



صندوق الحماية الاجتماعية  
SOCIAL PROTECTION FUND

# User Manual for Electronic Services for Employers

## Registration and Contribution



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# Introduction

In line with the government's policies to transition to electronic government, and based on the Social Protection Fund's (SPF) vision to provide distinguished services characterized by transparency, SPF has launched its electronic services to facilitate service provision to employers through SPF's electronic portal: [www.spf.gov.om](http://www.spf.gov.om)

This manual describes the electronic services provided by SPF and outlines the mechanism for employers to access these services. It details how to manage the data of insured persons (both Omani and non-Omani workers), update their wages, and pay the contribution bill for social insurance branches.



## Controls for registering | Omani and non-Omani insured persons

1. The employment contract for Omanis and non-Omanis at the Social Protection Fund (SPF) is registered and terminated automatically through the bilateral linking of the following systems:
  - Workers in government units operating the two systems (Mawred/Rio).
  - Workers in government units that have a direct connection with SPF.
  - Workers in non-governmental sectors, including the private sector, through the Ministry of Labor system.
2. The employer must verify its workers' data through SPF's electronic portal. If there is an error in the workers' data, the employer should amend it in the systems mentioned above. For example, if an employer's (company's) workers in the private sector are not reflected in SPF's portal, the company must contact the Ministry of Labor to ensure that those contracts are registered.
3. Non-governmental employers and government units with a direct connection to SPF must update the wages of their workers (Omanis and non-Omanis) through SPF's electronic portal, ensuring that wages are updated promptly whenever there are changes. For government units linked through the (Mawred and Rio) systems, wage updates should be made through those systems.

**Note: The contribution bill is calculated at the end of each month by SPF based on the workers' data and wages available on the Fund's portal. Therefore, points 2 and 3 must be verified on a monthly basis.**



## Login to electronic services

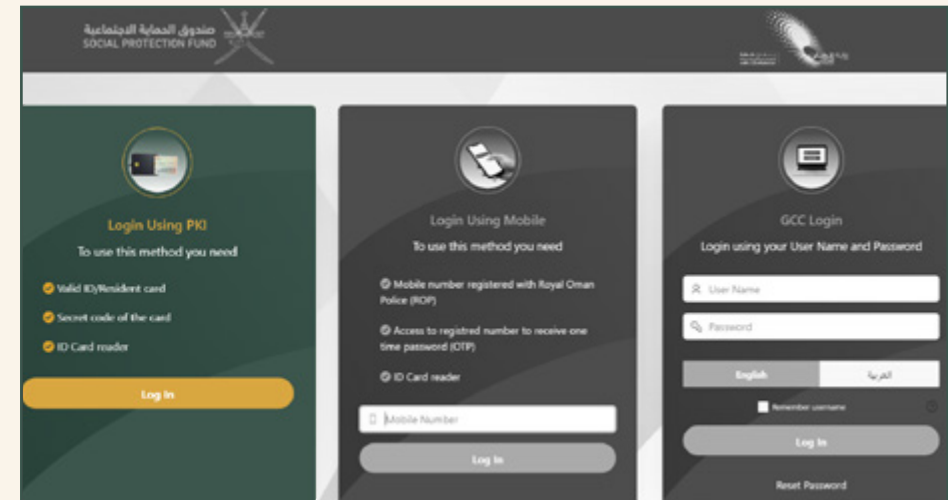
1. Log in via SPF's electronic portal at



### Note

The authorized person is the individual who has the authority to access the system. This may be the employer, the authorized signatory in the commercial registry at the Ministry of Commerce, Industry, and Investment Promotion, or the designated representative of the employer in SPF's portal.

