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The eMPF Platform: Revolutionizing MPF Management for HR Professionals

Mandatory Provident Fund Schemes Authority

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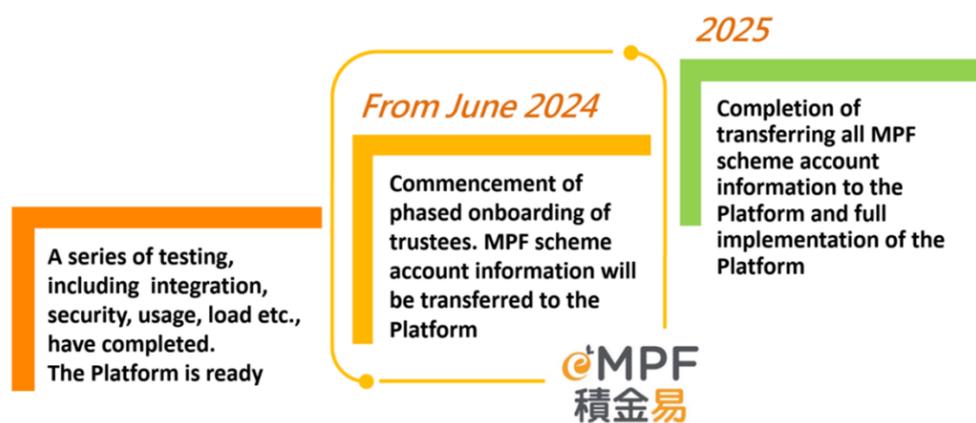
----- MANDATORY PROVIDENT FUND SCHEMES AUTHORITY

The eMPF Platform is set to revolutionise the administration of MPF by offering a one-stop, comprehensive digital solution for all employers and HR professionals. The eMPF Platform will standardise, simplify and automate MPF scheme administration processes across all MPF schemes, rendering an unprecedented user experience, coupled with enhanced accuracy and efficiency for employers and HR professionals in administering relevant processes of employees. This article delves into the latest developments and key features of the eMPF Platform, providing HR professionals with insights into its various benefits and functionalities.

Latest Developments

Designed to address the cumbersome administrative procedures resulting from the decentralised operation model of MPF schemes, the eMPF Platform is the most important reform initiative of the MPF System since its inception. Currently, the Platform has completed software development and testing and is ready for use. To ensure a safe, secured and smooth migration of MPF account information from the existing MPF trustees to the eMPF Platform, a phased onboarding of the 12 MPF trustees, i.e., the migration of MPF account information to the eMPF Platform is target to commence starting from June 2024, in ascending order of their assets-under-management ("AUM") size. The entire onboarding process is scheduled to be completed in 2025. As each MPF scheme gets onboarded, employers and scheme members can gradually begin managing the MPF on the Platform.

Significant Milestones of the eMPF Platform



Why we need an eMPF Platform?

The eMPF Platform offers a range of new functions tailored to meet the specific needs of scheme members and more importantly, HR professionals responsible for MPF administration. Let's explore the key features and their accompanying benefits:

Centralised Account Management

The eMPF Platform provides employers and HR professionals with a centralised digital hub to manage MPF administrations across all MPF schemes. This streamlined and standardised approach eliminates the need to navigate multiple systems when using more than one MPF provider, enhancing convenience and efficiency. By logging in once, HR professionals can enroll employees, make contributions, and update records for all employees in real-time. This empowers employers and HR professionals to efficiently track and manage MPF administrative tasks. Furthermore, the adoption of standardised administrative processes eliminates the necessity of learning new procedures in the event of switching MPF trustees in the future.

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Easier Contribution Handling

Making MPF contributions can be a meticulous process, but the eMPF Platform makes it a breeze for HR professionals. The Platform offers features such as automatic contribution calculations, preparation of remittance statements, and reminders for outstanding payments. By standardising and automating these processes, the Platform minimises human errors and reduces the occurrence of unintentional delays or default contributions, which could potentially lead to contribution surcharges. This saves valuable time and resources, ensuring timely and accurate MPF contributions while enhancing compliance and reducing administrative burdens.

Efficient Submission of Documents and Data

Both the enrolment of employees and making contributions require the submission of documents. The eMPF Platform simplifies document submission, allowing HR professionals to upload and submit necessary forms and data digitally. This eliminates the reliance on physical paperwork, reduces the delivery time required by traditional mailing or courier services, and minimises the risk of delay caused by manual submission. HR professionals can easily upload, store, and retrieve documents, ensuring a seamless and paperless MPF management experience.

Easy Access to Past Records

HR professionals can access a wealth of past records, reports, and statements through the eMPF Platform. By leveraging this reporting feature, HR professionals can maintain accurate MPF records.

Support for Existing Human Resources Management Software

The eMPF Platform is specifically designed to integrate with human resources management (HRM) and payroll systems commonly used in businesses to ensure optimal connectivity and efficiency. After the HRM/payroll systems are upgraded and connected with the eMPF Platform, HR professionals can benefit from using functions such as bulk upload of enrolment and contribution information/instructions.

The contractor tasked to build the Platform has already engaged with relevant software and system providers in September 2022 to introduce the Platform's design and functions. Following this, the eMPF Platform Company has issued a technical specification in January 2023 to assist employers and IT software system providers in upgrading their existing HRM/payroll systems for future integration with the Platform.

We understand that employers, particularly small and medium-sized enterprises (SMEs), may encounter technical issues during the upgrading process. To assist with this, any queries related to integrating HRM/payroll systems with the Platform can be directed to our dedicated email address, "hrintegration.info@empf.org.hk". Our Platform contractor will promptly respond to these inquiries.



We strongly urge employers / HR professionals to familiarise themselves with the technical specifications and take necessary actions for a smooth transition. The technical specifications can be accessed by scanning the provided QR code.

Additionally, reference materials and FAQ concerning the integration of HRM/payroll systems and software with the eMPF Platform are available on the MPFA's website under the "eMPF Platform" section. The materials can be accessed by scanning the provided QR code below.



Powerpoint Deck of Briefing Session on the Integration of HR / Payroll Systems with the eMPF Platform



Q&A of Briefing Sessions

Comprehensive Support Services

To facilitate a seamless transition to the eMPF Platform to be commenced by phases in June, a wide range of support services will be provided to HR professionals.

Communication Packs and briefings organised by trustees:

Employers will receive communication packs from their respective trustees in around two to three months prior to their scheduled onboarding. Employers will be informed of the onboarding date and relevant arrangements. Additionally, trustees will conduct briefings, guiding HR professionals and employers through the onboarding process.

Training and Seminars:

Specialised courses provided free of charge will equip HR personnel with in-depth knowledge of the Platform's functions and operations.

Multimedia Self-Help Tutorials:

Step-by-step user guides designed for less tech-savvy employers will facilitate their understanding of the different functions of the eMPF Platform.

Enquiry and Support:

Outreach teams, service centres, hotlines, email enquiries, and a 24-hour chatbot will be available to address any questions or concerns, ensuring ongoing support throughout the MPF management journey.

Conclusion

The eMPF Platform is poised to transform MPF administration for employers and HR professionals. By embracing this innovative solution, HR professionals will benefit from a streamlined, automated and more efficient journey in carrying out various procedures, resulting in savings in time and manpower resources in the long run. As the Platform's launch approaches, employers and HR professionals are encouraged to stay informed, leverage the provided resources, and embrace the digital transformation that the eMPF Platform offers. By doing so, they can enhance operational efficiency, reduce administration costs, and enjoy a seamless MPF experience.

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