

# Employer online service guide



# Experience MPF online services

With Manulife employer online services, you can perform your MPF administrative work more efficiently through a secured online platform — accessible anytime and anywhere

- You can:
- Update your members' details directly
  - Remit and complete your MPF contribution data with just a few steps via **Contribution Express (CONTX)**. The contribution data will be processed in a timely manner, obviating the need for postage as well as saving the environment by using less paper
  - Use **Employee e-Enrolment** to manage MPF employee enrolment
  - Check your account details by **Cash Account Balance** and **Allocation Summary**
  - Reply and confirm contribution data to rectify inconsistency on **Calculation Discrepancy Report**

## Login steps

Visit [www.manulife.com.hk](http://www.manulife.com.hk), click "Login" at the top right corner and select "Employer login" to proceed the login process. The Manulife Customer Number (MCN) can be found on your monthly Account Statement. To get a personal identification number (PIN), click "Request PIN" and submit the requested information, a new PIN will be mailed to your company correspondence address within 5 business days.

For two-factor authentication purpose, customers are required to register mobile phone number and e-mail address with us, so that you can receive the one-time PIN sent by us every time you login to your account on customer website.

## Member update

Your members' records can be kept updated in the easiest way possible — simply by inputting the latest information of employee and no written notice is needed.

You can update relevant income and basic salary, choose the preset voluntary contribution formula, and report employee termination<sup>#</sup>.

<sup>#</sup> In case Long Service Payment or Severance Payment is involved, you are required to submit a hard copy of "Notice of Employee Termination" form. Please print out and complete the form, and mail the signed original back to us together with all necessary information for further processing.

## Contribution Express (CONTX) for contribution data submission

CONTX provides an online platform to prepare and submit remittance statements simpler and easier. The MPF contributions will be calculated automatically to minimize calculation errors. You can directly submit contribution data online and set the direct debit date for transaction. It takes just a few steps to complete the submission:

### For enrolled member

01

Select and confirm the payroll period, you can report contribution data for last 2 financial years.

**MPF**  
CONTRIBUTION ADMINISTRATION  
Regular Submission - CONTX

**Pay Period Processing**  
Step 1 of 8

All Members -- Regular Submission  
Employer (Company) Name : [REDACTED]

Sub-Scheme No. : [REDACTED]  
Payroll Frequency : MONTHLY

Select from the following available payroll period:  
Please Select

Sort by:  
☒ Name ☐ Member No.

Contribution day for Non-casual Employees:  
Active employee - The 10th day after the last day of (i) a calendar month within which the relevant contribution period ends; or (ii) the month during which the permitted period ends, whichever is later.  
Terminated employee - The 10th day after the last day of the relevant contribution period.

Please Select

- 01/03/2020-31/03/2020
- 01/02/2020-29/02/2020
- 01/01/2020-31/01/2020
- 01/12/2019-31/12/2019
- 01/11/2019-30/11/2019
- 01/10/2019-31/10/2019
- 01/09/2019-30/09/2019
- 01/08/2019-31/08/2019
- 01/07/2019-31/07/2019

02

Review and update the relevant income and basic salary\* for calculation

**MPF**  
CONTRIBUTION ADMINISTRATION  
Regular Submission - CONTX

**Pay Period Processing**  
Step 3 of 8

All Members -- Regular Submission  
Employer (Company) Name : [REDACTED]

Sub-Scheme No. : [REDACTED]  
Currency : HKD  
Payroll Frequency : MONTHLY

EXISTING MEMBER  
PAYROLL PERIOD 01/12/2019-31/12/2019

Member No.	Member Name	Relevant Payroll Period	Relevant Income	Basic Salary
5	[REDACTED]	01/12/2019-31/12/2019	30000.00	15000.00
4	[REDACTED]	01/12/2019-31/12/2019	15000.00	20000.00
1	[REDACTED]	01/12/2019-31/12/2019	10000.00	30000.00
6	[REDACTED]	01/12/2019-31/12/2019	30000.00	10000.00

\*The field of "Basic Salary" is optional to input unless the voluntary contribution is based on basic salary.