2. Log in using PKI electronic authentication for the authorized person

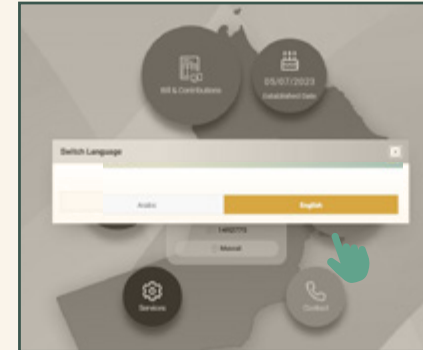


3. Enter the PIN of the authorized person's ID card



## Electronic services home page

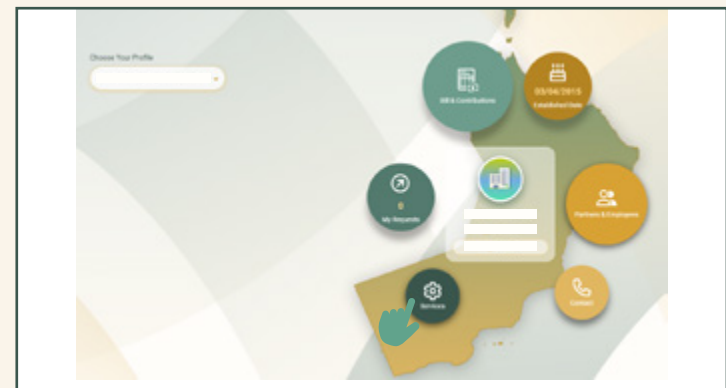
1. Choose the language



2. Select your profile (employer)



3. After selecting the profile, ensure that the employer's name is displayed. You will then be able to access all available electronic services



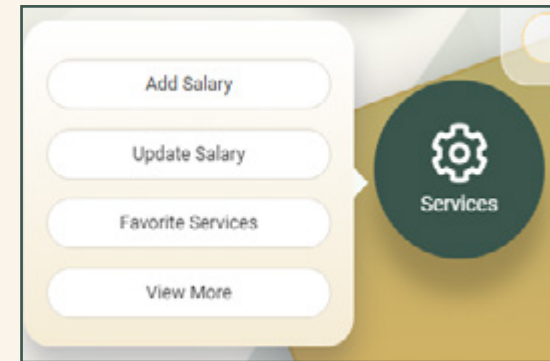
## Adding and removing authorized persons for the employer

### Service Description

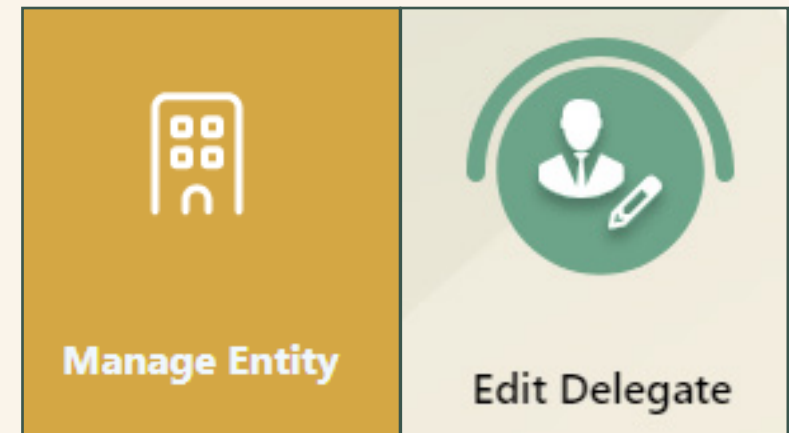
Granting and revoking permissions to use electronic services on SPF's E-Portal for individuals who are not authorized by the commercial registry

## Add a New Authorized Person

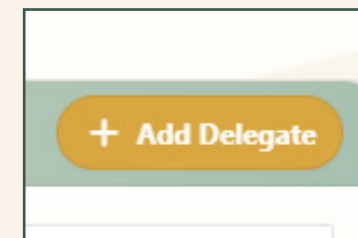
1. Choose «Services,» then select «View More»



2. Choose «Manage Entity,» then select «Edit Delegate»



3. Click on «(+Add Delegate)»



Cont. Adding and removing authorized persons for the employer  
**Add a New Authorized Person**

#### 4. Adding the Authorized Person's Data (Managing Delegates)

1. Enter the civil or resident number, then the expiration date of the card, and click "Validate."
2. Choose the type of authorization:
  - Manage Billing: Grants the authority to view and print monthly bill, bill details, and amounts paid.
  - Manage Contributor Date: Grants the authority to add and modify the insured's data and the employer's contact information.
  - Absolute: Grants all permissions to manage data and bills.
3. Add the authorization start date, leaving the end date blank.
4. After verifying the data, click "Save."

Manage Delegate

Omani / Oman Resident

Civil ID ID Expiry Date

Full Name

✓ Validate

Partner Type DELEGATE Partner Subtype

Start Date End Date

Cancel Save




Cont. Adding and removing authorized persons for the employer  
**modify or remove authorization permissions**

