



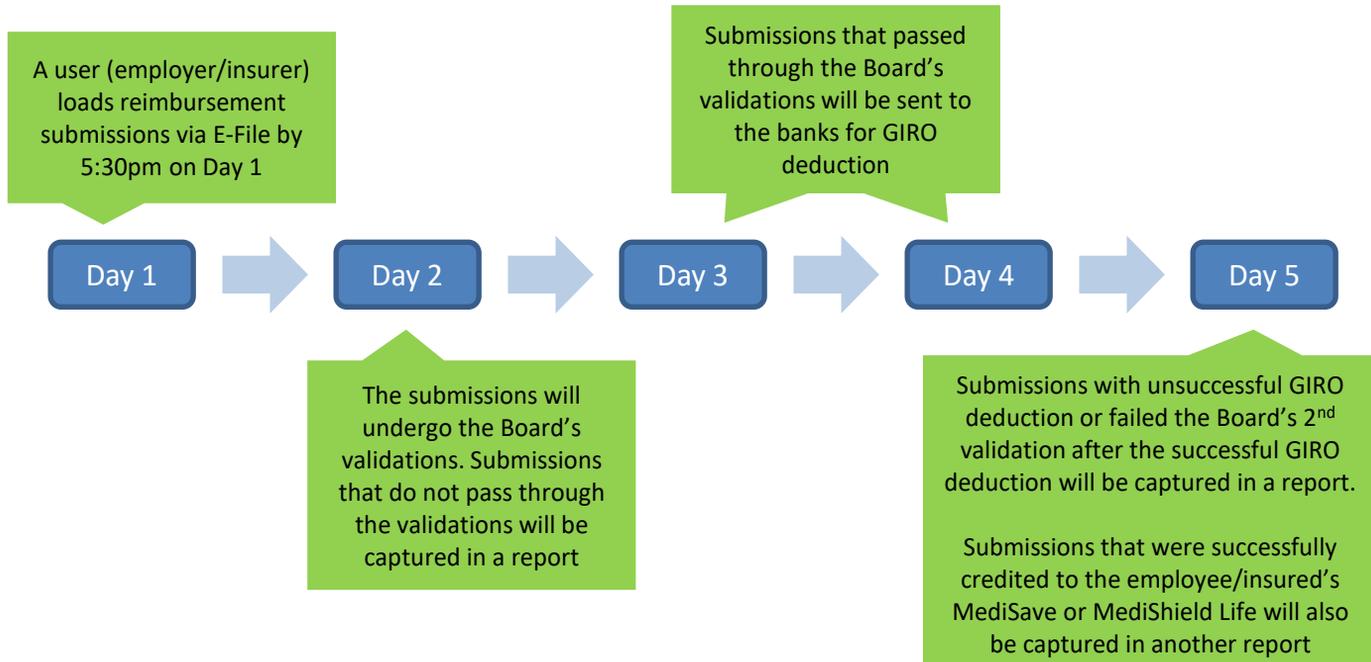
How to retrieve online reports to check on the status of my E-File reimbursement submissions

What is this guide about?

- Employers/Insurers who have registered for the Board's Internet Reimbursement E-File service would be able to monitor the status of their reimbursement submissions by logging in to the Board's website.
- This document guides the user (employer/insurer) on how to retrieve the reports generated at various milestones of the internet reimbursement process. The reports allow the user to be assured that a submission is successful, or follow-up with rectification actions if a submission is rejected.

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 user to download in this 5 day process as below. 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	When will the report be available after reimbursement submission (Day 1)	What the report shows
Unsuccessful (Before Deduction)	Day 2	This report captures submissions that failed the Board’s validations. There is no GIRO deduction for these unsuccessful submissions.
Unsuccessful (After Deduction)	Day 5	This report captures the following submissions: a. Failed the Board’s 2 nd validations on Day 5 after successful GIRO deduction b. Unsuccessful GIRO deduction e.g. Insufficient bank balance Any excess amount that was deducted from the user’s bank account will be refunded accordingly.
Successful	Day 5	This report captures submissions that were successful in the GIRO deduction. The amount deducted from the user’s bank account has been credited to their employee/insured’s MediSave or MediShield Life

Step 1: Navigate to www.cpf.gov.sg. Click “Member” and select “Employer” from the drop down list

1. Click “Member”

A Singapore Government Agency Website



Who we are

Tools and services

Infohub

Employer ▾

Login 🔒



Employer obligations

Making CPF contributions

Making Voluntary Contributions

Con...

Member

Employer

Corporate service buyers

2. Select “Employer”

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

Step 2: Click “Login”

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Who we are

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Con...

Member
Employer

Corporate service buyers

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

Click “Login”

Step 3: Select “Other Employer Services” and then “For UEN-registered entities”

The screenshot shows the Central Provident Fund Board website interface. At the top, there is a navigation bar with the following items: "Who we are", "Tools and services", "Infohub", "Employer" (with a dropdown arrow), "Login" (with a lock icon), and a search icon. Below the navigation bar, there are five main menu categories: "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", and "Corporate service buyers".

The main content area is titled "Select a digital service". It features two service cards:

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

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

Below the "Select a digital service" section, there is a secondary navigation bar with the same items as the top bar: "Employer" (with a dropdown arrow), "Login" (with a lock icon), and a search icon.

