32:18  
 Payment Mode PayNow QR  
 Submission Mode CPF EZPay/  
 PayNow Transaction No. QBECPXXXXXXXXXXXXXXXXX

Month Paid For APR 2024  
 Submission Status Submitted  
 Payment Status Pending Payment

Total Record(s): 2

S/N	CPF Account No. (SXXXXXX00A)	Name of Employee (as per NRIC)	CPF To Be Paid (\$)	SDL To Be Paid (\$)	Employer CPF (\$)	Employee CPF (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency	Agency Fund (\$)
1.	SXXXXXX06B	STA-F C	1,025.00	11.25	550.00	475.00	5,000.00	0.00	-	-
2.	SXXXXXX14C	STA-F B	216.00	6.00	96.00	120.00	2,400.00	0.00	-	-

Total Record(s): 2

S/N	Description	Amount (\$)
1.	Total CPF Contributions	1,241.00 Computed : \$1,241.00 %
2.	CPF Late Payment Interest	0.00
3.	Skills Development Levy (SDL)	37.00 Computed : \$17.25 %
4.	Donation to Community Chest	0.00 Donor Count : 0
5.	Total MBMF Contributions	0.00 Donor Count : 0
6.	Total SINDA Contributions	0.00 Donor Count : 0
7.	Total CDAC Contributions	0.00 Donor Count : 0
8.	Total ECF Contributions	0.00 Donor Count : 0
<b>Grand Total</b>		<b>1,278.00</b>

☐ I declare that all the information provided in this submission are true and correct.

**Close Window**

Figure 40

## 5.2 AMEND SUBMISSION (BEFORE PROCESSING)

If your payment option is Direct Debit, you can amend your submission if it is done within the same day before 5.15pm. The 'Amend' button is meant for you to make adjustments for payment details at the summary page. This is useful for employers who only need to make minor changes to their payment details. They will not need to go through the entire computation process again. See Figure 41.

You will not be able to amend the data that has already been input into the Ordinary Wages, Additional Wages or Update Staff Information. To make changes in these fields, please delete the current submission and create a fresh one.

### **IMPORTANT NOTE!**

Once you have clicked on the 'Amend' button, it will result in the retrieval of your submitted file. Hence, even if you did not make any amendment, you will need to click on **Continue** to re-submit the file and also select the payment option again. If the process is not completed, it will be in **Draft mode** and will not be sent for Direct Debit deduction.

- (i) Click on **Amend**. A pop-up message "**This submission will not be processed if you amend the submission record. Please re-submit the record after amendment. Do you want to continue?**" will appear on the same page.

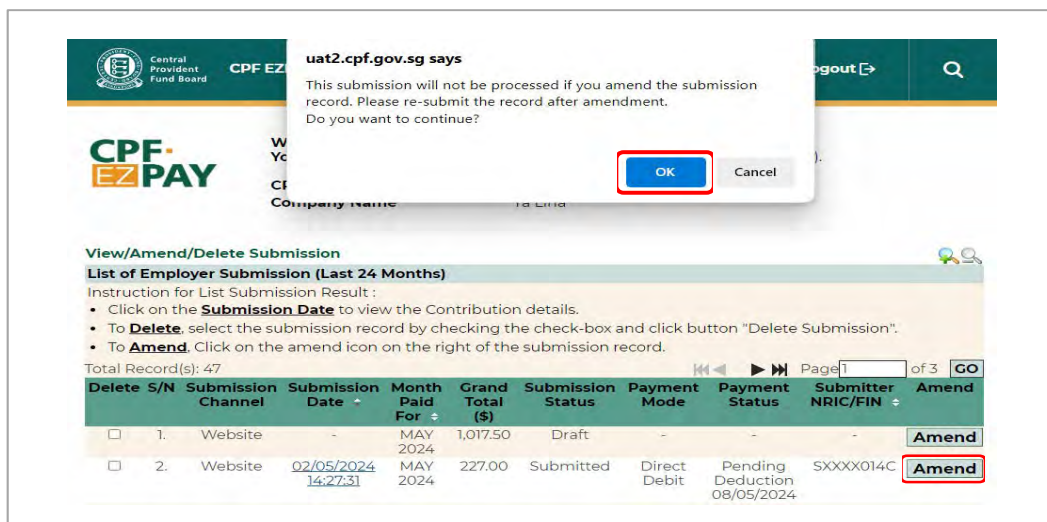


Figure 41

- (ii) You can amend the necessary fields at the **Verify Contribution Details** page. See Figure 42.

