

eMPF Platform Webinar: Contribution Data Submission Method via Bulk Upload

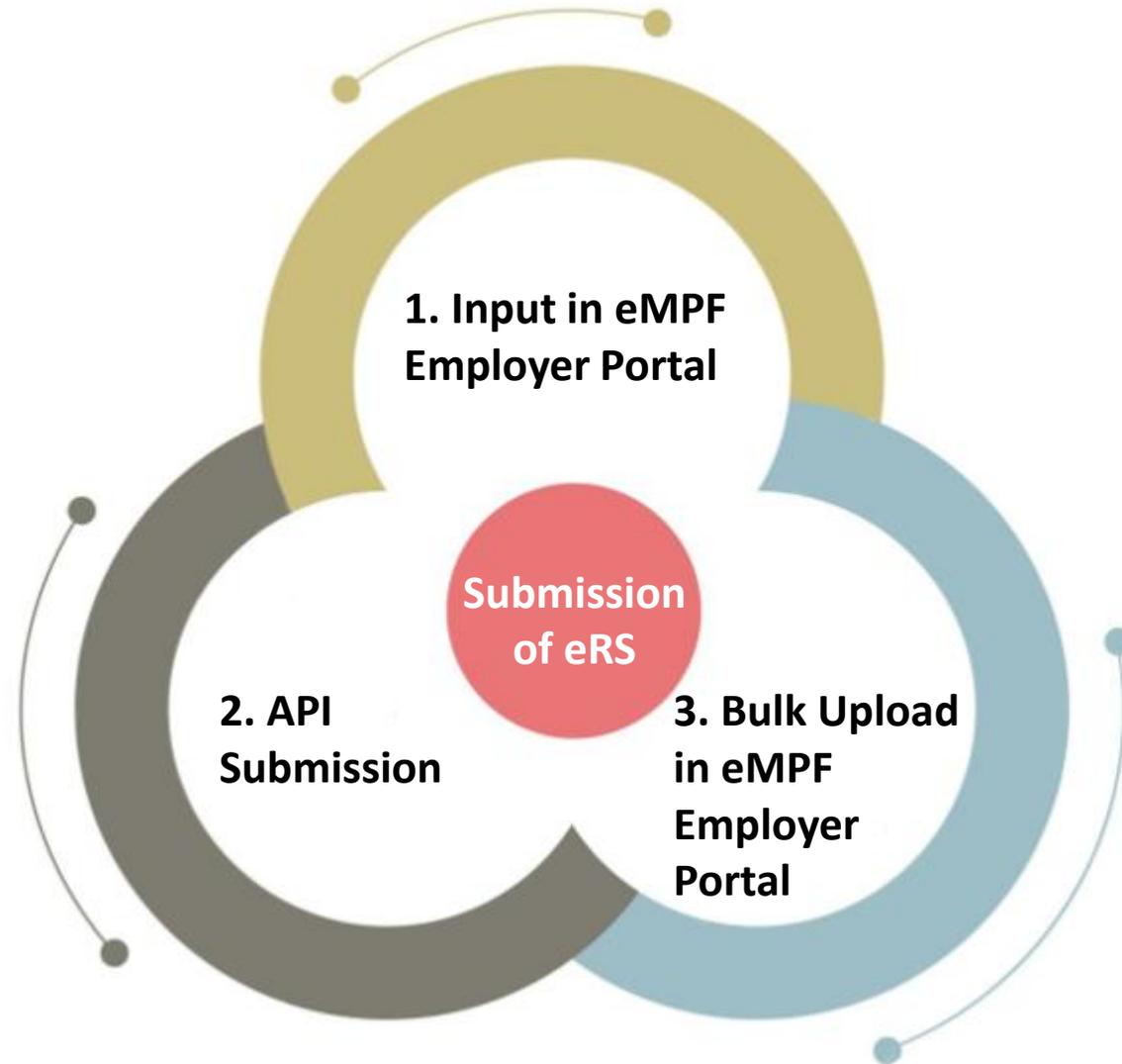
Content Updated as of Dec, 2025

Agenda

- 1. Three Ways to Submit Remittance Statement Electronically**
- 2. The Most Common Issues and Resolutions**
- 3. Sandbox Application**
- 4. Useful Materials**

Three Ways to Submit Remittance Statement Electronically

Three Ways to Submit Remittance Statement Electronically (eRS)



1. Input in eMPF Employer Portal: Directly input contribution data via eMPF Employer Portal

Employers only need to:

1. Log in to eMPF Employer Portal
2. Enter the Relevant Income and/or Basic Salary

The eMPF Platform calculates the amount for Mandatory Contributions and Voluntary Contributions (if applicable) automatically



Note: The eMPF Platform will calculate and process the actual contribution amount based on the provided relevant income and / or basic salary, **rounding off to the nearest 2 decimal places.**

Employee Contribution Data

Update Employee List ▼ Bulk Upload Contribution Data

Please select the employee(s) and update the contribution details. If you did not provide basic salary, the system will proceed with the relevant income for making contribution. **Please note**: The member contribution data listed below is as of the first day of the month. Please update the actual amount for ALL items if the pre-populated information is not applicable for the reporting contribution period.

