

Category		EZ-Pay Question	Answer
Application	1	Can we apply the EZpay services if we are not using HSBC/HASE MPF trustee/Autopay Services?	NO. EZ-Pay service is exclusively offered to clients of HSBC/HASE only. Clients who applied EZ-Pay should use either their Auto-pay or MPF service.
	2	After submitting the EZ-Pay Application Form, how long does it take for getting the software?	Usually the welcome pack will be delivered by courier to you within 7 working days once received and verified the required documents. Please BE REMINDED that you should also apply for bank code from HSBC/HASE if autopay function will be used.
	3	For a new setup company, if we do not have the MPF employer ID and Tax file number at first, how to complete the Application Form?	You can still process the application. The Employer ID and Tax File number can be submitted by filling EZ-Pay Instruction/Amendment Form later.
	4	Should the signature on the EZ-Pay Application Form & Declaration section be the same as the one signed in bank?	No, it can be two different Signatures. For the MPF/Auto-pay services information Section : Sign using Bank authorized Signature with Company Chop. For the Declaration Section: Sign by the Supervisor or the authorized person.
	5	Any extra charge is needed if we apply e-Gateway?	No, our e-Gateway service is FREE to all EZ-Pay customers.
	6	What should I fill in the "Expiry Date" and the "Limit for each Payment/Month" on the Direct Debit Authorization Form?	For the " Limit for each Payment/Month ", you can fill in the amount for debiting the annual fee of EZ-Pay. Besides, the " Expiry date " is to identify the expiry date of the DDA form. You can selectively leave these fields blank.
	7	What should I fill in the "Name Of Debtor" on the Direct Debit Authorization Form?	Fill the account holder if the account to be debited is not the same with the company one.
Billing and Charges	8	Is there a set-up charge?	No. Only the annual subscription fee is charged. The installation process is done by users.
	9	What is the standard invoicing procedure?	EZ-Pay adopts the method of year-end invoicing . That is, no matter when you have started your subscription, the initial payment is pro-rated from the date you start till the end of the application year. Upon expiration of your subscription, you will receive an invoice for the subscription fee, which covers a 12-month period starting from January 1st and ending on December 31st. Please pay accordingly
	10	At the end of my subscription, will I receive an invoice next year's subscription fee?	Yes, approximately one month prior to the expiration of your subscription, you will be invoiced the subscription fee along with a renewal notice. The default means of sending the invoice and renewal notice is by FAX . (Please BE REMINDED to update contact using the EZ-Pay Instruction/Amendment Form.)
	11	What kinds of payment methods are supported?	Two Pay method are supported: AutoPay : Please complete a Direct Debit Authorization (DDA) form and return the original copy to HR21. Cheque : Please mail a crossed cheque payable to "HR21 Limited".
	12	I would like to pay the subscription fee by AutoPay, what are the procedures?	Complete a Direct Debit Authorization (DDA) form (copies can be obtained here HSBC or HASE). Send the original copy of the DDA form to HR21 for processing.
Billing and Charges	13	How long is the processing time for AutoPay/DDA?	The average DDA processing time takes about 5 working days .
	14	I would like to pay the subscription fee by Cheque, what are the procedures?	Mail a crossed cheque payable to "HR21 Limited" with the payment slip of the invoice to HR21. Write your EZ-Pay ID at the back of the cheque and send it to HR21 no later than 3 working days before the payment due date. The average cheque processing time is 14 working days.
	15	Will I receive the official receipt?	An official receipt will only be sent upon request.
	16	Will I receive refund if I terminate the services before the expiry date of subscription period?	All payments are no-refundable.
	17	I have previously submitted a Direct Debit Authorisation (DDA) form? Why do I need to submit once again this year?	When the DDA form is no longer valid, you should fill and submit the DDA form again. The reasons of invalid may be: Payment limit has been exceeded DDA instruction is expired The account status does not allow a Direct Debit instruction (i.e. dormant, closed). To submit a new DDA form, you can download a copy of the form here (HSBC or HASE), complete it and submit the original copy to HR21.