The screenshot shows the 'Verify Contribution Details' page (STEP 2) of the CPF EZPAY system. It includes a search bar for CPF Account No. and a table of employee contributions. The table below shows the details for one employee:

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	* CPF To Be Paid (\$)	* SDL To Be Paid (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency	Agency Fund (\$)	Delete
1.	SXXXXX14C	STAFF B	216.00	6.00	2,400.00	0.00	MBMF	5.00	Delete

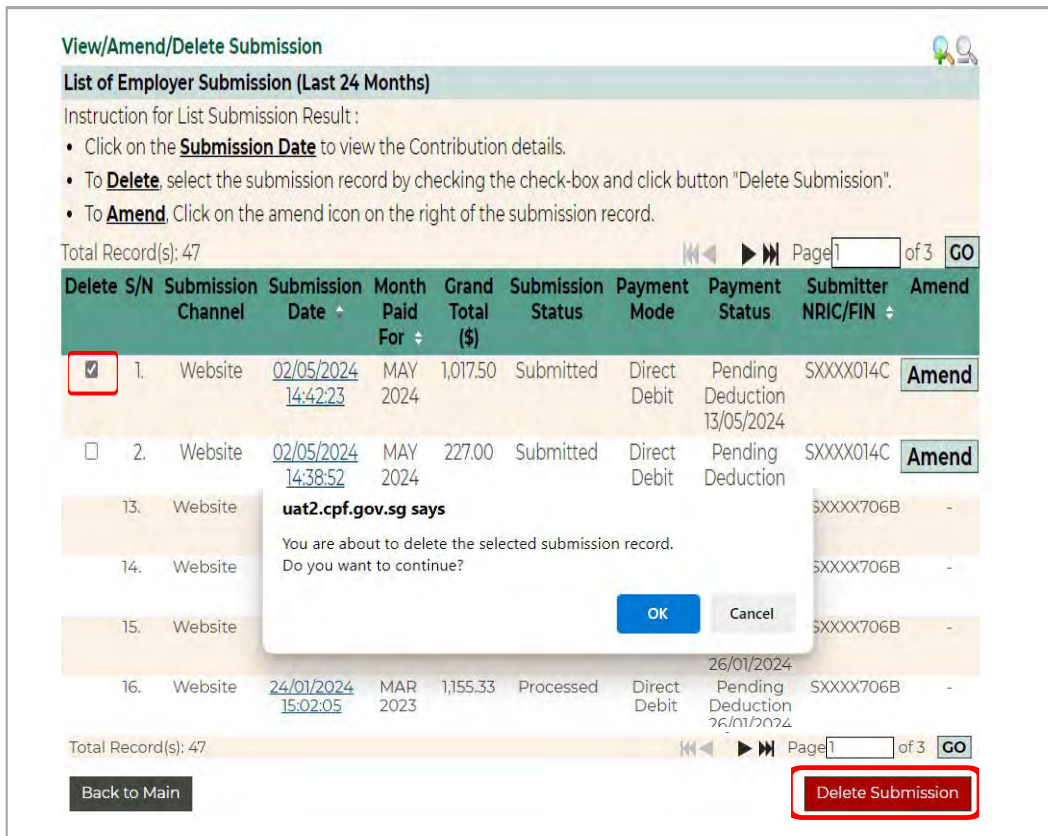
Below the table, there is a section for 'Amount (\$)' with various contribution types and their computed amounts. The 'Grand Total' is 227.00. At the bottom, there are 'Back', 'Save Draft', and 'Continue' buttons.

Figure 42

### 5.3 DELETE SUBMISSION (BEFORE PROCESSING)

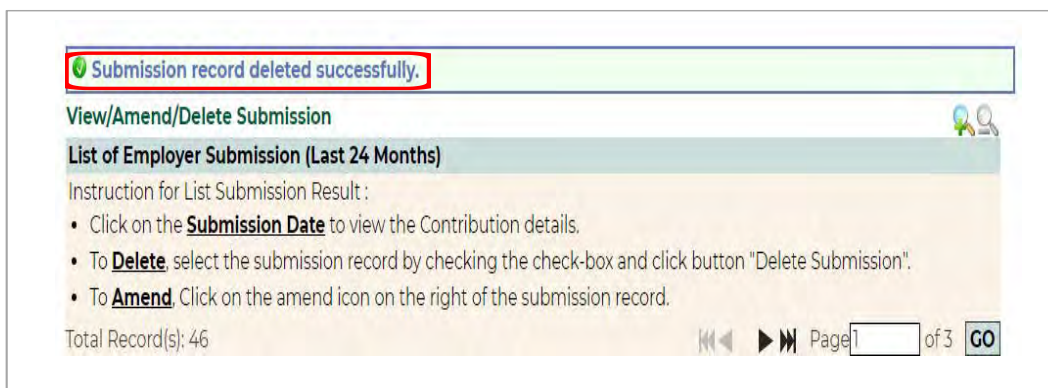
- (i) If your payment option is Direct Debit, you can delete your submission if it is done within the same day before 5.15pm.
- (ii) Tick the checkbox to select the submission record to be deleted. See Figure 43.
- (iii) Click on **Delete Submission**. A pop-up message "**You are about to delete the selected submission record. Do you want to continue?**" will appear on the same page.