Reset

Select All	Name (Member Account No.)	HKID No.	Contribution Period	Relevant Income	Basic Salary	Contribution Breakdown			
						Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employer's Voluntary Contributions	Employee's Voluntary Contributions
<input type="checkbox"/>	CHAN MAN MAN (36480)	B263*****	01/06/2025 - 30/06/2025	\$ 30,000		\$ 1,500.00	\$ 1,500.00	\$ 3,000.00	\$ 3,000.00
						Total Contributions \$ 9,000.00			
<input type="checkbox"/>	CHAN RYAN (89141)	B263*****	01/06/2025 - 30/06/2025	\$ 15,000		\$ 750.00	\$ 750.00	\$ 1,500.00	\$ 1,500.00
						Total Contributions \$ 4,500.00			
Selected Records		Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employer's Voluntary Contributions	Employee's Voluntary Contributions	Total Amount (HKD)			
0		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00			

The eMPF Platform will calculate and process the actual contribution amount based on the provided relevant income and / or basic salary, rounding off to the nearest 2 decimal places.

Note1: If the employee's birthday does not fall on the first day of the relevant contribution period (i.e. the relevant income used to calculate contributions, after reaching 18-year-old OR before turning 65-year-old, is not for a complete contribution period), the employer is still required to input the total income earned for the relevant contribution period as Relevant Income. If the employee's employment is terminated during the contribution period when the employee reaches 65-year-old, please also report the notice of termination. The system will calculate the pro-rated contribution amount based on the provided information.

Note2: In the absence of the basic salary, Relevant Income would be used in the calculation of voluntary contributions (if applicable).

Cancel Save Progress Next

2. API Submission

The eMPF Platform provides an API interface that enables employers and payroll vendors to submit MPF contribution details as well as employee enrollment & termination requests. This digital channel streamlines the submission process, offering a more efficient alternative to manual data entry.

Target users

The API Submission channel is designed for large employers and payroll vendors with the necessary technical expertise to develop and maintain their API solution.

For more details on API submission, users may request for API Developer Guide via the link below:

https://www.empf.org.hk/system-integration/technical-specification-request?language_id=1

API Developer Guide

For human resources system and payroll software solution to integrate with the eMPF Platform

Version: 1.3.1

3. Bulk Upload in eMPF Employer Portal

Employer uploads the data submission file directly to the eMPF Platform. It supports CSV format and most common Excel versions. Bulk upload feature enables submission of contribution, employee enrolment and termination in one Excel file.

Three ways to generate the upload file

1. Manually enter data into the standardized template (1): **Template without in-built Checking**
2. Input data into the macro-enabled Excel file, which will generate a CSV file for bulk upload (2): **Template with in-built Checking**
3. Use your payroll system to generate an Excel or CSV file that is compatible with the eMPF Platform

Affected Employee(s)

If you have already paid contributions in full on or before the contribution day, please disregard the surcharge shown below.

Name (Member Account No.)	HKID No.	Contribution Status	Contribution Period	Relevant Income	Basic Salary	Total Contributions	Contribution Breakdown			
							Employer's Mandatory Contributions	Employee's Mandatory Contributions	Employee's Voluntary Contributions	
LEE Chi Sum Ethan (23174)	26833****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ng Fiona (50733)	T8645****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Au Heung Wah Robert (53991)	Z9881****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DANG Ho Tin David (47903)	C6686****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
KAM KAM (76811)	B2637****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
JONES Olivia (14823)	P3136****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CHAN RYAN (79019)	B2637****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
BISCUITBARREL Rachel (47653)	P1724****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
WONG Suet Fah (54706)	Z9368****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Liu Wei Wen (86056)	C3086****	Outstanding	01/06/2025 - 30/06/2025	-	-	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Total 15 Results

10/Page < 1 2 > Go to

Back **Bulk Upload Contribution Data** Next

Find the above button on the 'Manage Employee' page

eMPF 積金易

Manage Employee Manage Contributions My Account

Log out

Bulk Upload Contribution Data

You may use the bulk upload function to enrol new employees, terminate employees and update contribution data for existing employees in batches, in three simple steps:

1. Download a bulk upload template from the below options

2. **Template with in-built Checking** **1** **Template without in-built Checking**

- i. The "Template with in-built Checking" is a macro-enabled Excel file designed to identify potential formatting errors in your inputs. This template facilitates and simplifies the preparation and output of a CSV file upload. After downloading the template, please be reminded to click the "Output to CSV" and fill in the data to proceed with your file upload.
- ii. The "Template without in-built Checking" is a plain Excel file with a template where you can input data and upload the file directly. It is suggested to use this template if you have any technical issues using the "Template with in-built Checking".

2. Upload the completed contribution data file then press "Next"
3. Accept the Terms and Conditions to submit

Please note: It will take us some time to process your upload. We will notify you when the file is successfully uploaded.