The main content area below is titled "Other employer services login". It features two login options:

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

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

Step 4: Log in with Singpass



Log in with Singpass

Your trusted digital identity

Singpass app

Password login

Scan with Singpass app
Logging in as **Business User**



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

Step 5: Key in your company's CPF Submission Number (CSN) and click "Proceed"

Central Provident Fund Board

Who we are Tools and services Infohub Employer T Q

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

Enter CPF Submission Number

CPF Submission Number

S1234567A

Enter a valid CPF Submission Number, e.g.
S1234567A-PTE-01

Proceed

- Don't have a CPF Submission Number (CSN)? [Apply for a CSN now.](#)

1. Fill in your company's CSN
2. Click "Proceed"

Step 6: Click “View all” under the “Others” category

The screenshot shows the CPF Board portal interface. At the top, there is a navigation bar with the CPF Board logo and menu items: "Who we are", "Tools and services", "Infohub", "Employer", and a search icon. Below the navigation bar, there are tabs for "Employer services", "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", and "Corporate service buyers".

The main content area features a welcome message for "TAN LI LING" (ID: S1234567) and a "Transacting for" section for "HAPPILY EVER AFTER PTE. LTD." (Branch name: NOVENA, CPF Submission Number: 12345678H-PTE-01).

Below this, there is a "Browse digital services" section with six service cards:

- Employer account services**: Apply for a CPF Submission Number (CSN) or update employer particulars with the CPF Board here. [View all >](#)
- Direct Debit for CPF contributions**: Add or terminate Direct Debit arrangements. [View all >](#)
- Voluntary CPF contributions**: Top up employee's CPF accounts. [View all >](#)
- Refund or adjustment of CPF contributions**: Apply for a refund or an adjustment of CPF contributions. [View all >](#)
- Composition amount payments**: Pay composition amounts for late payment offences. [View all >](#)
- Others**: Update us if you cease to have employees in service; apply to contribute higher CPF for your Singapore Permanent Resident employees. [View all >](#)

The "Others" card is highlighted with a red box. A green callout bubble with the text "1. Click 'View all'" points to the "View all >" link on the "Others" card.

Step 7: Scroll to the end of the page and click “Submit reimbursements”

The screenshot shows the Central Provident Fund Board website. The top navigation bar includes the logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Login', 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 has a breadcrumb trail: 'Home > Tools and services > Forms and e-applications > Others'. The 'Others' section contains a sub-header 'Others' and a paragraph: 'Update us if you cease to have employees in service, apply to contribute higher CPF for your Singapore Permanent Resident employees.' Below this is the 'Other forms' section, which features two cards. The first card is titled 'Apply jointly to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident (SPR)' and includes a link to 'Submit reimbursements'. The second card is titled 'MediSave and MediShield Life Reimbursement' and also includes a link to 'Submit reimbursements'. A blue callout box with a white border points to the 'Submit reimbursements' link in the second card, containing the text '1. Click “Submit reimbursements”'.

Central Provident Fund Board

Who we are Tools and services Infohub Employer Login

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

Home > Tools and services > Forms and e-applications > Others

Others

Update us if you cease to have employees in service, apply to contribute higher CPF for your Singapore Permanent Resident employees.

Other forms

Apply jointly to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident (SPR)

Apply jointly with your 1st/2nd Year Singapore Permanent Resident employees to contribute CPF at higher rates.

[For UEN-registered entities](#)

[For individuals](#)

MediSave and MediShield Life Reimbursement

Submit [MediSave and MediShield Life reimbursements](#) to employees and other insured persons.

[Submit reimbursements](#)

1. Click “Submit reimbursements”

Step 8: Select “MediSave/MediShield Life Reimbursement” in the menu on the left. Click “Enquiry on submission status”

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Central Provident Fund Board

Who We Are Tools And Services Infobub Logout

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions

User (SXXX281B) Entity ID:

MediSave / MediShield Life Internet Reimbursement - Menu Page

Welcome to MediSave / MediShield Life Reimbursement Service. As long as you are in this secure 'MediSave / MediShield Life Reimbursement' menu page, you need not login again for your subsequent transactions. To exit from MediSave / MediShield Life Reimbursement service click 'Logout'.

CPF Submission Number

Name of Employer / Insurer
tester

- > Submission of MediSave / MediShield Life Reimbursement Details
To submit MediSave / MediShield Life Reimbursement Details
- > **Enquiry on submission status**
To enquire on the status of submission(s)
- > Log Enquiry
To enquire on the transactions performed during last three months
- > MediSave / MediShield Life E-Form Mode
MediSave / MediShield Life E-Form Mode

1. Select
“MediSave/MediShield
Life Reimbursement”

2. Click “Enquiry on submission
status”

Step 9: Select the relevant month that you would like to retrieve the report for

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Central Provident Fund Board

Who We Are Tools And Services Infohub Logout 🔍

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions

User (SXXXX281B) Entity ID:

Enquiry on Submission Status

CPF Submission Number

Select the relevant month to retrieve the report

Select a month

Nov 2021 📅

e.g. Month Year

* Enquiry of submission only to transactions performed in last 3 months

Next

Step 10: Click on the links for the reports in text file format

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Central Provident Fund Board

Who We Are Tools And Services Infohub Logout ↗

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions

User (SXXXX281B) Entity ID:

Enquiry on Submission Status

CPF Submission Number

Name of Employer / Insurer
tester

Submission Made in The Month Of Sep 2021

Submission Number	Submission Date	Status	Submitted By	Reports
21	16 Sep 2021	Successful (IBG) - Full		Unsuccessful (Before Deduction) Unsuccessful (After Deduction) Successful

To make another enquiry, click [here](#).

Select one of these reports

Useful Points to Note

- Reports will only be available for a period of 3 months from the month of submission. You may wish to save a copy of the report for records purpose as we will not be able retrieve reports once they are archived after 3 months.
- The layout of the 3 reports can be found [here](#). Tips: You can convert the text file to excel format for easier referencing.