**Figure 43**

- (iv) Click on **OK**. You will see the confirmation message "**Submission record deleted successfully.**". See Figure 44.



**Figure 44**

### **IMPORTANT NOTE!**

**If you have deleted your submission, please remember to make a fresh submission before the due date to avoid incurring late payment interest.**

- (v) Please refer to [Amend](#) or [Delete](#) your submission for more information.

# View Record of Payment (ROP)

6

## 6.1 VIEW ROP DETAILS

- (i) At main menu, under **Manage Records & Preferences**, select **View Record of Payment**. See Figure 45.

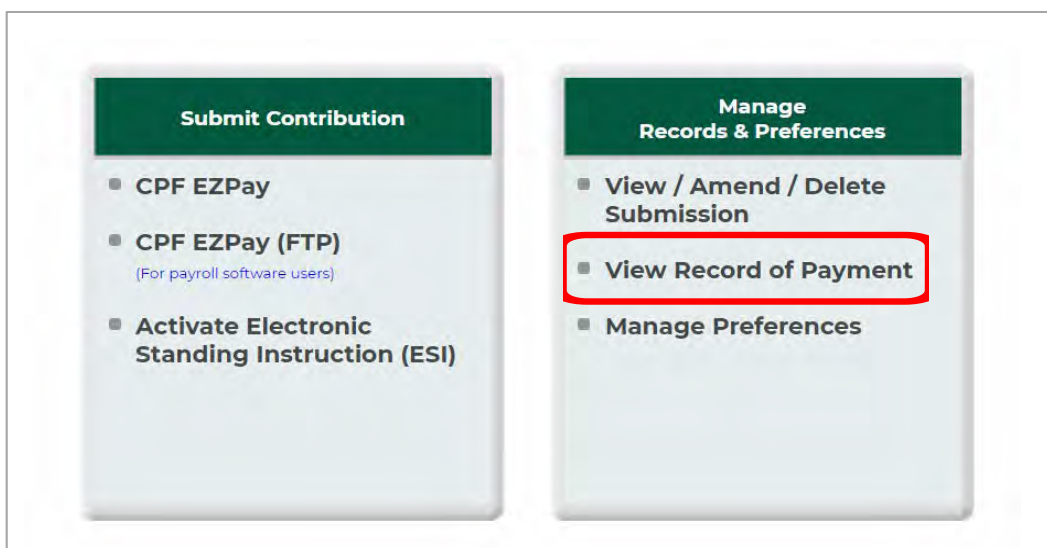


Figure 45

- (ii) You will be directed to the **Enquiry of Record of Payment(s)** page - see Figure 46.

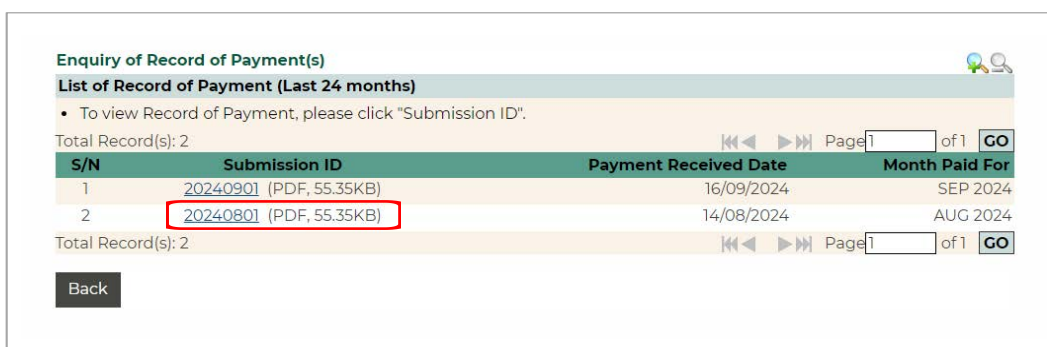


Figure 46

## 6.2 PRINT ROP DETAILS

As a good record-keeping practice, you should save a copy of your ROP. We do not provide retrieval of past ROP service. You can only view ROP online up to 24 months.

- (i) Click on the record that you wish to print. See Figure 46.
- (ii) Once the document is downloaded, you could either save or print a copy of the ROP.