Back Next

You can find the standardized template above

Advantages and Considerations

	Advantages	Considerations
Input in eMPF Employer Portal	<p>Automated Contribution Calculation: After entering Relevant Income (and Basic Salary, if applicable), the eMPF Platform automatically calculates contributions, ensuring accuracy.</p> <p>Simplified Data Entry: Basic information (e.g., employee information and contribution period) is pre-filled from previous submissions, minimizing potential input errors.</p>	<p>Time Consuming for Large Dataset: Repetitive process by entering each employee's data individually requires navigating through multiple pages in eMPF Employer Portal. This may be inefficient for large employers.</p>
API Submission	<p>Direct Data Integration: API Submission enables employers and payroll vendors to establish a seamless connection with the eMPF Platform, allowing them to push contribution data directly from their applications. This eliminates manual data entry, reduces human error, and streamlines the overall submission process for greater efficiency.</p>	<p>Technical Readiness and Testing Requirements: Employers and/or payroll vendors integrating with the eMPF API require technical expertise and must complete scenario-based testing in a dedicated environment, requiring a time commitment to ensure readiness.</p>
Bulk Upload in eMPF Employer Portal	<p>Batch Processing via Bulk Uploads: Employers can submit multiple employee contributions in one file, saving significant time and effort especially for businesses with large workforces—compared to manual entry through the eMPF Employer Portal.</p> <p>Leveraging Existing Payroll Software: Companies can use their existing payroll software to generate contribution files from internal databases, ensuring data accuracy and consistency. Some setup may be needed to ensure compatibility with the eMPF Platform's Excel template.</p>	<p>Use of Bulk Upload Template: Employers need to familiarize themselves with the bulk upload template. However, once accustomed to it, submissions become much easier.</p>

The Most Common Issues and Resolutions

The Most Common Issues and Resolutions



1. Scenario: Mismatched 'Staff No.'

- 'Staff No.' in the Upload File does not match the record on the eMPF Platform.
- [Updated in Dec 2025] The 'Staff No.' provided in the uploaded contribution file will **no longer** be used for validation against member records.
- [Updated in Dec 2025] As a result, the 'Staff No.' field will now serve **reference purposes only** in contribution submissions.

Employee Details		
Personal Information		
Surname (English)	Given Name (English)	Surname (Chinese)
Wong	Kai Ming	王
Given Name (Chinese)	ID Document Type	ID No.
啟明	HKID	D6613*****
Mobile No.	Email	
(852) 57489110	sbx.otp@ifastepension.com.my	
Employment Details		
Date of Joining the Scheme (DD/MM/YYYY)	Previous Date of Employment (DD/MM/YYYY)	Date of Employment (DD/MM/YYYY)
20/05/2018		20/05/2018
Visa Issue Date (DD/MM/YYYY)	Payroll Group	Member Class
	MLY1	M2
Staff No.	Employee type	
D13	New Employee	



Way to Fix: [Updated in Dec 2025]

- Although the Staff No. is no longer validated during contribution submission, it is still good practice to keep an accurate Staff No. in each member's record.
- The Staff No. is especially useful for reconciling submission data in the upload file with the Contribution Report downloaded from the bill. Since HKIDs are masked in the report, the Staff No. becomes an important reference for identifying an employee.

eMPF 積金易 Home Manage Scheme Manage Employee Manage Contributions My Account

Submit Contribution Data

Contribution Report

Scheme A
Trustee: Trustee A | Employer Account No.:26946370896733 | Payroll Group: MLY1

Action Required
You have the following pending action(s):

- Employee contribution data pending submission >
- Pending payment(s) >

Contribution Summary

Status	Contribution Period	Bill Type
Partial Submitted	01/12/2025 - 31/12/2025	Contribution Bill
No. of Employee(s) with Contribution Data Pending Submission	Total No. of Employee(s)	
1	3	

The Most Common Issues and Resolutions (Continued)



2. **Error message:** “Employee is not found in the payroll group, please check ID Type, ID No., and Date of Employment.”
- 3 key data are used to identify employee record: **i) ID Type, ii) ID No., and iii) Date of Employment (DOE).**
 - The most common issue is a DOE mismatch between the upload file and the eMPF Platform. This may occur when:
 - An employee undergoes an intra-group transfer. The DOE should reflect the date the employee joined the new company, while the Previous Employment Date represents the first date they joined the employer entity group company.



Way to Fix:

- Confirm that the DOE in the upload file matches the DOE on the eMPF Platform.
- If the DOE is incorrect on the eMPF Platform, employers can update the DOE on the ‘Employee Details’ page on the eMPF Employer Portal.
- **[Updated in Dec 2025]** During contribution record submission, the DOE field is now optional. If no DOE is entered, the platform will automatically identify the member’s active account for the submission.
- **[Updated in Dec 2025]** If multiple active accounts are found for the same employee in a contribution period, and the employer has not entered the DOE, the system will reject the record. This is because the system cannot determine to which of the employee’s active accounts the contribution should be applied. To resolve this, please provide either the **DOE** or the corresponding **member's account number** for the specific active account you wish to make the contribution to in your file. Once this information has been added, you can re-upload the record, and the system will then be able to correctly allocate the contribution to the intended employee active account.
- **[Updated in Dec 2025]** An active account includes status of ‘Active’, ‘Temp’, or ‘Terminating’."

The Most Common Issues and Resolutions (Continued)



3. The eMPF Platform rejects Mandatory Contribution = 0

- Mandatory Contribution **is not required** under some circumstances
 - the employee is an exempt person
 - the employee is under 18 years old
 - the employee is over 65 years old
 - the employee is in the contribution holiday*, ERM is needed, but EEM is not required

Error message in Bulk Upload Error Report:

ERVC2, ERVC, ERM, EEM has been successfully processed, however, EEM cannot be processed due to some reasons.



