



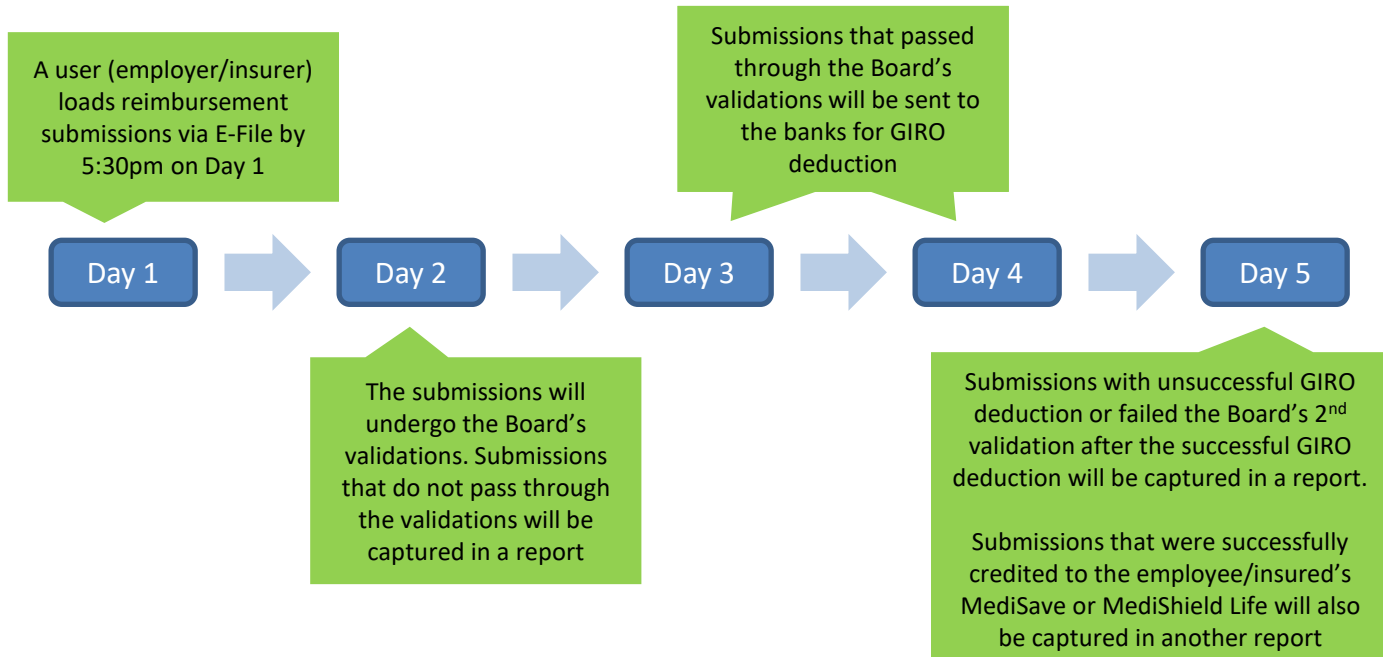
How to retrieve online reports to check on the status of my E-File reimbursement submissions

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 milestone 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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rect

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Click “Login”

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

Step 3: Select “Other Employer Services”

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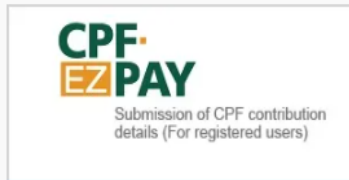


Central Provident Fund Board

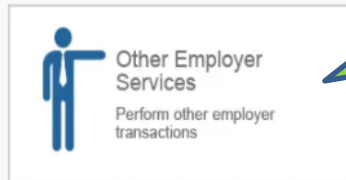
Who We Are Tools And Services Infohub

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Please select the e-transaction you wish to perform:



**CPF.
EZPAY**
Submission of CPF contribution details (For registered users)



Other Employer Services
Perform other employer transactions

Select “Other Employer Services”

- Employer Details
- Online Applications
- Medisave/Medishield Reimbursement
- My Alerts
- Enquiry on Status of Previous Transactions

Step 4: Select “For UEN-registered entities”

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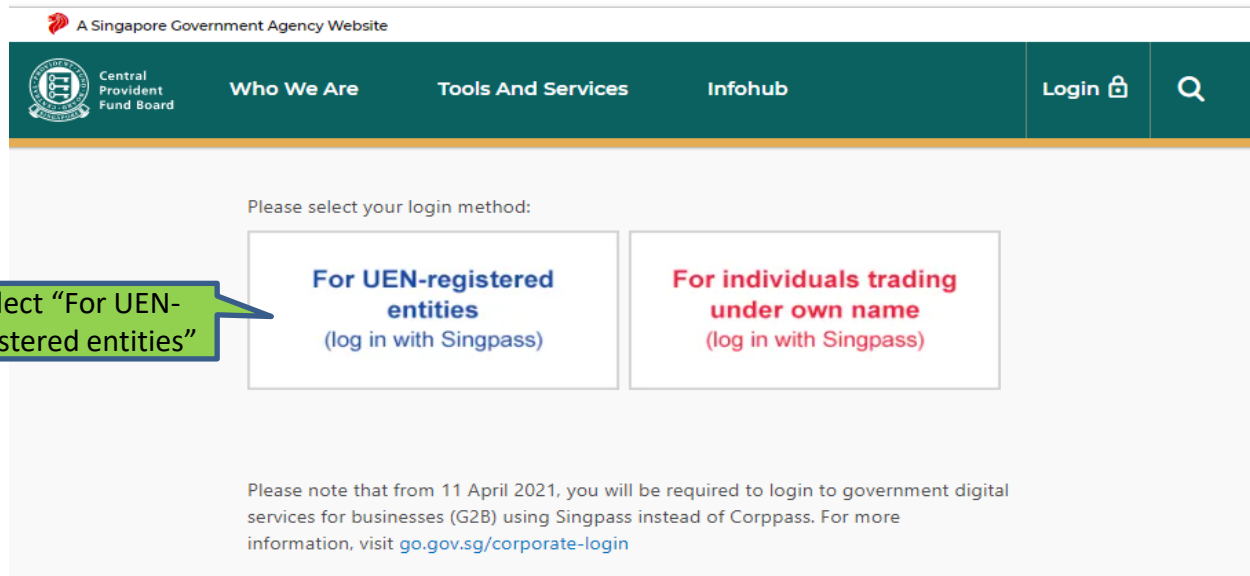
Login

Please select your login method:

For UEN-registered entities
(log in with Singpass)

For individuals trading under own name
(log in with Singpass)

Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login

The image shows a screenshot of the Central Provident Fund Board's website. At the top, there is a dark green navigation bar with the text 'A Singapore Government Agency Website' and the CPFB logo. Below the navigation bar, there are two main options for login: 'For UEN-registered entities (log in with Singpass)' and 'For individuals trading under own name (log in with Singpass)'. A green callout box with a white border and a pointer highlights the first option. Below the options, there is a note about the requirement to use Singpass for business login starting from 11 April 2021, with a link to 'go.gov.sg/corporate-login'.

Step 5: 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 6: Key in your company's CPF Submission Number (CSN) and click "Submit"

 A Singapore Government Agency Website




Central
Provident
Fund Board

Who We Are

Tools And Services

Infohub

Logout 



-A A +A

Employer Log On

CPF Submission Number

 - -

e.g. 123456789A-PTE-01

1. Fill in your company's CSN

Back

Submit

2. Click "Submit"

If you do not have a CSN, please obtain one by completing the [Apply for CPF Submission Number](#).

Step 7: 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 Infohub 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 8: 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 9: 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.