## 7.1 VIEW/MANAGE PREFERENCES

- (i) At main menu, under **Manage Records & Preferences**, select **Manage Preferences**.

See Figure 47.

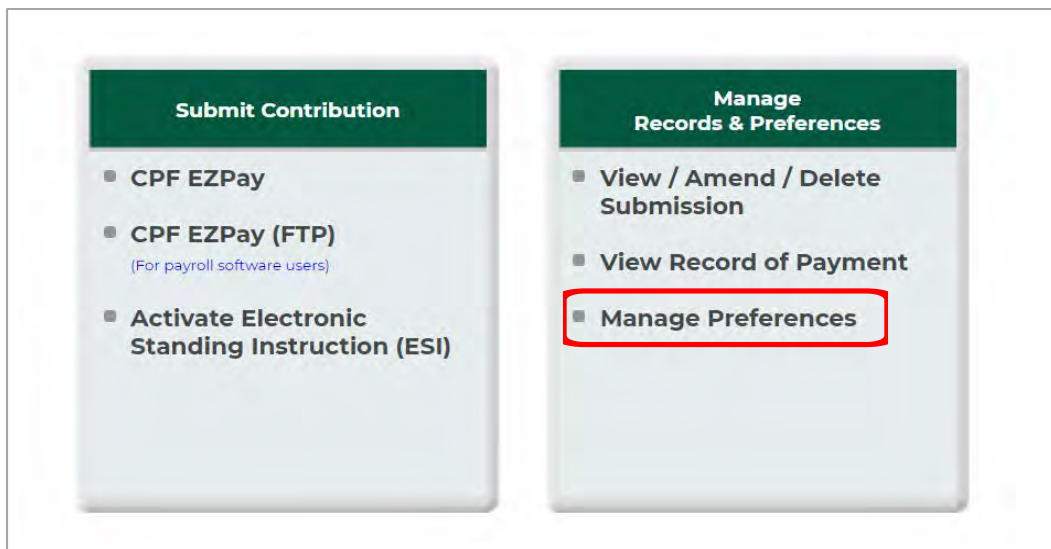


Figure 47

- (ii) You will be directed to the **Manage Preferences** page. Click on the **Amend** button if you wish to make changes to the existing information. Once all the amendments have been made, click on **Save Changes**.



The Electronic Standing Instruction (ESI) function is suitable for employers with employees whose wages do not change each month. By activating the ESI arrangement, you will authorise the auto-deduction of a fixed amount via Direct Debit for your employees every month. In order to use ESI, you will need to have an active Direct Debit arrangement with the Board for the CSN.

## 8.1 ACTIVATE ESI

- (i) At main menu, under **Submit Contribution**, select **Activate Electronic Standing Instruction (ESI)**. See Figure 48.

**Note:** The main menu will not display **Activate Electronic Standing Instruction (ESI)** if an employer does not have an existing **Direct Debit Arrangement for the CSN**.

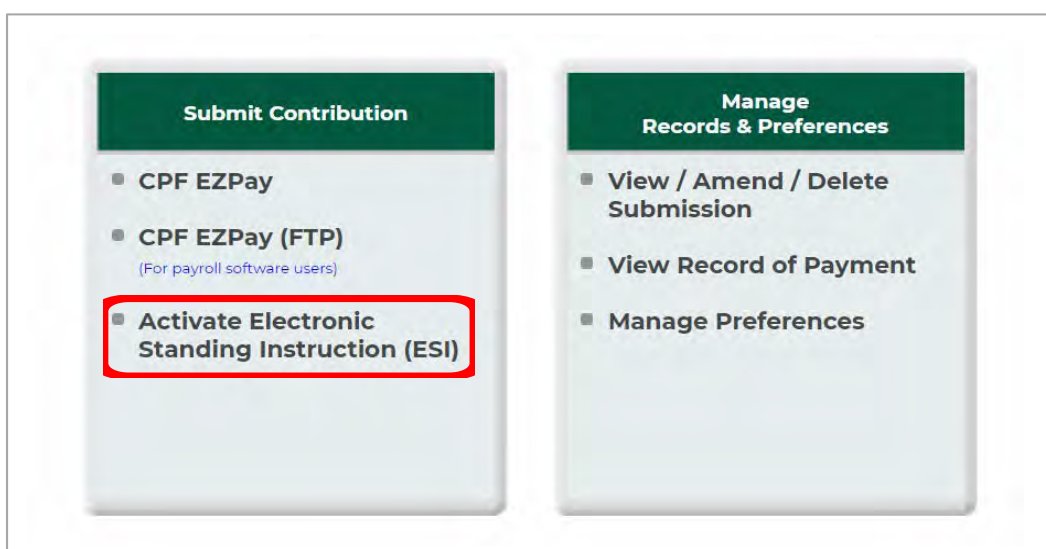



Figure 48





- (ii) You will be directed to the ESI Information page. See Figure 49. Please read the instruction to determine if ESI is suitable for your company. Click on **Back** to exit or **Continue** to proceed.