Way to Fix: Leave it blank for to the Mandatory Contribution instead of inputting "0"

ve contributions to submit) (僅在成員有供款要提交時填寫) 成员供款资料 (仅在成员有供款要提交时填写)					
Conditional Mandatory 有條件下為必填項目 有条件下为必填项目	Optional 選填項目 选填项目	Conditional Mandatory 有條件下為必填項目 有条件下为必填项目	Conditional Mandatory 有條件下為必填項目 有条件下为必填项目	Optional 選填項目 选填项目	Optional 選填項目 选填项目
Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位	Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位	Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位	Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位	Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位	Maximum 18 Numeric characters with 2 decimal places 最多18個數字字符，保留2位小數位 最多18个数字字符，保留2位小数位
23000.50	23000.50	1150.03	1150.03	2000.00	2000.00
Relevant Income 有關入息 有关入息	Basic Salary 基本薪金 基本薪金	Employer's Mandatory Contributions 僱主強制性供款 雇主强制性供款	Employee's Mandatory Contributions 僱員強制性供款 雇员强制性供款	Employer's Voluntary Contributions 僱主自願性供款 雇主自愿性供款	Employer's Voluntary Contributions 2 僱主自願性供款2 雇主自愿性供款2
21500.00	23000.50	1075.00	<div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid red; width: 100px; height: 20px; margin-right: 5px;"></div> </div>		

For example:
The employee is in the contribution holiday, ERM is needed, but EEM is not required

The Employee's Mandatory Contribution should be left blank instead of inputting "0"



The Most Common Issues and Resolutions (Continued)



4. The eMPF Platform rejects Voluntary Contribution = 0 (continued)

System Behavior Illustration Example

Total number of Voluntary Contributions (VC) fields in the upload file: 3

Example Scenario: The employee has ERVC and ERVC2 plans, but no EEVC plan set up in the eMPF Platform. The employer has decided to contribute \$1,000 to ERVC and does not wish to contribute to ERVC2. It is recommended to input the following:

Voluntary Contribution	Recommended Input	Logic Explanation
ERVC	\$1,000	The employer is contributing this amount to ERVC.
ERVC2	0	This indicates that the employee has ERVC2 but employer has chosen not to make a contribution.
EEVC	(Blank)	Since the employee is not eligible for EEVC, this field should remain blank.

The Most Common Issues and Resolutions (Continued)



5. Temporary member cannot be terminated

- On the eMPF Platform, both employers and employees need to take actions to complete enrollment
- Temporary member is an employee who enrolled to an MPF scheme by an employer, but has not completed the enrolment process via paper form or the eMPF Platform.
- Employee with a 'Temporary Record' status cannot be removed using Bulk Upload, API or eMPF Employer portal.

Employee List

Update Employee Details

Search by Employee Name/ID No.

Scheme: All Scheme(s)

Payroll Group: All Payroll Group(s)

Search

Employee Enrolment | Scheme Transfer

English Name	Chinese Name	ID Document Type	ID No.	Staff No.	Scheme (Employer Account No.)	Payroll Group	Status
CHAN RYAN		Passport no.	B263*****		Scheme A 80672	MLY	Active
CHAN RYAN		Passport no.	B263*****		Scheme A 80672	MLY1	Active
KAM KAM	金康	Passport no.	B263*****		Scheme A 80672	MLY	Active
TAYLOR LEE		HKID No.	C2801*****		Scheme A 80672	MLY	Temporary Record
CHENG ELIZABETH		Passport no.	B263*****		Scheme A 80672	MLY1	Active

The employee status can be found on the 'Employee List' page.



Way to Fix:

- Employer needs to submit a 'Notice of Termination'* paper form to the eMPF Administrative Office to terminate the employment.
- Please remind your employees to complete the enrollment process once you have enrolled them.

The Most Common Issues and Resolutions (Continued)



6. In the Upload File, 3 key pieces of information are required in the 'General' information section

Upload File

Mandatory 必填項目	Mandatory 必填項目	Conditional Mandatory 有條件下為必填項目 有条件下为必填項目
Select from the dropdown list (Please refer to the scheme name & scheme code conversion table in "Note" tab) 從下拉清單中選擇 (請參閱“備註”工作表中的計劃註冊編號轉換表) 从下拉清單中选择 (请参阅“备注”工作表中的计划注册编号转换表)	Maximum 15 numeric characters with no decimal places 最多15個數字字符，不帶小數位 最多15个数字字符，不带小数位	Maximum 20 English or numeric characters with no decimal places 最多20個英文或數字字符，不帶小數位 最多20个英文或数字字符，不带小数位
Scheme Registration No. (Please refer to Scheme Registration No. Conversion Table in "Note" tab) 計劃註冊編號 (請參閱“備註”工作表中的計劃註冊編號轉換表) 计划注册编号 (请参阅“备注”工作表中的计划注册编号转换表)	Employer Account No. 僱主帳戶號碼 雇主帐户号码	Payroll Group ID 工資組別編號 工资组别编号
MT00288	123456789012	MLY



Where to find them:

1. Scheme Registration No.
2. Employer Account No.
3. Payroll Group ID

1. Scheme Registration No.:

Can be found from the Excel template under the 'Scheme Registration No' worksheet or in the next slide

Scheme Registration No. 計劃註冊編號	Scheme Name 計劃名稱
MT00172	AIA MPF - Prime Value Choice 友邦強積金優選計劃
MT00539	AMTD MPF Scheme AMTD 強積金計劃
MT00393	BCOM Joyful Retirement MPF Scheme 交通銀行愉盈退休強積金計劃
IS00017	BCT (MPF) Industry Choice BCT(強積金)行業計劃
MT00016	BCT (MPF) Pro Choice BCT 積金之選

2. Employer Account No.:

Can be found under the 'Contribution Detail' page under the 'Manage Contribution' section in the eMPF Employer Portal

Manage Employee | Manage Contributions | My Account

Select a scheme to view the contribution details

Please note:

1. If you did not provide basic salary, the system will proceed with employee's relevant income for making contribution.
2. Any contributions that have been received will only be shown on the eMPF Platform upon completion of contribution processing, and the contribution processing time for different payment methods may vary. Learn [more](#).