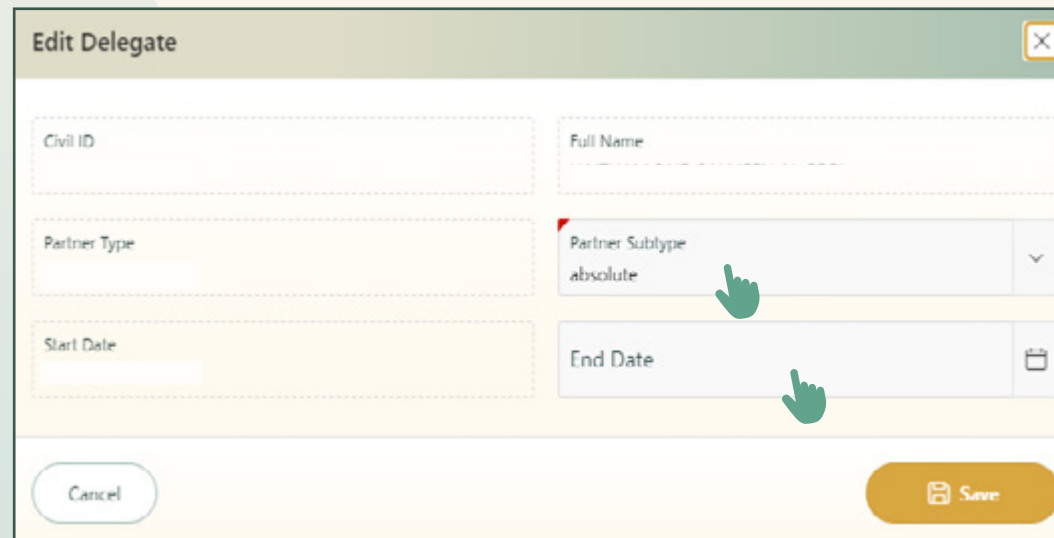
## 5. To modify or remove authorization permissions, return to the same authorization modification screen



The screenshot shows a table titled "All Delegates" with columns for Civil ID, Full Name, Delegate Type, and Start Date. A hand icon with a pencil is pointing to the edit button in the first row.

Civil ID	Full Name	Delegate Type	Start Date

1. Press the (  ) button next to the authorization you want to modify
  - To change the authorization type, click on **“Partner Subtype”**
  - To cancel the authorization, enter the expiration date
  - After completing the required procedure, click “Save”



The screenshot shows the "Edit Delegate" form with fields for Civil ID, Full Name, Partner Type, Partner Subtype (set to absolute), Start Date, and End Date. Hand icons point to the Partner Subtype dropdown and the End Date field. There are "Cancel" and "Save" buttons at the bottom.