Customer Service Support	18	Is there any training session for new users? How to register training course?	Yes. We have provide full training sessions for customers. Two seats would be reserved for new customers while existing customers could also join by paying \$500 per seat. The schedule of the training session is posted on our website . You can register training directly through the website or call our customer service hotline at 2186 -8222 to reserve your seat. Please note that the training seats are limited, booking is required.
	19	We have no IT Dept, can you arrange onsite installation?	We provide installation guide(with captured screen) and hotline support in installing the EZpay Program. You could try to install by yourself. If onsite installation is required, additional service charges should be charged.
e-Gateway	20	What is e-Gateway?	e-Gateway is the function which you may submit your payroll and MPF instructions to HSBC or Hang Seng Bank electronically and without generating any physical media (e.g diskette) or to submit your instructions in person.
	21	What is the cut off time for submitting bankfile(s) through e-Gateway?	The cut-off time for submitting payroll/MPF file is 5:00pm on every bank working day. Besides, Bank Autopay Centre will distinguish bank files by company bank account, bank payment code and value date.
	22	How to check the status of the bank file sent through e-Gateway?	If you submit bank file by e-Gateway, you will receive a message sent from HR21 immediately. You can check this message in ' Administration Inbox ' in your e-Gateway account.
	23	Any signatory setting/ signing limit needed in e-Gateway?	It is recommended to set up signatory limit for submitting payroll/ non-payroll autopay file for the reason of security. You can assign authorizer to submit payroll/ non-payroll autopay file. For details of setting signatory limit, please refer to EZ-Pay User Guide, How To Use E-Gateway.
24	What is the processing time for re-issue e-Gateway login user ID/ password?	If your e-Gateway user ID/ password is locked, you have to complete the EZ-Pay Instruction/Amendment Form to re-issue the ID/ password. Generally, 5 working days is needed once the amendment form received by HR21. You will receive the ID/ password by mail.	

