



Quick Tips for Employers



 Register for the
One-stop platform
to  manage your
MPF with ease! 

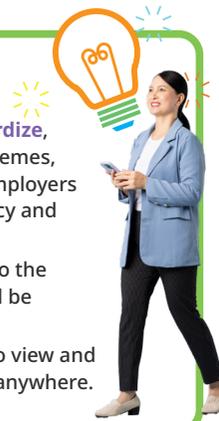


What is eMPF?

The eMPF Platform (eMPF) is a one-stop digital platform that aims to **standardize**, **streamline** and **automate** the administration processes of different MPF schemes, thereby making it simpler and more convenient for scheme members and employers to manage their MPF schemes, with a view to enhancing operational efficiency and reducing administration costs.

MPF trustees and their respective schemes will be progressively onboarded to the eMPF, and the administration of the schemes that are already onboarded will be performed by the eMPF instead of the MPF trustees.

When the eMPF is launched, **employers** and **scheme members** will be able to view and manage all their MPF accounts on the one-stop online platform at any time, anywhere.



Points to note before registration:

1 Check the Onboarding Schedule of MPF schemes

To ensure ample time for preparation for the eMPF, please scan the QR code to check the **Onboarding Schedule** for each trustee and their respective MPF scheme.



Onboarding Schedule of MPF schemes

2 Registering for eMPF

You can register for eMPF according to the specified date provided in the trustee's communication pack. If you register for eMPF on behalf of your company prior to the onboarding of your enrolled MPF schemes on the eMPF, details of your account will only be available on the eMPF after the schemes have been onboarded.

3 Transitional Operating Arrangement

Before the cut-off date(s) for submitting administrative instructions as announced by your trustees, you should submit instructions (such as enrolling new employee(s) in an MPF scheme, making MPF contributions, etc.) to the trustees directly through original channels.

After the cut-off date(s), **all** administration instructions must be submitted through the eMPF (both online and using paper forms). Please note that each trustee may have **different** deadlines for different MPF administration instructions. Please refer to the notice issued by the trustees or check with your trustees for more information.



Important Note

During the transitional period, the monthly MPF Contribution Day will **remain unaffected**. Employers must continue to submit MPF contributions for their employees in a timely manner. Consequently, employers should allocate enough time for the completion of the necessary setup of eMPF registration. If you have any questions while using the eMPF, please contact the eMPF Customer Service Hotline promptly.



eMPF Set-Up Checklist

Have you completed the following tasks?

1 eMPF Registration

- Visit eMPF website or download the eMPF Mobile App to start the registration
- Verify your identity via e-Identity Verification, set up Company Authorized Person and Contact Person
- Upload supporting documents, such as:
 - Business Registration Certificate (BR) / Certificate of Incorporation/ Documents issued by trustee within 6 months (e.g. correspondences or emails)
 - "Company Authorized Person" Appointment Form/ Board Resolution of Authorized Person
- Wait for the eMPF activation notification within 2 working days

2 eMPF Activation

- Proceed to Two-factor Authentication with One-Time Passcode (OTP)
- If your enrolled MPF scheme has already been onboarded: check and confirm the migrated account information, including information pertaining to the MPF scheme or your company
- If your enrolled MPF scheme has yet to be onboarded: login to eMPF and review company general information

Data that will be migrated to the eMPF:

- Company Information
- Payroll Group setting under the MPF scheme
- Your latest contribution records
- Direct Debit Authorization setting (DDA) (if applicable)

Data that will not be migrated to the eMPF:

- The original username and password in Trustee's system
- The original account setting in Trustee's system
- Calculation methods for voluntary MPF contributions not supported under the eMPF (for such cases, the Trustees will provide employers with voluntary contribution details)

3 Complete Basic Setting

After your enrolled scheme has been onboarded:

- Set-up payroll group: to update your payroll group information and the approval setting for contributions (if applicable)
- Set-up eMPF user access rights and manage user access list (access rights for Company Authorized Person, Scheme Authorized Person and Other User)
- Confirm or update the default contribution payment method (if applicable)
- Manage existing employee(s) or add new employee(s) (if applicable)
- Obtain technical specification of eMPF integration for payroll software enhancement (if applicable)

4 Understand MPF Contribution Flow

Make contributions through the eMPF:

- Update and confirm to submit contribution data, approve submitted contribution data
- Make payment
 - Set Direct Debit as default payment method: Not required to continue with the subsequent steps
 - Other payment methods: After approval, view the "Outstanding Payment" details and select the payment method to make payment through the selected payment method.
- View or download past MPF contribution records



eMPF Web Portal Function Guide



Home

Manage Scheme

Manage Employee

Manage Contributions

My Account



Logout

3

2

1

4 Welcome, Chan Siu Ming



Last login time : 02/01/2024 , 15:00 | Login status: Success

Employer's eMPF ID : ***00086*** | Company : Company A

All Outstanding Tasks

You have 5 outstanding task(s) for follow-up:

[See All](#)

You have outstanding contribution(s)
You have outstanding / partially settled contributions for your follow up. Please review to submit employee contribution records and make payments accordingly.