03

Review the automatically calculated MPF contributions

**MPF**  
CONTRIBUTION ADMINISTRATION  
Regular Submission - CONTX

**Pay Period Processing**  
Step 4 of 8

All Members -- Remittance Statement  
Employer (Company) Name : [REDACTED]

Sub-Scheme No. : [REDACTED]  
Currency : HKD  
Payroll Frequency : MONTHLY

Print Date/Time : 16/04/2020 13:09

EXISTING MEMBER  
PAYROLL PERIOD 01/12/2019-31/12/2019

Member No.	Member Name	Relevant Payroll Period	Relevant Income	Basic Salary	Member Mandatory Contribution	Employer Mandatory Contribution	Member Voluntary Contribution	Employer Voluntary Contribution	Last Date of Employment (No. 159/SPI)	Total Contribution
5	[REDACTED]	01/12/2019-31/12/2019	30000.00	15000.00	1500.00	1500.00	0.00	0.00	N/A	3000.00
4	[REDACTED]	01/12/2019-31/12/2019	15000.00	20000.00	750.00	750.00	0.00	0.00	N/A	1500.00
1	[REDACTED]	01/12/2019-31/12/2019	10000.00	30000.00	500.00	500.00	0.00	0.00	N/A	1000.00
6	[REDACTED]	01/12/2019-31/12/2019	30000.00	10000.00	1500.00	1500.00	0.00	0.00	20/01/2020	3000.00
			<b>Sub-total</b>		<b>4250.00</b>	<b>4250.00</b>	<b>0.00</b>	<b>0.00</b>		<b>8500.00</b>

Total Members : 4  
Total Contribution : 8500.00

04

Complete the submission and receive the reference number

**MPF**  
CONTRIBUTION ADMINISTRATION  
Regular Submission - CONTX

**Pay Period Processing**  
Step 8 of 8

Thank you for data submission via our web. Please do NOT submit any hard copy of same contribution detail to avoid duplicate input / investment allocation.

All Members -- Regular Submission

Thank you for your contribution data submission in respect of the Payroll Period of 01/12/2019-31/12/2019.

Your reference number is 415191.

You can select "View Transaction Log" under "Account Administration" on the left menu bar to view and print the submission record.

Please issue crossed cheque(s) (number 415191) of HK\$8,500.00 payable to "Manulife Provident Funds Trust Company Limited" and send it with the Payment Slip to P.O. Box 11111, General Post Office, Hong Kong.

Please write your Sub-Scheme No. 415191 on the back of your cheque(s).

A Click the reference number to view and print the submitted data

## For non-enrolled new member

01

Select "Contribution Submission - Non-enrolled New Member" and click "ADD NEW MEMBER RECORD"

**MPF**

**CONTRIBUTION ADMINISTRATION**

Regular Submission - CONTX

Contribution Submission - Non-enrolled New Member **NEW**

Member Update

Print Remittance Statement

Print Contribution Advice

Print Notice of Termination

**e-CONTRIBUTION PACKAGE**

e-Employer Monthly Package & e-Remittance Statement

**OUTSTANDING RECORDS**

Outstanding Contribution

**SURCHARGE PROCESSING**

Surcharge Submission

**ACCOUNT INFORMATION**

Cash Account Balance

Allocation Summary

Member's Accrued Benefits (Employer Portion)

**ACCOUNT ADMINISTRATION**

e-Statement Setting

Change Username

Change PIN

Change Information

Forms and Manuals

View Transaction Log

**Contribution Submission - Non-enrolled New Member**

calculate and submit MPF contribution for members pending for enrolment #; case be reminded to enrol all relevant employees for joining Manulife Global Select (MPF) Scheme within 60 days after the date of employment.

**ADD NEW MEMBER RECORD** **DISPLAY SUBMITTED RECORD** **B**

Number of records which has not yet been submitted: 10 Page 1/1

Select Member	Member Number	HKID Card/Passport No.	Employment Date	Payroll Period
<input type="checkbox"/>	NO (00) H498	03 753972 0	06/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	MAN (00) 000000	0000 0000 00	05/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	001 0001	0000 0000 00	05/04/2019	01/04/2019-31/10/2019
<input type="checkbox"/>	NO (00) 000000	0000 0000 00	03/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	05/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	06/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	09/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	03/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	08/01/2020	01/01/2020-31/03/2020
<input type="checkbox"/>	0000 0000 0000	0000 0000 00	09/01/2020	01/01/2020-31/03/2020

**Important note**

"Non-enrolled New Member" refers to any new members who have not yet submitted the **Employee Enrolment Form** for setting up a member account; or the enrolment process has not been completed. Therefore, no such record exists under the section of "Regular Submission-CONTX".