Civil ID	Full Name
Partner Type	Partner Subtype absolute
Start Date	End Date

Buttons: Cancel, Save

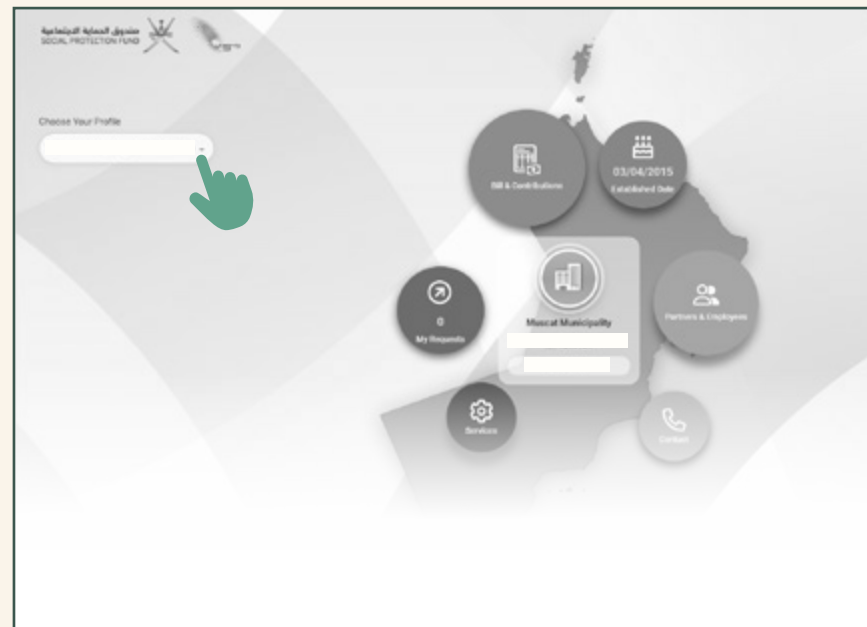


## View the data of Omani and non-Omani insured persons

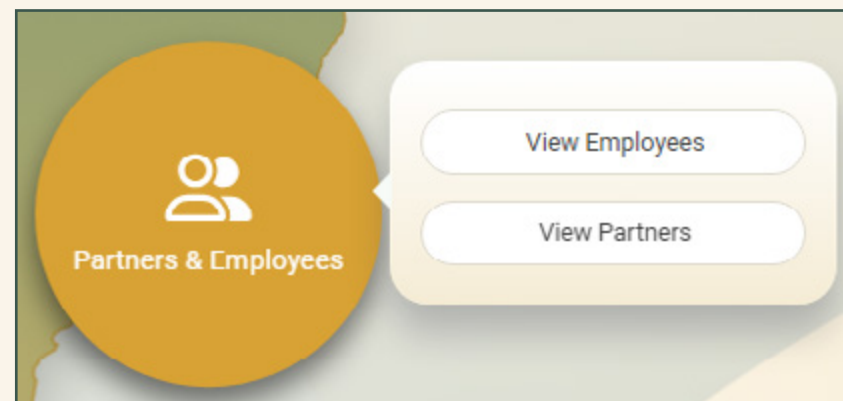
### Service Description

Display Data of Active and Inactive Insured Persons (Omanis and Non-Omanis)

1. Choose your profile (employer)



2. Select «Partners and Employees,» then choose «View Employees» to display the data of Omani and non-Omani workers



## Add/modify wage variables

### Service Description

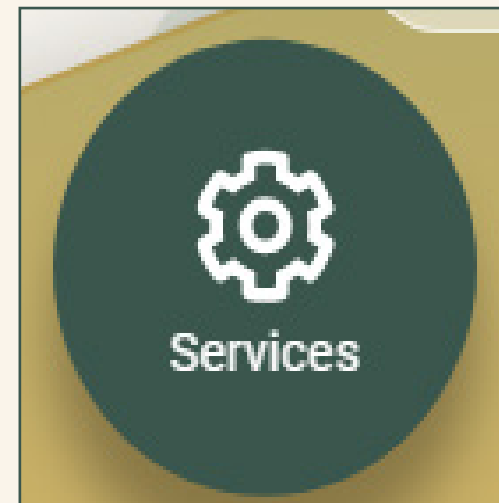
Adding or modifying the Wages of Omani and Non-Omani Insured persons, Individually or Collectively

The wages management service includes the following options:

1. Adding a new wage for a single insured person.
2. Modifying the wage of a single insured person.
3. Adding or modifying wage variables by uploading an Excel file for multiple insured persons.

To Access Wage Management Services:

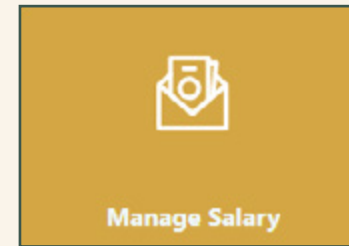
1. Choose your profile (employer).
2. Select the «Services» box, then choose «View More»



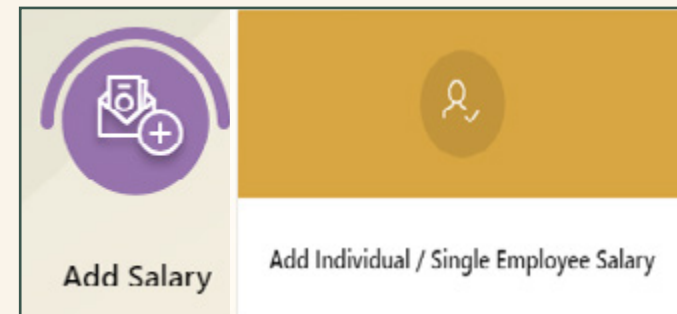
Cont. Add/modify  
wage variables  
**Add a New Wage for a  
Single Insured Person**

To Add a New Wage for a Single  
Insured Person:

**1.** Choose «Manage Salary»



**2.** Select «Add Salary»  
then choose «Add  
Individual/Single  
Employee Salary.»

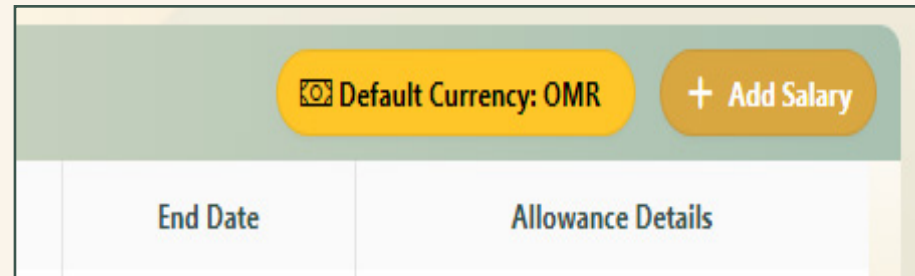


**3.** Search for the insured  
person's name by civil or  
resident number, select the  
insured person, and then  
click on «Details.»