Scheme A
Trustee: Trustee A | **Employer Account No.: 80672** | Account Status: Active

Unsettled Contributions: 36 | Outstanding Payment: 1

3. Payroll Group ID:

Can be found under the 'Contribution Period' Page in the eMPF Employer Portal

Contribution Period ⓘ

Unsettled Contributions: | Settled Contributions

Search by Employee Name/HKID No. | Contribution Period: All

This page shows (i) past contribution period(s) with outstanding contributions and/or (ii) the next contrib. If you have already paid contributions in full on or before the contribution day, please disregard the rele.

Scheme A
Trustee: Trustee A | Employer Account No.: 80672 | Account Status: Active

Payroll Group: MLY

Contribution Period	Contribution Status	Bill Type
01/06/2025 - 30/06/2025	Outstanding	Contribution Bill
01/05/2025 - 31/05/2025	Partial Submitted	Contribution Bill

Payroll Group: MLY1

Full List of Scheme Registration No.

Scheme Registration No. 計劃註冊編號	Scheme Name 計劃名稱
MT00172	AIA MPF - Prime Value Choice 友邦強積金優選計劃
MT00539	AMTD MPF Scheme AMTD 強積金計劃
MT00393	BCOM Joyful Retirement MPF Scheme 交通銀行愉盈退休強積金計劃
IS00017	BCT (MPF) Industry Choice BCT(強積金)行業計劃
MT00016	BCT (MPF) Pro Choice BCT 積金之選
MT00075	BCT Strategic MPF Scheme BCT強積金策略計劃
IS00025	BEA (MPF) Industry Scheme 東亞(強積金)行業計劃
MT00202	BEA (MPF) Master Trust Scheme 東亞(強積金)集成信託計劃
MT00571	BEA (MPF) Value Scheme 東亞(強積金)享惠計劃
MT00091	BOC-Prudential Easy-Choice Mandatory Provident Fund Scheme 中銀保誠簡易強積金計劃
MT00083	China Life MPF Master Trust Scheme 中國人壽強積金集成信託計劃
MT00288	Fidelity Retirement Master Trust 富達退休集成信託

Scheme Registration No. 計劃註冊編號	Scheme Name 計劃名稱
MT00121	Haitong MPF Retirement Fund 海通 MPF 退休金
MT00253	Hang Seng Mandatory Provident Fund - SuperTrust Plus 恒生強積金智選計劃
MT00245	HSBC Mandatory Provident Fund - SuperTrust Plus 滙豐強積金智選計劃
MT00482	Manulife Global Select (MPF) Scheme 宏利環球精選(強積金)計劃
MT00490	Manulife RetireChoice (MPF) Scheme 宏利退休精選(強積金)計劃
MT00350	MASS Mandatory Provident Fund Scheme 萬全強制性公積金計劃
MT00547	My Choice Mandatory Provident Fund Scheme 我的強積金計劃
MT00504	Principal MPF - Simple Plan 信安強積金 - 易富之選
MT00180	Principal MPF - Smart Plan 信安強積金 - 明智之選
MT00059	Principal MPF Scheme Series 800 信安強積金計劃800系列
ES00020	SHKP MPF Employer Sponsored Scheme 新地強積金僱主營辦計劃
MT00067	Sun Life Rainbow MPF Scheme 永明彩虹強積金計劃

The Most Common Issues and Resolutions (Continued)