**Set up your CPF Electronic Standing Instruction (ESI)**

The ESI allows you to setup a one-time standing instruction to auto-submit your employees CPF contributions every month. For more information, please download our ESI user guide (PDF, 0.71MB).

**❓ How ESI works?**


<div style="background-color: #0070C0; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="background-color: #FFD700; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">1</span>  </div> <b>Should I use ESI?</b>	<div style="background-color: #0070C0; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="background-color: #FFD700; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">2</span>  </div> <b>Activate ESI</b>	<div style="background-color: #0070C0; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="background-color: #FFD700; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">3</span>  </div> <b>Auto-Submission</b>	<div style="background-color: #0070C0; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="background-color: #FFD700; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">4</span>  </div> <b>Notification</b>
<p>The ESI is suitable for you if your employees' wages do not change every month.</p> <p>As the CPF contributions are auto-computed based on their wages, you are required to amend your employees' wages in ESI if there are changes so that CPF contributions to be deducted are updated.</p> <p><i>Example:</i></p> <p>Jan 2022 - Wages of \$1,400 Feb 2022 - Wages of \$1,400 Mar 2022 - Wages of \$1,400</p>	<p>You will need to activate the ESI arrangement before the 14<sup>th</sup> of the following month (or the next working day if the 14<sup>th</sup> falls on a Saturday, Sunday or Public Holiday).</p> <p>To amend the ESI details, you must do so by the 14<sup>th</sup> of the following month before deduction is made.</p> <p>Any changes made after the 14<sup>th</sup> will only be effected in the following month.</p> <p><i>Example:</i></p> <p>Month Paid For: Jan 2022 Activation Date: By 14 Feb 2022</p> <p>Month Paid For: Jul 2022 Activation Date: By 15 Aug 2022</p>	<p>Once your ESI is set up, your monthly submission and deduction will be automatically made.</p> <p>If you have an employee who is leaving the company, he will be removed automatically from the ESI in the contribution month after the 'Date Left Employment'. Hence, you should declare the employee's pro-rated wages accordingly for the last contribution month. Otherwise, the full CPF contribution amount will be deducted.</p> <p><i>Example:</i></p> <p>If 'Date Left Employment' for an employee is indicated as 28 Aug 2022, he will be removed from ESI with effect from the contribution month of Sep 2022. To avoid overpayment of CPF contributions, you would need to pro-rate the employee's wages based on the number of days he worked in Aug 2022 and update the ESI by 14 Sep 2022.</p>	<p>In total, you will receive 4 email notifications from us:</p> <ol style="list-style-type: none"> <li>1. Upon ESI activation (one-time)</li> <li>2. Reminder to review ESI details (5<sup>th</sup> of each month)</li> <li>3. ESI details have been processed (usually 15<sup>th</sup> of each month)</li> <li>4. Monies have been credited to employees' CPF accounts.</li> </ol>

Back

Continue

**Figure 49**

- (iii) The effective month of contribution for ESI would be stated in the **Update Employee Database** page. See Figure 50. All employees in your **Employee Database** will be listed. Update your employee details, if necessary and click on **Continue**.



Welcome, Staff C (CPF Account Number: SXXXX014C)  
Your last login to CPF EZPay was on 03 May 2024 at 02:28 PM (GMT+8).

CPF Submission No. 12345XXXXX-XXX-XX  
Company Name Company  
**First ESI Month Paid For APR 2024**

Setup ESI

(STEP 1)  
Update Employee Database

(STEP 2)  
Update Summary

(STEP 3)  
Confirmation

(STEP 4)  
Acknowledgement

- Please complete all mandatory fields indicated by an asterisk(\*).
- Please indicate the name of your employee as shown in their NRIC.
- To remove an employee record, select the check box beside employee and click "Delete Employee Record".

Search By CPF Account No.

Page 1 of 1

S/N	* CPF Account No. (SXXXXXXA)	* Name of Employee (as per NRIC)	* Ordinary Wages (\$) ⓘ	* Additional Wages (\$) ⓘ ⓘ	Agency	Agency Fund (\$)	Staff Info
<input type="checkbox"/> 1.	SXXXXX14C	STAFF B	2400.00	0.00	MBMF	5.00	<input type="button" value="Detail"/>

Figure 50

- (iv) Based on the wages of the local employees, the Skills Development Levy (SDL) will be auto computed. If there are other payment items, please indicate at the **Update Summary** and click on **Continue**. See Figure 51.