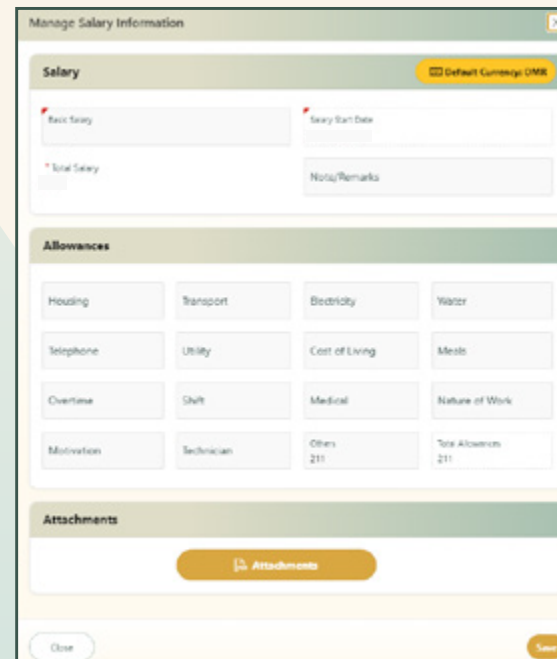
Cont. Add/modify  
wage variables  
**Add a New Wage for a  
Single Insured Person**

#### 4. Choose «Add Salary»



A screenshot of a software interface. At the top, there is a yellow button with a currency symbol and the text "Default Currency: OMR". To its right is a brown button with a plus sign and the text "Add Salary". Below these buttons is a table with two columns: "End Date" and "Allowance Details".

#### 5. Edit the salary details (wage), and after verifying the data, click "save."



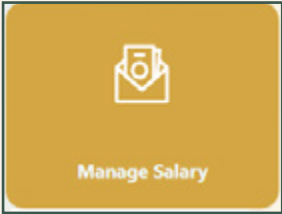
A screenshot of a "Manage Salary Information" form. The form has a title bar "Manage Salary Information" and a close button. Below the title bar is a "Salary" section with a "Default Currency: OMR" indicator. The "Salary" section contains four input fields: "Basic Salary", "Salary Start Date", "Total Salary", and "Notes/Remarks". Below the "Salary" section is an "Allowances" section with a grid of 16 buttons: Housing, Transport, Electricity, Water, Telephone, Utility, Cost of Living, Meals, Overtime, Shift, Medical, Nature of Work, Motivation, Technician, Others ZII, and Total Allowances ZII. Below the "Allowances" section is an "Attachments" section with an "Attachments" button. At the bottom of the form are "Close" and "Save" buttons.



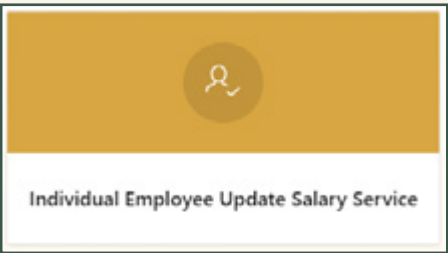
Cont. Add/modify wage variables  
**Add a New Wage for a Single Insured Person**

### To Modify the Wage of a Single Insured Person:

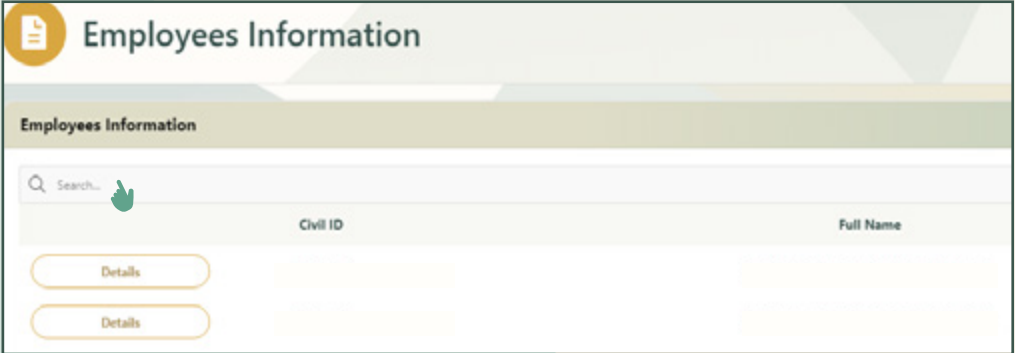
1. Choose "Manage salary."