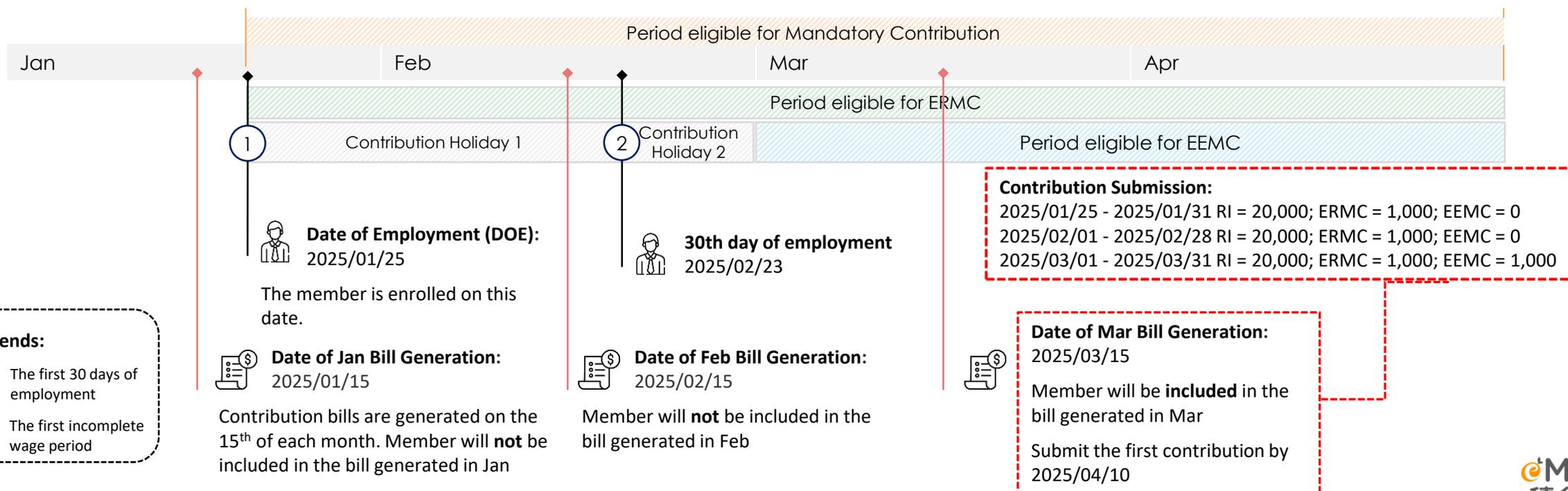


7. How to make contributions for a new Employee?



Illustration of 'Adding Existing Employee'

- When an employee is newly enrolled, the employee will not appear in a bill for the month the employee joined the company.
- For new employees, employers must make their first contributions to trustees on or before the **next contribution day** (the **10th** day of each month) after the calendar month in which the **60th day of employment** falls.
- The first contribution bill of the employee, will include several entries for the employee to backdate contribution for the contribution holiday* which includes 1) the first 30 days of employment and 2) the first incomplete wage period.



The Most Common Issues and Resolutions (Continued)

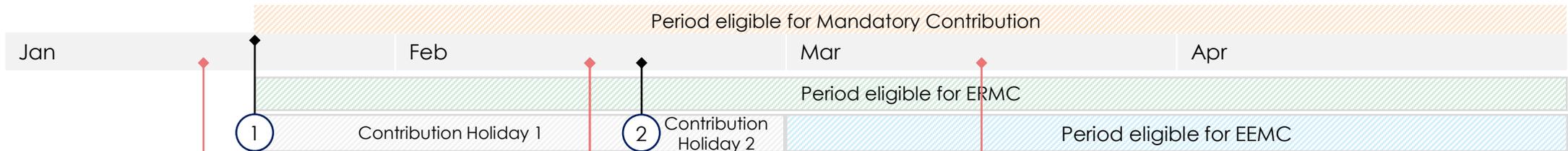
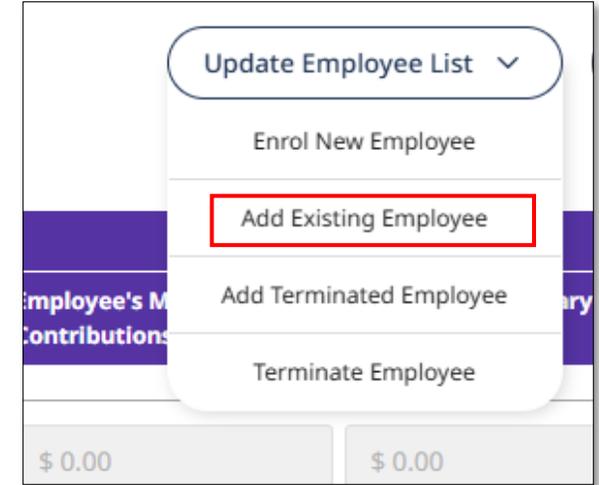


7. How to make contributions for a new Employee? (continued)



Illustration of 'Adding Existing Employee' before first contribution bill generated

If the employer wants to submit contributions for a new employee in the contribution bill generated in February, which is before the first contribution bill generated by system in March, the employer can 'Add Existing Employee' in the February bill and submit contributions.



1 **Date of Employment (DOE):**
2025/01/25
The member is enrolled on this date.

Date of Jan Bill Generation:
2025/01/15

Contribution bills are generated on the 15th of each month. Member will **not** be included in the bill generated in Jan

2 **30th day of employment**
2025/02/23

Date of Feb Bill Generation:
2025/02/15

Member will **not** be included in the bill generated in Feb, use the '**Add Existing Employee**' function to add the member to the Feb bill.

Date of Mar Bill Generation:
2025/03/15

The member is **included** in the Mar Contribution bill with only the Mar Contribution due

Submit the Mar contribution by 2025/04/10

Contribution Submission:
2025/03/01 - 2025/03/31 RI = 20,000; ERM C = 1,000; EEM C = 1,000

Contribution Submission:
2025/01/25 - 2025/01/31 RI = 20,000; ERM C = 1,000; EEM C = 0
2025/02/01 - 2025/02/28 RI = 20,000; ERM C = 1,000; EEM C = 0

Legends:

- 1 The first 30 days of employment
- 2 The first incomplete wage period

The Most Common Issues and Resolutions (Continued)



8. How to make contributions for a Terminated Employee?



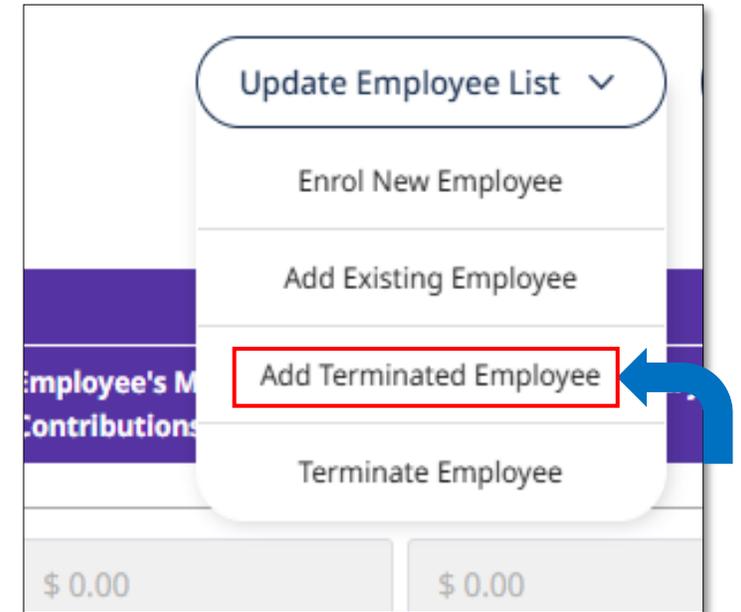
Illustration of 'Adding Terminated Employee'