Setup ESI

(STEP 1)  
Update Employee Database

(STEP 2)  
Update Summary

(STEP 3)  
Confirmation

(STEP 4)  
Acknowledgement

S/N	Description	Amount (\$)	
1.	Total CPF Contributions	216.00	Computed : \$216.00 ⓘ
2a.	Skills Development Levy (SDL) - For Local Employees	6.00	Computed : \$6.00 ⓘ
2b.	Skills Development Levy (SDL) - For Foreign Employees	0.00	
3.	Donation to Community Chest	0.00	Donor Count : <input type="text" value="0"/>
4.	Total MBMF Contributions	5.00	Donor Count : <input type="text" value="1"/>
5.	Total SINDA Contributions	0.00	Donor Count : <input type="text" value="0"/>
6.	Total CDAC Contributions	0.00	Donor Count : <input type="text" value="0"/>
7.	Total ECF Contributions	0.00	Donor Count : <input type="text" value="0"/>
Grand Total		227.00	

Figure 51

- (v) Verify the details in the **Confirmation** page and click on **Activate ESI**. See Figure 52.



**Setup ESI**

(STEP 1) Update Employee Database (STEP 2) Update Summary (STEP 3) Confirmation (STEP 4) Acknowledgement

S/N	Description	Amount (\$)		
1.	Total CPF Contributions	216.00	Computed :	\$216.00
2.	Skills Development Levy (SDL)	6.00	Computed :	\$6.00
3.	Donation to Community Chest	0.00	Donor Count :	0
4.	Total MBMF Contributions	5.00	Donor Count :	1
5.	Total SINDA Contributions	0.00	Donor Count :	0
6.	Total CDAC Contributions	0.00	Donor Count :	0
7.	Total ECF Contributions	0.00	Donor Count :	0
<b>Grand Total</b>		<b>227.00</b>		

☒ I declare that all the information provided in this submission are true and correct.

[Back](#) [Activate ESI](#)

**Figure 52**

- (vi) You will see an acknowledgement screen. See Figure 53. You will also receive an email from CPF.

**Setup ESI**

(STEP 1) Update Employee Database (STEP 2) Update Summary (STEP 3) Confirmation (STEP 4) Acknowledgement

**ELECTRONIC STANDING INSTRUCTION (ESI) ACTIVATED**

Your ESI has been activated.

**Grand Total** \$227.00  
**Direct Debit Deduction** 17 MAY 2024

**Activated By** Staff C  
**Date of Activation** 03 MAY 2024

Click [here](#) to view your ESI details.

[Back to Main](#)

**Figure 53**

- (vii) When you click on **Back to Main**, you will see the **ESI** main menu. See Figure 54.

**Manage Electronic Standing Instruction**

- View ESI
- Amend ESI
- De-activate ESI
- Perform Additional Submission

**Manage Records & Preferences**

- View / Amend / Delete Submission
- View Record of Payment
- Manage Preferences

**Figure 54**



## 8.2 VIEW ESI

- (i) You can view the details of your ESI arrangement by selecting **View ESI** at the **ESI** main menu. See Figure 55.

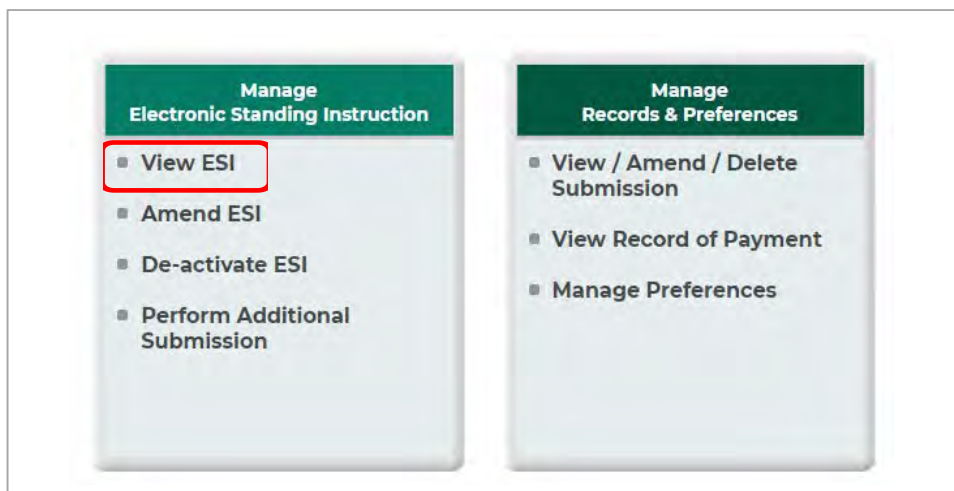


Figure 55

- (ii) You will see your ESI details. Click on the printer icon if you wish to print the details. See Figure 56.