類別	易薪財問題	答案
申請	1 如果我們不使用匯豐或恆生強積金受託人或自動轉賬服務，我們能申請易薪財服務嗎？	易薪財服務只提供給匯豐/恆生銀行的客戶。申請易薪財的客戶應使用其自動轉賬或強積金服務。
	2 提交易薪財的申請表格後，需要多久才能獲取該軟件？	我們收到並核實所需的文件，軟件將在7個工作天內通過速遞交給申請者。 請注意，如果使用自動轉帳功能，你需要向匯豐/恆生銀行申請銀行代碼。
	3 對於新成立的公司，如果我們還沒有強積金雇主編號和稅務檔案號碼，應如何填寫申請表格？	您仍然可以提交申請表格。雇主編號和稅務檔案號碼可在其後提交易薪財的指令/修訂表格填寫。
	4 易薪財的申請表上聲明部分的簽署，需要與銀行簽署相同嗎？	不需要，申請表上聲明部分的簽名，與銀行簽署可以是兩個不同的簽名。強積金/自動轉賬服務部分：請使用銀行授權的簽名及公司蓋章。聲明部分：由主管或授權人簽署。
	5 如果我們申請電子輸送渠道，需要任何額外費用嗎？	不需要，我們的電子輸送渠道服務是免費提供給所有易薪財客戶的。
	6 我應該怎樣填寫在直接付款授權書上的“截止日期”和“每月付款限額”？	您可以填寫易薪財的年費金額於“每月付款限額”。此外，“截止日期”是給銀行確定該直接付款授權書的到期日。您可以選擇將這欄留空。
	7 我應該怎樣填寫在直接付款授權書上的“債務人名稱”？	如果要扣除的帳戶戶口和公司戶口不相同，請填寫帳戶持有人名稱。

賬單及收費	8	是否要收取安裝費用？	否，只收取年費。安裝過程是由用戶來完成的。
	9	標準的收費程序是怎樣？	易薪財採用年終收費的方式。不論您何時開始使用，首期費用將由開始之日起至申請年度結束尾按比例計算。每年的租用到期後，您會收到下一年度(從1月1日至12月31日止)租用費的發票，屆時請支付相關的年費。
	10	在我的租用期結束後，我會收到明年的發票嗎？	會，在您的租用到期前約一個月，您將收到您的發票和續期通知。我們將透過傳真方式通知及傳送發票和續期通知。(請注意：請使用易薪財的指示/更改表格更新聯絡資料。)
	11	有什麼類型的付款方式可支援？	支援兩種付款方式：自動轉帳：請填寫直接付款授權書 (DDA) 並將正本寄返HR21。 支票：請郵寄劃線支票，抬頭為“HR21 Limited”。
	12	我想以自動轉帳方式支付年費，有哪些程序？	完成填寫直接付款授權書 (DDA) 的表格 (可從匯豐銀行或恆生銀行取得)。將正本寄返HR21以進行處理。
	13	自動轉帳的處理需時多久？	自動轉帳的平均處理時間大約需要5個工作天。
	14	我想通過支票形式支付年費，有什麼程序？	郵件劃線支票連同發票到“HR21有限公司”。在支票背面寫上您的易薪財編號並於到期付款日的三個工作日前發送到HR21。 以支票形式付款的平均處理時間為14個工作天。
15	我會收到正式收據嗎？	正式收據僅按要求發送。	
16	如果我在租用期屆滿前終止服務，會收到退款嗎？	不會，所有的款項將不予退還。	
17	我以前曾提交直接付款授權書 (DDA)，為什麼我今年需要再次提交？	當您的直接付款授權書 (DDA) 不再有效，你需要再次填寫並提交直接付款授權書 (DDA)。無效的原因可能是：支付限額超出上限。 直接付款授權書 (DDA) 上的指令已過期。帳戶狀態不允許直接付款指令 (即處於封閉、凍結狀態)。 要提交一個新的直接付款授權書 (DDA)，你可以從這裡下載一個副本 (匯豐銀行或恆生銀行)，完成它並將正本交到HR21。	
客戶服務	18	有沒有培訓課程給予新用戶？	有。我們為客戶提供全面的培訓課程。新客戶可享有兩個免費席位，而現有客戶也可以支付500元換取一個席位。培訓課程的時間表會張貼於我們的網站內。閣下可以直接通過網站報讀培訓課程 或致電客戶服務熱線: 2186-8222，以保留您的席位。請注意，培訓課程名額有限，需要預約。
		如何報讀培訓課程？	
	19	我們沒有電腦支援的部門，是否可以安排上門安裝嗎？	你可以嘗試自行安裝，我們已提供安裝指南 (並附有屏幕視窗畫面) 或致電客戶服務熱線以作支援安裝易薪財的程序。如果需要安排上門安裝，將會收取額外的服務費。
電子輸送渠道	20	甚麼是電子輸送渠道？	易薪財用戶可透過易薪財的網上電子輸送渠道遞交自動轉帳、支薪及強積金供款指令予香港上海匯豐銀行或恆生銀行。
	21	經電子輸送渠道上載銀行檔案的截數時間？	上載銀行檔案的截數時間是每個銀行工作日下午5:00正。 另外，自動轉帳中心以公司賬戶、支薪轉帳代號和過賬日區別銀行檔案。如以不同的公司賬戶、支薪轉帳代號和過賬日送出兩個銀行檔案，銀行會收到兩個不同的檔案及指示
	22	透過 e-Gateway，如何得知已傳送檔案的狀態？	如果你以電子輸送渠道傳送銀行檔案，你會立刻收到一個由HR21發出的訊息。你可以即時在“行政管理”中的“收件匣”查看是否成功傳送。
	23	電子輸送渠道需要設定多重簽署設定/簽署上限嗎？	我們以保安理由建議你設定簽署上限。你可以受權一個用戶去傳送自動轉帳檔案。詳細資料請參閱易薪財版本1.4.0使用手冊，第二部分-電子輸送渠道用戶手冊 (經由 EZ-Pay Online 傳送檔案)。
	24	補領電子輸送渠道主管用戶編號及密碼需時多久？	如果你的電子輸送渠道主管用戶編號及密碼已經失效，請填寫 易薪財指示/更改表格，然後送到敝公司。補領主管用戶編號及密碼需要 5 個工作天處理，然後郵寄給客戶。