5 Your Customized Outstanding Tasks

[Customize](#)

Enrolment 1	Contributions 2	Transfer 1
Termination 1	Long Service Payment/ Severance Payment 0	Registration 0

6 My Account Dashboard

Account : All Accounts

Total Balance (HKD)

\$ 536,034.26

As of 02/01/2024

Net Contributions &
Transfer-in Amount (HKD)

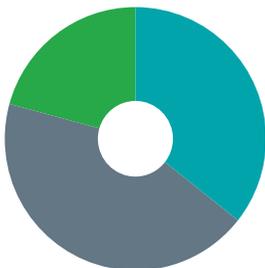
\$ 464,031.10

Since inception of the account(s) (inception date may vary from each account, please refer to each account for details), please check with CW team.

Investment Gain (Loss) (HKD)

\$ 72,003.16

Since inception of the account(s) (inception date may vary from each account, please refer to each account for details), please check with CW team.



All Accounts

\$ 536,034.26

MPF Scheme A
Trustee A
\$ 192,553.38
▲ \$ 12,002.06

MPF Scheme B
Trustee B
\$ 231,661.01
▲ \$ 60,301.10

MPF Scheme C
Trustee C
\$ 111,819.87
▼ \$ 300.00

1 Notification

2 View all Action Items

View contribution reminders and pending applications here, including

- Outstanding/partially settled contributions
- Employee contribution data pending for approval
- Long Service Payment (LSP)/ Severance Payment (SP) offset application from your employee

3 Menu

Click on each menu option one by one to view and submit different MPF instructions.

Manage Scheme

Enrol Scheme
Manage Enrolled Scheme
Reserve Account and Forfeiture Account

Manage Employee

View Employee List
Enrol New Employees
Terminate Employees
Transfer Funds

Manage Contributions

View Contribution Period
Make Contributions
View Default Contribution and Surcharge Record

My Account

My Record
My Letter and Statement
Profile Management
User Management
eMPF Account Setting

4 Username, Employer's eMPF ID and Company Name

5 Your Customized Outstanding Tasks

View the outstanding task summary, you may add or remove to customize the types of tasks to be shown on the landing page.

6 My Account Dashboard

Click the menu option and switch MPF schemes to view an overview of each MPF account, the net contributions and transfer-in amount, investment gains or losses, and more.



The digital services on the eMPF Platform are available in both Web Portal and Mobile App. Explore now!

Key Functions of eMPF Employer Portal

eMPF Registration

Starting from the specified date of registration stated in trustee's communication packs, you can visit the eMPF website at www.empf.org.hk or download the eMPF Mobile App to register. The required items for registration generally includes:

- A valid mobile phone number and email address to receive one-time passcode for verification and activation notification
- Personal Particulars of the Company Authorized Person and "Company Authorized Person" Appointment Form
- eMPF Activation Code & Company BR No. / CI No.
- A copy of Business Registration/ Certificate of Incorporation



Download the eMPF Mobile App

Registration Steps

e-Identity Verification

Select "Employer" on the registration page, and verify your identity via "iAM Smart" mobile app, or scan your HKID card and proceed to facial recognition.



Fill in Information

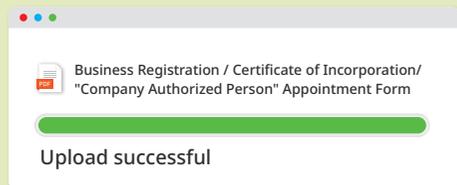
Fill in the personal particulars of Company Authorized Person, and Company Identification information, including the eMPF Activation Code (if applicable) and Company Business Registration Number / Certificate of Incorporation Number



Remarks: If you have yet to receive the eMPF Activation Code, please fill in the Company Information, including company name, type of company, address and more.

Upload Supporting Documents

Follow the on-screen instructions to upload the required documents. Review your application and then click "Submit".



