

eMPF Platform Briefing Session

How Human Resources System or Payroll Software Solution integrates with eMPF Platform

Q & A of Briefing Session on 14, 23, 28 September 2022

OPERATION RELATED		
1	Q	Is it mandatory to use the eMPF Platform in the future?
	A	It is mandatory for approved trustees to perform scheme administration functions of their MPF schemes using the eMPF Platform under the Mandatory Provident Fund Schemes Ordinance. MPF approved trustees and their respective MPF schemes will be onboarded to the eMPF Platform one by one. Upon a scheme onboarded the eMPF Platform, the administration of the scheme will be performed by the eMPF Platform. Participating employers and scheme members are immediately required to manage their MPF accounts and submit their MPF instructions to the eMPF Platform for that scheme.
2	Q	Is it a must for an employee to have an eMPF account in order to manage MPF?
	A	To manage the MPF and submission of instructions for the accounts in an MPF scheme digitally upon a scheme onboarded the eMPF Platform, all participating employers and scheme members of the scheme are required to register with the eMPF Platform to obtain a newly assigned eMPF ID and user credential for future log-in to the eMPF Web Portal or the eMPF Mobile App. We strongly encourage employers and scheme members to go with the digital mode to handle MPF. Having said that, employers and scheme members can still submit their MPF related instructions in paper form via different means (e.g. by post, fax, email to designated address or number) to the eMPF Platform, which does not require eMPF registration.
3	Q	When will employees be able to check the MPF account details after they have finished the eMPF account registration?
	A	After registration with the eMPF Platform, the employee will see his/her MPF account details immediately if his/her participating schemes have onboarded to the eMPF Platform.
4	Q	Does payroll outsourcer or vendor need to have an eMPF account?
	A	A payroll outsourcer or vendor does not need to have an eMPF account. If an outsourcer or vendor use standardized API to submit remittance statement, they are required to conduct the integration test and complete the corresponding set up.
5	Q	Can a certified partner use both standardized API and file to submit remittance statement?
	A	If the certified partner is an employer who owns and maintains their internal payroll system, the employer can submit the remittance statement via standardized API, or through file upload by logging into the eMPF Platform. If the certified partner is a payroll outsourcer/vendor, the outsourcer/vendor can submit the remittance statement via standardized API directly on behalf of their employer clients. However, they cannot submit by uploading file directly, they need to pass the file to the employer clients for upload through logging into the eMPF Platform.
6	Q	Will employers be able to input the contribution data directly to the Platform without uploading files or using API?
	A	Yes, API or file upload are not the only way for employers to submit the remittance statements. The eMPF Platform also supports filling out and submission of the remittance statements online directly.
7	Q	Will the existing excel files format provided by trustee still be available to submit to the eMPF Platform in future?
	A	No, the eMPF Platform will be using its own file format, so the file formats that are currently used by trustees are not applicable to the eMPF Platform. The new Excel template can be downloaded from the eMPF Platform anytime.

8	Q	Will the eMPF Platform support manual submission or hardcopy submission of remittance statements?
	A	We understand that there are employers manually uploading their remittance statements to their trustees through trustee's website. After the eMPF Platform launches and their schemes have been onboarded, employers will need to upload the remittance statement in standard format via the eMPF Employer Portal. We encourage employers to go with the digital mode to handle MPF. In case employers prefer keeping their manual submission mode of submitting information by hardcopy to trustees, they in future can continue doing so by submitting to the eMPF Platform through offline means.
9	Q	Apart from the submission of remittance statements, what other functions will the API and File Upload support?
	A	The API and File Upload will support the submission of remittance statements, as well as employee enrolment and employee termination.
10	Q	Can the eMPF Platform handle voluntary contribution?
	A	The eMPF Platform can handle both Mandatory Contributions and Voluntary Contributions. For different contribution calculations in Voluntary Contributions, employers can select and configure the predefined Voluntary Contribution rules on the eMPF Platform.
11	Q	Is the remittance statement required to be submitted by the 10th of each month?
	A	There is no change on remittance statement deadline after the eMPF platform launched. Employers are required to submit the remittance statement and pay the MPF contributions for all their monthly-paid employees, on or before the 10th day of each month. If a contribution day falls on a Saturday, a Sunday, a public holiday, a gale warning day (i.e. Tropical Cyclone Warning Signals No. 8 or higher) or a black rainstorm warning day, the contributions are due on the next working day.
12	Q	How to submit contribution payment after remittance statement has been submitted?
	A	The eMPF Platform will notify employers once the remittance statement is processed. There will be a payment reference number in the notification. Employer can settle the payment via any of the acceptable payment channels. Details will be released near the launch date of the eMPF Platform.
13	Q	What formats do the eMPF platform support for File Upload?
	A	The File Upload supports the Excel and CSV format only. A new format of excel file compatible with the eMPF Platform will be available for employers to use.
14	Q	Will the eMPF Platform support industry schemes?
	A	Industry scheme is one of the MPF scheme types that will onboard to the eMPF Platform. It will be supported by API or File Upload.
15	Q	Will the eMPF Platform support ORSO schemes?
	A	Only MPF schemes will onboard to the eMPF Platform. Apart from the transfer in of benefits from ORSO scheme to MPF Scheme, other ORSO scheme administration will not be supported by the eMPF Platform.
16	Q	Is there any change on the operation mode between employers and the service providers after the eMPF Platform is fully launched?
	A	The arrangement between employers and payroll vendors will remain unchanged. The existing operation mode between employers and trustees will be changed. Upon the scheme onboarded the eMPF Platform, the administration of the scheme will be performed by the eMPF Platform. Participating employers and scheme members are immediately required to manage their MPF accounts and submit their MPF instructions to the eMPF Platform. Participating employers and scheme members should no longer submit their instructions to their trustees.
17	Q	I am a payroll outsourcer, how will the eMPF Platform integrate with our existing payroll system using API?
	A	Details of the API integration are in the technical specifications. The connectivity between the eMPF Platform and payroll system will also be setup during the API integration test.
18	Q	My company is submitting remittance statements through our HR service provider, do I need to inform my provider to change the file format for the eMPF Platform?
	A	To ensure you can successfully submit your remittance statement to the eMPF Platform after your scheme is onboarded, please make sure your service provider is ready to generate the eMPF standardized remittance statement file or submit remittance statement via API before your scheme is onboarded.