**View ESI**

CPF Submission No. 12345XXXXX XXX XX  
Company Name Company  
Activated On 03 MAY 2024  
Next Payment Month APR 2024  
Next Deduction Date 17 MAY 2024

Total Record(s): 1

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	CPF To Be Paid (\$)	SDL To Be Paid (\$)	Employer CPF (\$)	Employee CPF (\$)	Ordinary Wages (\$)	Additional Wages (\$)	Agency MBMF	Agency Fund (\$)
1.	SXXXXX14C	SIA/H B	216.00	6.00	96.00	120.00	2,400.00	0.00	MBMF	5.00

Total Record(s): 1

S/N	Description	Amount (\$)
1.	Total CPF Contributions	216.00 Computed : \$216.00
2.	Skills Development Levy (SDL)	6.00 Computed : \$6.00
3.	Donation to Community Chest	0.00 Donor Count : 0
4.	Total MBMF Contributions	5.00 Donor Count : 1
5.	Total SINDA Contributions	0.00 Donor Count : 0
6.	Total CDAC Contributions	0.00 Donor Count : 0
7.	Total ECF Contributions	0.00 Donor Count : 0
<b>Grand Total</b>		<b>227.00</b>

☒ I declare that all the information provided in this submission are true and correct.

**Back**

Figure 56

## 8.3 AMEND ESI

- (i) You can amend your ESI details if there are changes to our employees' contribution details. Select **Amend ESI** at the **ESI** main menu. See Figure 57.

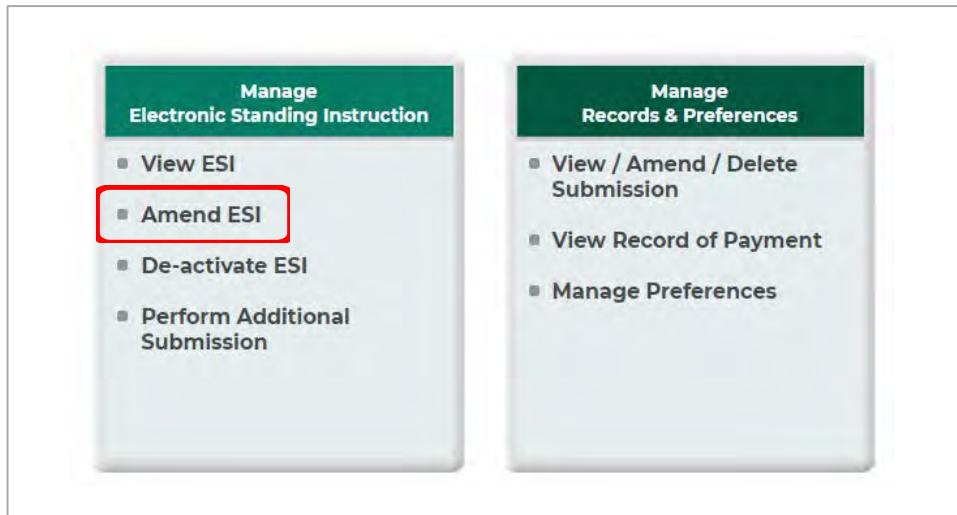


Figure 57

- (ii) Update your employees' details at the **Update Employee Database** and click on **Continue**.

Examples of amendments are :

- changes to Ordinary Wages, Additional Wages, Agency and or Agency Fund
- add in new employees
- delete employee(s). When there is no more contribution payable for an employee who has left the employment, put a tick in the checkbox beside the employee record and click on the **Delete Employee Record** button. See Figure 58. If you no longer have any employees in your service, you must inform the Board immediately. This is to avoid potential enforcement actions as the Board has a system to detect employers who are late in paying CPF contributions. You would also need to deactivate your ESI arrangement - see 8.4.

S/N	CPF Account No. (SXXXXXXA)	Name of Employee (as per NRIC)	Ordinary Wages (\$)	Additional Wages (\$)	Agency Fund (\$)	Staff Info
1	SXXXXX14C	STAFF B	2400.00	0.00	MBMF	5.00
2	SXXXXX06B	STAFF X	5000.00	0.00	CDAC	2.00
3			0.00	0.00	-	0.00

Figure 58

- (iii) If you need to make changes to other payment items, please do it at the **Update Summary** page (see Figure 59) and then click on **Continue**.  
Examples of amendments are:
- input the SDL payable for foreign employees (item 2b)
  - input the amount to be donated to Community Chest and also the number of donors (item 3).