Upon receipt of your application, the eMPF will send within two working days a notification to the company authorized person by email / SMS for activating your account.

eMPF Activation

Activate your eMPF

After the Company Authorized Person receives the notification for eMPF activation, visit the eMPF web portal or open eMPF Mobile App, select the "Employer" tab and click

Activate your eMPF



Employer

Activate your eMPF

Two-factor Authentication

Fill in the ID No. and email address or mobile phone number you provided during registration for one-time passcode verification.



Create eMPF Username & Password

Create your username and password for eMPF login.



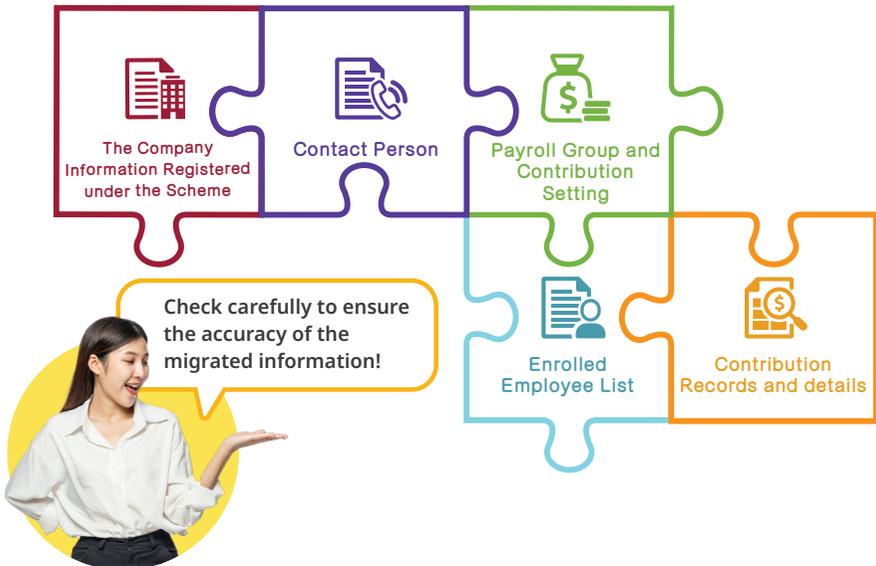
Check Basic Setting (After Login to Employer Portal)

Applicable to onboarded MPF Schemes only

The eMPF provides employers with the flexibility to set up different payroll groups and user access rights based on their company management arrangement. If the MPF scheme your company is participating in has been onboarded the eMPF, the original account information and payroll group settings will be transferred to the Platform.

1 Payroll Group under each MPF Scheme

- If your company's enrolled MPF scheme has been onboarded the eMPF, after login, you can access your company's MPF account by clicking "Manage Scheme > Manage Enrolled Scheme" on the menu bar, and "Manage Contributions > View Contribution Period" to check the employee information and contribution details.
- The trustee will transfer the data and account information of the onboarded MPF schemes from their system to the eMPF, including:



- Under the "Payroll Group and Contribution" tab, you can set whether the future contributions under the MPF scheme requires internal approval before proceeding with payment. If you select "Require Approval", you can grant specific users with the "Preparer" or "Approver" access rights.



The payroll group is the individual contribution settings (e.g. contribution period, default payment method, etc) set according to the employee list for easier management. It refers to the Affiliated Center/Department Number/Payment Center Number/Subsidiary Scheme Number of your MPF scheme.

2 Manage User Access Rights

- The Company Authorized Person can assign different access rights to the company staff who are managing the company's MPF scheme.
- To facilitate checking and management, all users will be classified as three types based on their access rights, they are: the **Company Authorized Person**, **Scheme Authorized Person** and **Other User**.



Company Authorized Person

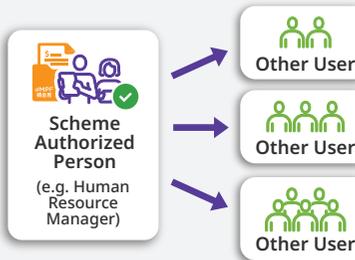
(The employer will be assigned in general)



Payroll Group

(Automatically preset with one payroll group)

Company Authorized Person can manage all MPF-related instructions via the eMPF, and assign Scheme Authorized Persons to the enrolled scheme(s). They will be granted with the respective access rights under the eMPF Employer Account by default. At the same time, all the MPF scheme will be assigned with one payroll group by default without additional settings.



You can check the above settings and set up different payroll groups or grant access to "Other User" according to the scale and needs of your company. For example, a larger company can grant the Human Resource Manager as the Scheme Authorized Person, and assign MPF administrative tasks to other staff under different payroll groups.