19	Q	My company is enrolled into two MPF schemes administered by different trustees, can I just use one file to submit remittance statements for both schemes?
	A	You will need to submit one file for each scheme. If you have enrolled into two schemes, you would need to submit two files in the standardized format of eMPF.
20	Q	Will there be any validation check on the submitted API or file? How does an employer or vendor check the result after an API or file is submitted?
	A	Yes, there will be validation check after the API or file is submitted. For more details on the validation and result checking, please refer to the technical specifications.
21	Q	What is the maximum number of records in a file? If there is no record, do I need to submit a Nil file?
	A	The question is related to technical details which would be provided in the technical specifications. You may request for the technical specifications by filling in the eForms via HERE .
22	Q	If we discovered that the submitted data was wrong, how to update eMPF Platform with new data?
	A	Re-submission of data is possible. Details of re-submission would be provided in the technical specifications. You may request for the technical specifications by filling in the eForms via HERE .
23	Q	Will there be any cost charged by eMPF Platform to employers to use the API interface as well as the file upload for remittance statements / contribution data via Employer Portal?
	A	Currently there is no plan for eMPF Platform to charge employers for using these functions.

INTEGRATION TESTING RELATED		
24	Q	Is integration testing needed for File Upload?
	A	For payroll outsourcers, vendors and employers who would use files to submit remittance statements onto the eMPF Platform, they may test the file format in the sandbox provided by the eMPF Platform. No integration testing is required. For payroll outsourcers, vendors and employers who would use API integration to submit remittance statements, they may test the API format in the sandbox provided by the eMPF Platform. They will also be required to conduct the Integration test to ensure connectivity to the eMPF Platform.
25	Q	Does employer need to submit the API test request if the system vendor will submit it?
	A	No. If a vendor or payroll outsourcer chooses to use API to submit the remittance statements on behalf of their employer clients, the employer does not need to request API test.
26	Q	Is there any limitation for the connection of the API?
	A	The requirements for API connectivity would be provided in the technical specifications of the eMPF Platform integration. You may request for the technical specifications by filling in the eForms via HERE .
27	Q	As a vendor, if I have no client involves in the first phase of MPF scheme onboarding, can I still join the 1st batch of API integration test?
	A	Yes, you can still join the 1st batch of API integration test even the schemes of your serving clients have not been onboarded yet. If you choose not to join the 1st batch of testing, please make sure the API integration test is completed with the eMPF Platform before the first scheme of your serving clients is onboarded.
28	Q	Will MPFA/ the eMPF Platform Company proactively approach payroll vendors to join the API integration test?
	A	It is the responsibilities of the outsourcers or vendors to indicate their interests to become Certified Partner and join the API integration test. Outsourcers or vendors should make sure adequate lead time for own development work as well as necessary testing with the eMPF Platform by referring to the details in the technical specifications.
29	Q	Will there be any cost charged by eMPF Platform to HR Payroll Software vendors / HR Payroll outsourcers to test the integration of APIs available by eMPF Platform for API submission of remittance statements / contribution data?
	A	Since the subject is still under discussion, we will make appropriate communication if there are any chargeable items.