**Amend ESI**

(STEP 1) Update Employee Database (STEP 2) **Update Summary** (STEP 3) Confirmation (STEP 4) Acknowledgement

Page 1 of 1 GO

S/N	Description	Amount (\$)	
1.	Total CPF Contributions	216.00	Computed : \$216.00
2a.	Skills Development Levy (SDL) - For Local Employees	6.00	Computed : \$6.00
2b.	Skills Development Levy (SDL) - For Foreign Employees	0.00	
3.	Donation to Community Chest	50.00	Donor Count : 1
4.	Total MBMF Contributions	5.00	Donor Count : 1
5.	Total SINDA Contributions	0.00	Donor Count : 0
6.	Total CDAC Contributions	0.00	Donor Count : 0
7.	Total ECF Contributions	0.00	Donor Count : 0
<b>Grand Total</b>		<b>277.00</b>	

Back Continue

**Figure 59**

- (iv) Verify the changes at the **Confirmation** page and click on **Update ESI**. See Figure 60.

**Amend ESI**

(STEP 1) Update Employee Database (STEP 2) Update Summary (STEP 3) **Confirmation** (STEP 4) Acknowledgement

Total Record(s): 1 Page 1 of 1 GO

S/N	Description	Amount (\$)	
1.	Total CPF Contributions	216.00	Computed : \$216.00
2.	Skills Development Levy (SDL)	6.00	Computed : \$6.00
3.	Donation to Community Chest	50.00	Donor Count : 1
4.	Total MBMF Contributions	5.00	Donor Count : 1
5.	Total SINDA Contributions	0.00	Donor Count : 0
6.	Total CDAC Contributions	0.00	Donor Count : 0
7.	Total ECF Contributions	0.00	Donor Count : 0
<b>Grand Total</b>		<b>277.00</b>	

☒ I declare that all the information provided in this submission are true and correct.

Back Update ESI

**Figure 60**

- (v) You will see an acknowledgement screen. See Figure 61. You will also receive an email from CPF.

Amend ESI

(STEP 1) Update Employee Database (STEP 2) Update Summary (STEP 3) Confirmation (STEP 4) Acknowledgement

**ELECTRONIC STANDING INSTRUCTION (ESI) UPDATED**

Your ESI has been updated.

Grand Total \$277.00  
Direct Debit Deduction 17 MAY 2024

Updated By Staff C  
Date of Activation 03 MAY 2024

Click [here](#) to view your ESI details.

Back to Main

Figure 61

## 8.4 DE-ACTIVATE ESI

- (i) To de-activate your ESI, select **De-activate ESI** at the **ESI** main menu. See Figure 62.

Manage Electronic Standing Instruction

- View ESI
- Amend ESI
- De-activate ESI**
- Perform Additional Submission

Manage Records & Preferences

- View / Amend / Delete Submission
- View Record of Payment
- Manage Preferences

Figure 62

- (ii) The details of your existing ESI arrangement will be displayed. Click on **De-activate ESI** to complete the de-activation process. See Figure 63.



S/N	Description	Amount (\$)		
1.	Total CPF Contributions	216.00	Computed :	\$216.00
2.	Skills Development Levy (SDL)	6.00	Computed :	\$6.00
3.	Donation to Community Chest	50.00	Donor Count :	1
4.	Total MBMF Contributions	5.00	Donor Count :	1
5.	Total SINDA Contributions	0.00	Donor Count :	0
6.	Total CDAC Contributions	0.00	Donor Count :	0
7.	Total ECF Contributions	0.00	Donor Count :	0
<b>Grand Total</b>		<b>277.00</b>		

☐ I declare that all the information provided in this submission are true and correct.

**Figure 63**

- (iii) You will see an acknowledgement screen. See Figure 64. You will also receive an email from CPFB.

**De-activate ESI**

**ELECTRONIC STANDING INSTRUCTION (ESI) DE-ACTIVATED**

Your ESI has been de-activated.

<b>Grand Total</b>	\$277.00
<b>Direct Debit Deduction</b>	17 MAY 2024
<b>De-activated By</b>	Staff C
<b>Date of Activation</b>	03 MAY 2024
<b>Date of De-activation</b>	03 MAY 2024

**Figure 64**

## 8.5 PERFORM ADDITIONAL SUBMISSION

- (i) Select **Perform Additional Submission** at the **ESI** main menu if you need to make an additional or back payment contribution or CPF late interest payment. See Figure 65. Please refer to this [guide](#) for more information.

**Manage Electronic Standing Instruction**

- View ESI
- Amend ESI
- De-activate ESI
- Perform Additional Submission**

**Manage Records & Preferences**

- View / Amend / Delete Submission
- View Record of Payment
- Manage Preferences

**Figure 65**