For details on setting up user access rights, please refer to



**User Access Rights -
Web Portal User Guide
(Employers)**



Upon the completion of access right settings, the eMPF will send an email notification to notify the new user. Please remind the user to follow the instructions to activate their eMPF.

3 Add New Employees or Update Existing Employees

Under "Manage Employee > View Employee List", you can view and manage employees under the enrolled MPF schemes. You can also add new employee(s) to an enrolled MPF scheme by clicking "Manage Employee > Enrol New Employees".



**New Employee
Enrolment under an MPF
Scheme - Web Portal
User Guide (Employers)**

Submission of Contribution Data and Making Payment

Applicable to onboarded MPF Schemes only

1 Submission & Approval of Contribution Data

Contribution Details Pre-population

After your enrolled MPF scheme has onboarded the eMPF, the contribution details will be pre-populated on the Platform based on your most recent submission, including the employee list, helping you with the editing and preparation of your next submission.

When preparing for your monthly submission of contribution data, you will be able to manage the employee list, edit contribution details or submit the contribution data directly.



Edit Contribution Details

After login, click "Manage Contributions > View Contribution Period" on the menu bar, select an MPF scheme to view all outstanding contributions.

You can also select a specific contribution period and click "Next" under the "Employee Record" tab to edit the contribution details and amount.

Outstanding Contribution Details

Employee Record Submission Records

Q Search Search

Outstanding Employee(s)

Name (Member Account No.)	ID No.	Status	Contribution Period	Retirement Income	Basic Salary
Chau Tai Man (10000001)	G123456(7)	Outstanding	01/07/2024 - 31/07/2024	\$ 20,000.00	\$ 0.00
Wong Tai Man (10000002)	Y123456(7)	Outstanding	01/07/2024 - 31/07/2024	\$ 20,000.00	\$ 0.00



If the employer has set up approval settings for contribution data submission, users with "Approver" access rights should log in to the eMPF and review the submission of contribution data in the Action Items.



MPF Contributions for Employees -
Web Portal User Guide (Employers)



2 Making Payment

- Your contributions will be paid to the Trustee automatically if you have chosen Direct Debit as the payment method, as your Direct Debit Authorization (DDA) information and settings will be applied to the Platform automatically after the MPF scheme is onboarded.



Authorize and set up Direct Debit as your default payment method for MPF contributions could effectively avoid surcharges due to payment delay.

- If you have chosen other payment methods for your MPF contributions:

Step1

Under "Manage Contributions > Make Contributions", select the respective scheme.

Step2

Click the "Proceed to Payment Instruction" button under the "Outstanding Payment" tab.

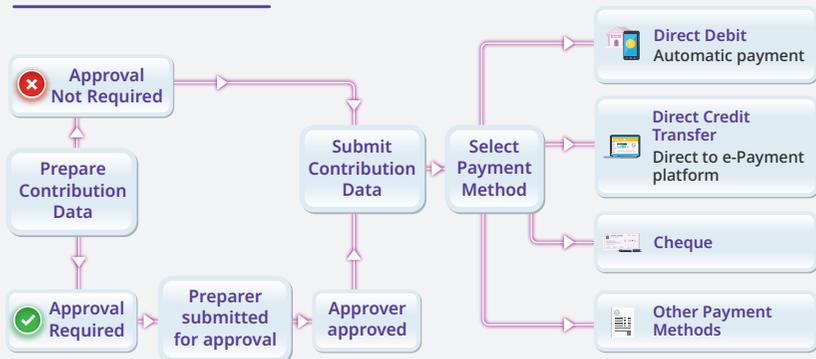
Step3

Select a payment method.

Step4

You will be redirected to the corresponding e-Payment platform (if applicable), or instructed to pay the MPF contributions.

Contribution Process



- After you have submitted the contribution payment, you can go to "Manage Contributions > View Contribution Period" and select the corresponding scheme and contribution period, to check the payment status in the "Settled Contributions" tab.
- Employers who own and maintain internal payroll system should check if the remittance statement (contribution file) prepared by your system can meet with the eMPF Platform's requirement. You may obtain the technical specifications through the eMPF Website.

Enquiry and Support

Online Information



eMPF Website



FAQs



eMPF User Guides
and Tutorial Videos

Enquiries

eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
Outreach Service Online Booking System	

eMPF Service Centres

Addresses	<p>Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong</p> <p>Kowloon Suites 1205-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon</p> <p>New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories</p>
Business Hours	<p>Monday to Friday 9 am to 6 pm Saturday 9 am to 1 pm Closed on Sundays and public holidays</p>