**B** If you have added a member record before, you may click here to continue reporting the contribution data for the non-enrolled new member.

02

Input the personal particulars and relevant information of the member

**MPF**

**CONTRIBUTION ADMINISTRATION**

Regular Submission - CONTX

Contribution Submission - Non-enrolled New Member **NEW**

Member Update

Print Remittance Statement

Print Contribution Advice

Print Notice of Termination

**e-CONTRIBUTION PACKAGE**

e-Employer Monthly Package & e-Remittance Statement

**OUTSTANDING RECORDS**

Outstanding Contribution

**SURCHARGE PROCESSING**

Surcharge Submission

**ACCOUNT INFORMATION**

Cash Account Balance

Allocation Summary

Member's Accrued Benefits (Employer Portion)

**ACCOUNT ADMINISTRATION**

e-Statement Setting

Change Username

Change PIN

Change Information

Forms and Manuals

View Transaction Log

**Contribution Submission - Non-enrolled New Member**

Step 2 of 6

**Add Members**

Surname:

Other Name:

HKID Card/Passport No.:

Date of Birth:

Employment Date:

Intra-group Transfer from Associated company:

Last Date of Employment (If Applicable):

**Contribution Calculation**

**Voluntary Contributions**  Option 3 - Income x % - Mandatory Contribution

Payroll Period	Relevant Income	Basic Salary
01/12/2019-31/12/2019	20000	0.00
01/01/2020-31/01/2020	20000	0.00
01/02/2020-29/02/2020	20000	0.00
01/03/2020-31/03/2020	20000	0.00

**Calculation Base**  Relevant Income

**Employer Voluntary Contributions**  %

03

Review the automatically calculated MPF contributions

**MPF**

**CONTRIBUTION ADMINISTRATION**

Regular Submission - CONTX

Contribution Submission - Non-enrolled New Member **NEW**

Member Update

Print Remittance Statement

Print Contribution Advice

Print Notice of Termination

**e-CONTRIBUTION PACKAGE**

e-Employer Monthly Package & e-Remittance Statement

**OUTSTANDING RECORDS**

Outstanding Contribution

**SURCHARGE PROCESSING**

Surcharge Submission

**ACCOUNT INFORMATION**

Cash Account Balance

Allocation Summary

Member's Accrued Benefits (Employer Portion)

**ACCOUNT ADMINISTRATION**

e-Statement Setting

Change Username

Change PIN

**Contribution Submission - Non-enrolled New Member**

Step 3 of 6

**Employer(Company) Name:**  **Print Date/Time:** 16/04/2020 13:06:19

**Sub-Scheme No.:**

**Payroll Frequency:** MONTHLY

**Contribution Details**

Member Name	HKID Card/Passport No.	Payroll Period	Relevant Income	Basic Salary	Employee Mandatory Contributions	Employer Mandatory Contributions	Employee Voluntary Contributions	Employer Voluntary Contributions	Total Contributions
MAN (00) 000000	0000 0000 00	01/02/2020-29/02/2020	20000.00	0.00	0.00	1000.00	0.00	0.00	0.00
		01/03/2020-31/03/2020	20000.00	0.00	0.00	1000.00	0.00	0.00	0.00
		01/04/2020-30/04/2020	20000.00	0.00	1000.00	1000.00	0.00	0.00	0.00
		<b>Sub-total</b>			1000.00	3000.00	0.00	0.00	0.00