2. Select "Update Salary," then choose "Individual Employee Update Salary Service"



3. Search for the insured person's name by civil or resident number, select the insured person, and then click "Details"



Cont. Add/modify  
wage variables  
**Add a New Wage for a  
Single Insured Person**

4. Click on the (✎) icon to modify the wage.

(Note: The system does not allow modification of the wage's start date)

	Basic Salary	Total Allowance	Total Salary
✎	240	211	451

5. Edit the salary details (wage), and after verifying the data, click “save.”

Manage Salary Information

Salary Default Currency: GMR

\* Basic Salary  \* Salary Start Date

\* Total Salary  Note/Remarks

**Allowances**

Housing	Transport	Electricity	Water
Telephone	Utility	Cost of Living	Meals
Overtime	Shift	Medical	Nature of Work
Motivation	Technician	Others 211	Total Allowance 211

**Attachments**

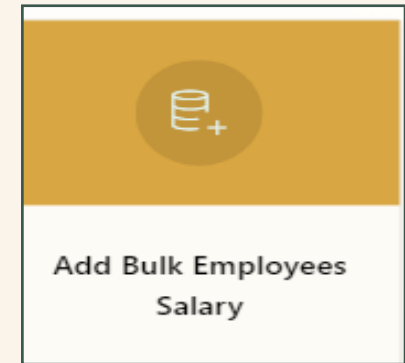
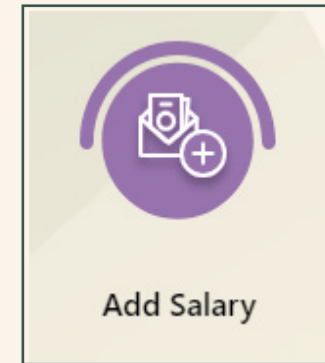
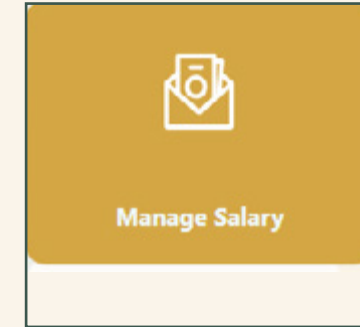


Cont. Add/modify wage variables  
**Add or Modify Wage Variables for Multiple Insured Persons**

To Add or Modify Wage Variables Multiple Insured Person:

**Note: The procedure for adding and modifying wages for multiple insured persons by downloading an Excel file is the same.**

1. Choose «Manage Salary»
2. To add a new wage for multiple insured persons, select «Add Salary,» then choose «Add Bulk Employees Salary»
3. To modify the wage for multiple insured persons, select «Update Salary,» then choose «Bulk Update Salary Service»



Cont. Add/modify wage variables  
**Add or Modify Wage Variables for Multiple Insured Persons**

4. Enter the date of the new wage period if adding a new wage, or the date of the period to be modified if updating a previously registered period, then download the form.

(Note: The system does **not allow modification of the wage's start date**)

The screenshot shows a web interface for downloading a template. At the top, there is a progress bar with three steps: 1. Download Template (active), 2. Upload, and 3. Confirmation. Below the progress bar, the page title is 'Download' and there is a user profile 'Default Company OMR' with an 'Info' icon. The main content area shows 'Active Employers: 3910'. There are three input fields: 'Salary Change Date' with a calendar icon, 'Increment Type Percentage' with a dropdown arrow, and 'Increment Value'. A green hand icon points to the 'Download Template' button. There are also 'Cancel' and 'Next' buttons at the bottom.

5. Open the Excel file and enter the required additions or modifications from column G (NEW BASIC SALARY) to column W (FLAG). The user must not alter the file settings.

The screenshot shows an Excel spreadsheet with the following data:

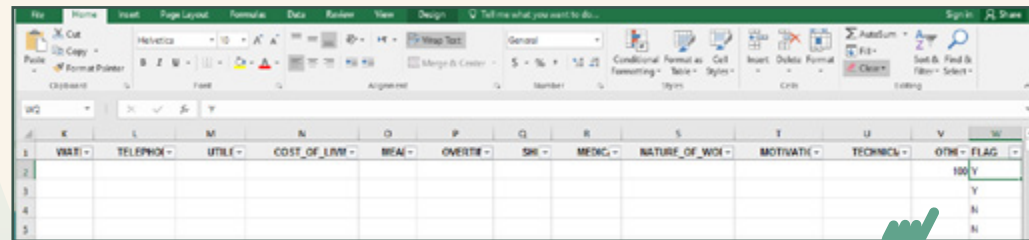
CURRENT_START_DATE	CURRENT_BASIC_S	CURRENT_ALLOWAM	NEW_START_DATE	NEW_BASIC_SALA	HOUSE	TRANSPOR	ELECTRIC	WWT
01/01/2024	206		180 01/01/2024	206				
01/01/2024	260		01/01/2024	260				
01/01/2024	150		01/01/2024	150				
01/01/2024	150		01/01/2024	150				
01/01/2024	200		01/01/2024	200				

A green hand icon points to the 'NEW\_BASIC\_SALA' column.