- Employers may need to make subsequent contribution for a terminated employee
- For example, there are outstanding salary, bonus, or other payments made after the termination date that are considered as relevant income and the amount of contributions should be adjusted accordingly
- **[Updated in Dec 2025]** Employers can make subsequent contributions for a terminated employee via the **eMPF Employer Portal** or through **Bulk Upload / API**.
- **Through the eMPF Employer Portal:**

Employers can access the contribution bill via the contribution period page. Select the 'Add Terminated Employee' function under the 'Update Employee List' button in the top right corner of the 'Employee Contribution Data' page to include the terminated employee in the bill and submit the contribution.
- **Through Bulk Upload / API:**

Contributions for terminated employees can also be submitted via bulk file upload or API by providing the **ID Type, ID Number, and Date of Employment** to identify the terminated employee's account.

[Updated in Dec 2025] Once the contribution submission is completed successfully, the account and the submitted amount will appear on the contribution bill.



Steps to Add Terminated Employee:

Manage Contributions>View Contribution Period>Select a Contribution Bill>Click "Next" Button> Click the "Update Employee List" > > Click "Add Terminated Employee"

The Most Common Issues and Resolutions (Continued)



9. If employees reach the age of 65 during the contribution period, does the relevant income need to be calculated on pro-rata basis?



No. If your employees reach the age of 65 during the contribution period, input the full month's relevant income. The system will automatically apply pro-rata adjustments.



10. Does the platform include validation for the input of Mandatory Contributions and Voluntary Contributions?



For Mandatory Contributions, [Updated in Dec 2025] if the input amount exceeds the contribution amount calculated from the platform, a warning message will be displayed, for example, the input amount exceeds the maximum Mandatory Contribution at 1500, or the input amount exceeds 5% of the relevant income etc.

Sample warning message in Bulk Upload Error Report: The Employer Mandatory Contribution is limited to 1500.00, so 1500.00 has been submitted.

For Voluntary Contributions, there is no validation, the Platform will accept and process any amount you input.

Important Updates Since the Launch of eMPF

1. When enrolling an employee to an MPF scheme – the ‘Email Address’ field is optional, but the ‘Mobile No.’ remains mandatory
2. For new employee enrollment, both Bulk Upload and API support ‘Scheme Transfer’, allowing an existing employee to opt for ‘Exist’ to transfer from one MPF scheme to another under the same employer. Employers can use ‘Exist’, the new ‘Employee Type’, to manage scheme transfer for employees under the ‘New Member’ section.

Steps to ‘New Member’ section:

*Manage Employee> Enrol New Employee> Start Enrolment> Select Regular Employee (REE)
>Select a Scheme> Click “Next” Button> Select “Individual Input”> Employee Type*

3. Employer can assign Staff No. when enrolling new employees (Member Status is ‘N’ and Enrolment Only), even the field ‘Staff No.’ is in the Contribution section.
4. ‘All-or-Nothing’ processing behavior for submission errors in Bulk Upload and API

	Enrolment Only	Contribution	Termination Only
Bulk Upload	All Rejected	Partially Rejected	Partially Rejected
API	Partially Rejected	Partially Rejected	Partially Rejected

‘All Rejected’: If there is an error in any record in the input file, all records will be rejected

‘Partially Rejected’: If there is an error in a record in the input file, all records except the erroneous one will be processed

Important Updates Since the Launch of eMPF (Continued)

5. **[Updated in Dec 2025]** The bulk file upload now supports contribution submissions for terminated employees by using the ID type, ID number, and DOE to identify the terminated account.
6. **[Updated in Dec 2025]** The DOE field is now optional when submitting records with Contributions Data via bulk file upload. If no DOE is provided, the contribution will be applied to the member's active account based on the Scheme Registration No, Payroll Group, ID type and ID number.
7. **[Updated in Dec 2025]** The Staff No. field is no longer used for validation during contribution submission and serves as a reference-only field.