**Total No. of Members:** 1 **Total Contributions:**

**PRINT** **NEXT** **BACK** **SAVE**

04

Complete the submission and receive the reference number

**MPF**

**CONTRIBUTION ADMINISTRATION**

Regular Submission - CONTX

Contribution Submission - Non-enrolled New Member **NEW**

Member Update

Print Remittance Statement

Print Contribution Advice

Print Notice of Termination

**e-CONTRIBUTION PACKAGE**

e-Employer Monthly Package & e-Remittance Statement

**OUTSTANDING RECORDS**

Outstanding Contribution

**SURCHARGE PROCESSING**

**Contribution Submission - Non-enrolled New Member**

Step 6 of 6

**Thank you for data submission via our web.**

- Your reference number is **N10012L** **C**
- You can select "View Transaction Log" under "Account Administration" on the left menu bar to view and print the submission record.
- The crossed cheque(s) (number **000000**) issued in the amount totalling **HK\$4000.00**, should be made payable to "Manulife Provident Funds Trust Company Limited". Please send it with the Payment Slip to P.O. Box 12246, General Post Office, Hong Kong.
- Please write your Sub-Scheme No. **000000** on the back of your cheque(s).
- Post-Dated and Electronic cheques are not accepted.

**C** Click the reference number to view and print the submitted data

Remarks: Please be reminded to enrol all relevant employees within 60 days after the date of employment.

## Print Contribution Advice

After successfully remitting your MPF contribution data via CONTX, you can print out the Contribution Advice to provide relevant information of contributions to your employees.

The screenshot shows the 'MPF Member Contribution Advice' form. On the left is a navigation menu with options like 'CONTRIBUTION ADMINISTRATION', 'e-CONTRIBUTION PACKAGE', 'OUTSTANDING RECORDS', 'SURCHARGE PROCESSING', 'ACCOUNT INFORMATION', and 'ACCOUNT ADMINISTRATION'. The 'Print Contribution Advice' option is highlighted. The main form area displays member details (Member No., Member Name), employer information (Employer (Company) Name, Sub-Scheme No., Payroll Frequency, Payroll Period, Contribution Pay Date), and a table of contributions. The table shows Income (30000.00), Relevant Income (15000.00), and Member Contribution (Mandatory: 1500.00, Voluntary: 0.00). The total Net Pay is 28500.00.

	Amount(HKD)
Income	30000.00
Relevant Income	15000.00
Member Contribution	
Mandatory Contribution	1500.00
Voluntary Contribution	0.00
Net Pay	28500.00

## Employee e-Enrolment

You can select "Invite employee" and input preliminary information of employee(s), the system will then automatically invite and remind your employee(s) to complete e-Enrolment.

The screenshot shows the 'Employee e-Enrolment' interface. It includes a search bar, filters for 'To be verified (2)', 'Invited (2)', 'Undelivered (1)', and 'Submitted (1)'. A table lists employees with their identifiers, contact information, dates of invitation, and status. The 'Invite employee' button is visible in the top right.

Identifier	Contact information	Date of invitation	Status
Jacky	+852 9876 5432	04/06/2020	Undelivered
Peter (Leung Siu Heung)	+852 9999 9999	13/06/2020	To be verified
Becky	hong_siu_ting@manulife.com	03/07/2020	Invited
James (Chan Tai Hoi)	chan_tai_hoi@manulife.com	03/07/2020	Submitted (Sub: 08/07/2020)
Lily	+852 9898 9898	20/06/2020	Invited
Mai (Ho Siu Ki)	ho_siu_ki@manulife.com	13/06/2020	To be verified



Scan the QR code to learn more

## e-Statement setting

Most of our regular reports and statements for employers are available online to review in due course by employers.

Go to e-Statement setting under ACCOUNT ADMINISTRATION and opt for e-statement replacing hard copy postage to avoid postage hassle. If you have registered an email address with us, you will receive an e-Alert notification via email when the latest report and/or statement is uploaded.

The screenshot shows the 'e-Statement Setting' form. It includes a navigation menu on the left with 'e-Statement Setting' highlighted. The main form area has a red warning message: 'Please update your contact information highlighted in red below.' It displays employer details and allows selection between 'Paper Statement' and 'e-Statement' (which is selected). There is a section for 'Type of Statement/Document' and an 'Email Address' field. A note at the bottom states that the setting is only applicable to the listed employer documents and that documents will be sent via email if the 'e-Statement' option is chosen.

## What's more?

You can also review your account transaction at **Cash Account Balance**, and view and print contribution allocation details either by payroll period or by member for the last 24 months recorded at **Allocation Summary**.



You may scan the QR code to watch the demo video to learn more about the features of online service.



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