TECHNICAL SPECIFICATIONS RELATED		
30	Q	Is it compulsory to sign up for obtaining the technical specifications?
	A	The technical specifications would provide the data requirements and connectivity standards of the eMPF Platform which are essential for Payroll vendors and employers to comply with in order to submit remittance statements (via File Upload in CSV or Excel format or via API) to the eMPF Platform when each scheme is on-boarded to the Platform. Currently, Payroll vendors and employers need to sign up in order to obtain the technical specifications for necessary preparation as well as for the eMPF Platform to follow-up on further distribution of information and subsequent testing.
31	Q	Will there be any guidelines for employers regarding technical specifications?
	A	Instructions on how to use the eMPF Platform will be provided to different user groups at appropriate time before the launch of the eMPF Platform. The technical specifications will provide the necessary details on future integration with the eMPF Platform, including the details that have been covered in the briefing session.
32	Q	Do I need to apply technical specifications for each of my employer clients?
	A	No, the technical specifications are a set of standardized documents stating the requirements for interfacing with the eMPF Platform, that is applicable to all employers.
33	Q	If I am using a payroll vendor to manage MPF, does our company need to apply for the technical specifications?
	A	If your company is using a payroll vendor who is submitting the remittance statement via API or generating a remittance statement file for you to submit to trustee, you should communicate with your payroll vendor to ensure your vendor would request for the technical specifications.

TIMELINE RELATED		
34	Q	Where can I find the onboarding schedule of MPF schemes?
	A	The MPF schemes on-boarding schedule will be published on the MPFA website after details have been confirmed. Employers will receive notice two to three months before their participating MPF scheme officially onboards to the eMPF Platform.
35	Q	Do I need to conduct testing according to the timeline shown in the briefing session if my participating schemes are not in the first phase of the launch of eMPF?
	A	The timeline that was shown in the briefing session is for employers, vendors and payroll outsourcers to be ready to submit remittance statements by API or file for the first onboarded scheme. If your participating scheme will be onboarded in the later phases, please refer to requirements in the technical specifications to ensure you have adequate lead time for your own development work as well as necessary testing with the eMPF Platform.
36	Q	Is there any penalty for being unable to meet the timeline shown in the briefing session?
	A	There is no deadline to sign up for obtaining the technical specifications and integration test, so there is no penalty; however, please be reminded that any vendor or payroll outsourcer will need to complete the API integration test before they can integrate with the eMPF Platform using API.
37	Q	If our payroll vendor cannot meet the timeline to create a standard uploaded file, do I need to inform MPFA?
	A	Employer do not need to inform MPFA. Employers can input data manually via the Employer Portal of the eMPF Platform before the vendor's readiness.
38	Q	If my MPF scheme will only be onboarded in the middle of 2024, do I need to sign up for the technical specifications now or wait until early 2024?
	A	You can sign up later if your MPF scheme will be onboarded in 2024. However you are encouraged to sign up to obtain the technical specifications earlier in order to assess the requirements and make sure adequate lead time for development work, and to conduct necessary testing with the eMPF Platform.

SECURITY RELATED		
39	Q	Does the eMPF platform have any encryption or data security policies for the contribution details?
	A	Yes, all file and API transfers after submission will be encrypted and have virus scan.
40	Q	Is it required to setup any firewall for File Upload or transmission?
	A	For File Upload, no firewall setup is required at employer end. Employers only need to login to the eMPF Platform (Employer Portal) to upload the file. For API, the security requirement can be found in the technical specifications.
41	Q	Is it required to encrypt the file for uploading to the eMPF Platform?
	A	No, the file does not need to be encrypted before submission, however, all file and API transfers after submission will be encrypted and have virus scan.

OTHERS		
42	Q	Is the eMPF Platform Company Limited owned by the HKSAR?
	A	The eMPF Platform Company Limited is a wholly-owned subsidiary of Mandatory Provident Fund Schemes Authority (MPFA) for building and operating the eMPF Platform. MPFA is a statutory body established under the Mandatory Provident Fund Schemes Ordinance (MPFSO).
43	Q	Will you share the Presentation Deck with us?
	A	The Presentation Deck will be shared via email to the successful registrants by mid of October.
44	Q	Will there be more briefing sessions in 2023/2024 as my scheme is going to onboard at the end of 2024?
	A	There is no plan for similar briefing session in 2023/24. After the current scheduled briefing sessions, relevant information that has been provided in the briefing session will be uploaded to the MPFA website for reference. Enquiries can be made via hrintegration.info@empf.org.hk .

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