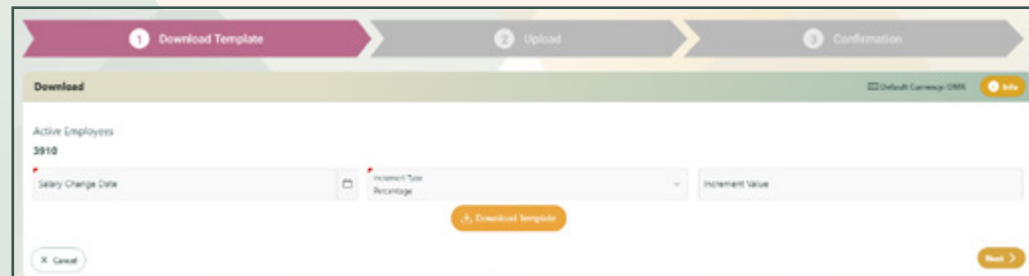
Cont. Add/modify  
wage variables  
**Add or Modify Wage  
Variables for Multiple  
Insured Persons**

6. After completing the addition or modification of the insured's wages, change the letter "N" to "Y" in column W, then save the file.



	V	W
1	100	Y
2		Y
3		N
4		N

7. Click "Next" to upload the file to the system.



1 Download Template   2 Upload   3 Confirmation

Download

Active Employees  
3910

Salary Change Date   Increment Type Percentage   Increment Value

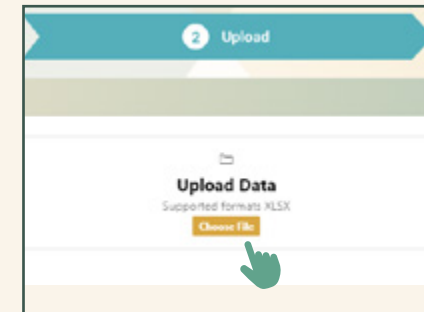
Download template

Next >

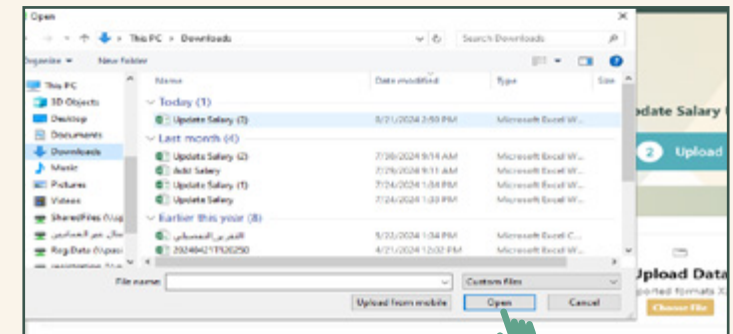


Cont. Add/modify  
wage variables  
**Add or Modify Wage  
Variables for Multiple  
Insured Persons**

8. Upload the file



9. Choose the file and click  
“Open” to upload it to the  
system



Cont. Add/modify wage variables  
**Add or Modify Wage Variables for Multiple Insured Persons**

**10.** After the data is reflected in the system, verify the insured persons' data and then click "Next"

Emp No	Full Name	Current Start Date	Current Basic Salary	Current Allowance	New Start Date	New Basic Salary	Housing	Transport	Electricity	Water	Telephone	Mobile	Cost of Living	Meal	Overtime	Shift	Medical	Status of Work
8129953	GIRIJACHAR DEJARI	2024-05-01	206,000	100,000	01/01/2024	206,000												
8473202	SEKINTAH MURTHALA	2024-05-01	206,000		01/01/2024	206,000												

**11.** Click "Confirm."

Record count of increased salary	Record count of decreased salary	Valid Records	Invalid Records
1	1	2	0



## Extracting the monthly Contribution bill

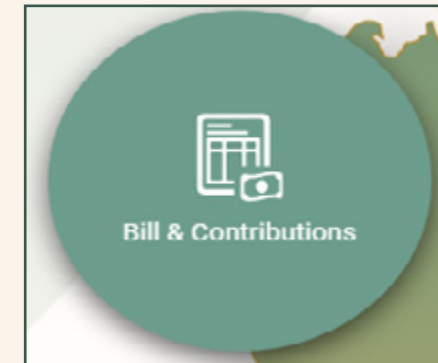
### Service Description

Extract and view the monthly contribution bill, including its details, previously paid amounts, and the employer's virtual bank account number.