Sandbox Application

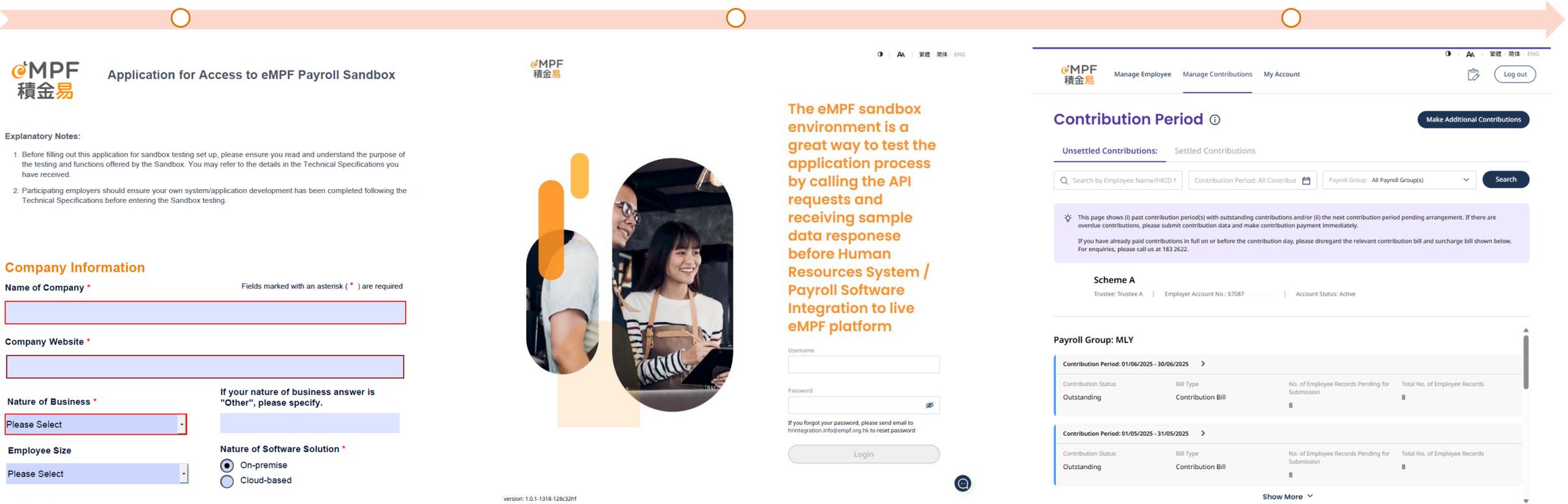
Sandbox Application

The Sandbox is a testing environment with predefined data that allows employers to practice data submission via bulk upload or API.

Sandbox Application by Employer

Account Setup & IP Address Whitelisting

Employer performs testing in Sandbox



Sandbox Application: <https://www.mpfa.org.hk/en/empf/signup-api-integrationtest>

Useful Materials

Useful Materials

Document/File Name	Target Users	Where to Find
eMPF Payroll Integration Technical Specification	Large employers who wish to submit data either via Bulk Upload or API integration, covering step-by-step guideline to configure your own payroll software with your IT team/ vendor	<p>Request for Technical Specifications via the link below: https://www.empf.org.hk/system-integration/technical-specification-request?language_id=1</p>
API Developer Guide	Employers and vendors who aim to use API to submit contribution data to the eMPF Platform, with detailed instructions to help developers integrate, interact with, and troubleshoot an API efficiently.	
Contribution Bulk Upload Template	Employers and vendors to perform Bulk Upload on the eMPF Employer Portal	
Contribution Bulk Upload Template (with in-built checking - Macro Tool)	Employers and vendors to perform basic validations on the inputs on the template and export the output in .csv format for Bulk Upload submission	
Sandbox User Guide	Employers and vendors seeking a step-by-step manual for utilizing Sandbox environment to test the API and Bulk Upload functionalities for submitting contribution data	<p>After signing up for Sandbox Access via the link below, the Sandbox User Guide will be shared via email: https://www.mpfa.org.hk/en/empf/signup-api-integrationtest</p>

Useful Materials

1. eMPF Payroll Integration Technical Specification v1.2 Published on September 5, 2025

Target audience: Employers and vendors who want to understand how to integrate their payroll systems with the eMPF Platform to manage MPF contributions efficiently.

Context:

It provides detailed guidelines for employers and payroll vendors to integrate their systems with the eMPF Platform. It specifies two main methods for data submission: the Standardized Data File Tool for bulk uploads, which allows for easy submission of multiple records at once, and API for real-time data transfers, enabling immediate updates for contributions and employee records.

The document also includes essential technical requirements such as data format specifications, error handling, and testing protocols to ensure successful integration. Additionally, it provides guidelines to help developers understand the definitions and requirements, making it easier to create solutions that meet the eMPF standards.

2. API Developer Guide v1.3.1 Published on Nov 20, 2025

Target audience: IT technical who are responsible for integrating applications with the eMPF Platform, as well as employers and payroll vendors seeking to implement secure API and Token Management solutions

Context:

It provides comprehensive guidelines for developers and technical teams to integrate applications with the eMPF Platform. It outlines various API endpoints available for submitting MPF contribution data and details the Token Management process for secure authentication and authorization.

The document specifies the integration process, including required data formats, error handling procedures, and guidelines to ensure successful implementation. It emphasizes the importance of following established protocols for secure interactions with the eMPF Platform, enabling developers to create robust solutions for managing MPF contributions effectively.

3. Sandbox Guide v1.0.4 Published on March 31, 2025

Target audience: Employers and vendors who are going to test bulk uploads and/or APIs on the Sandbox environment of the eMPF Platform.

Context:

It details the scope of testing available on the Sandbox, which includes the ability to test all Consent Tokens, APIs, and Standardized File formats. It explains how the Sandbox environment replicates the production environment, allowing users to send API requests and receive corresponding responses, as well as validate Standardized File submissions for format and content.

Additionally, the guide includes essential steps for successful testing, such as formatting API requests and Standardized Files according to pre-defined specifications. It emphasizes the importance of error handling and provides guidance on how to troubleshoot issues that may arise during testing.

Thank you!

If you have any questions related to bulk upload,
please email hrintegration.info@empf.org.hk