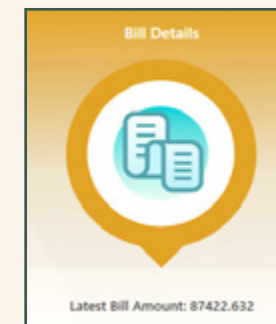
1. Choose your profile (employer).



2. Select “bill & Contributions,” then choose “View bill Data”



3. Click on “Bill Details”

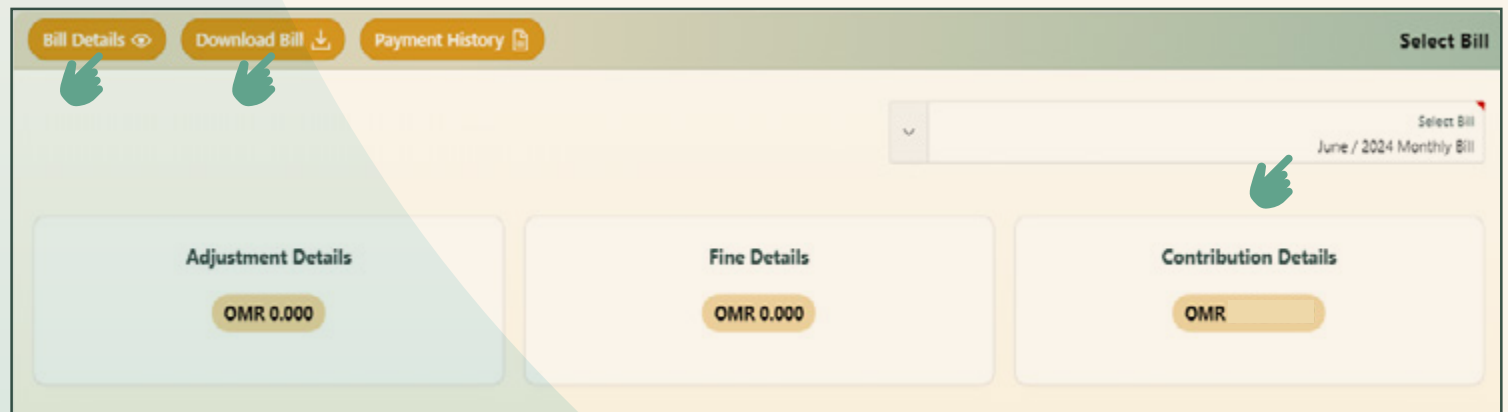


Cont. **Extracting  
the monthly  
Contribution bill**

4. Choose the desired billing month.

5. Select “Download Bill” to extract the bill.

6. Choose “Bill Details” to extract the bill details report.



## Cont. Extracting the monthly Contribution bill

Social Protection Fund	
Employer Name:	SU Witte Suhar Textiles PZC
Bill Notification No:	2024/3
Month:	01/04/2024
Issue Date:	01/04/2024
Phone No:	91289884
Website:	www.spf.gov.jo
Outstanding Balance	111008.972
Monthly contribution	3002.844
Delay in payment of contribution	3725.000
Administrative fees	22100.000
Delay in registering the insured	0
Delay in terminating the insured	0
Others	0
Reconciliation	132472.208
Total amount due	30770.987
Deferred Amounts	1457924.727

Beneficiary Bank Details	
Beneficiary Name	SOHAR INTERNATIONAL (BSHROMRU)
Bank / Swift	BSHROMRU33
Account Number for your Company	99991000018884



After verifying the data and extracting the bill, you will find the employer's virtual bank account number in the middle of the payment bill. The bill will also show the details of the beneficiary, "SPF" and its account at Bank Sohar, as indicated in the bank transfer details.



## Payment of Contribution

Payment of contribution can be made through the following channels:

Use the banking applications of commercial banks or the applications of collection companies (**ONIC or OIFC**), or visit one of their outlets or branches.

Note: Pay the bill amount by transferring to the virtual bank account number (**Bank Sohar**) shown on the bill.

After completing the payment, you will receive a text message confirming the transaction.



## General Notes

1. Contributions are calculated daily from the date the insured person joins work until the day before the end of his/her service.
2. The employer is obligated to pay the monthly contributions due to SPF within the first fifteen days of the month following the month for which those contributions are due.
3. In the event of a delay or cessation of payment, the employer is obligated to pay an additional amount of 5.5% annually on the overdue contributions, calculated from the due date to the payment date.





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