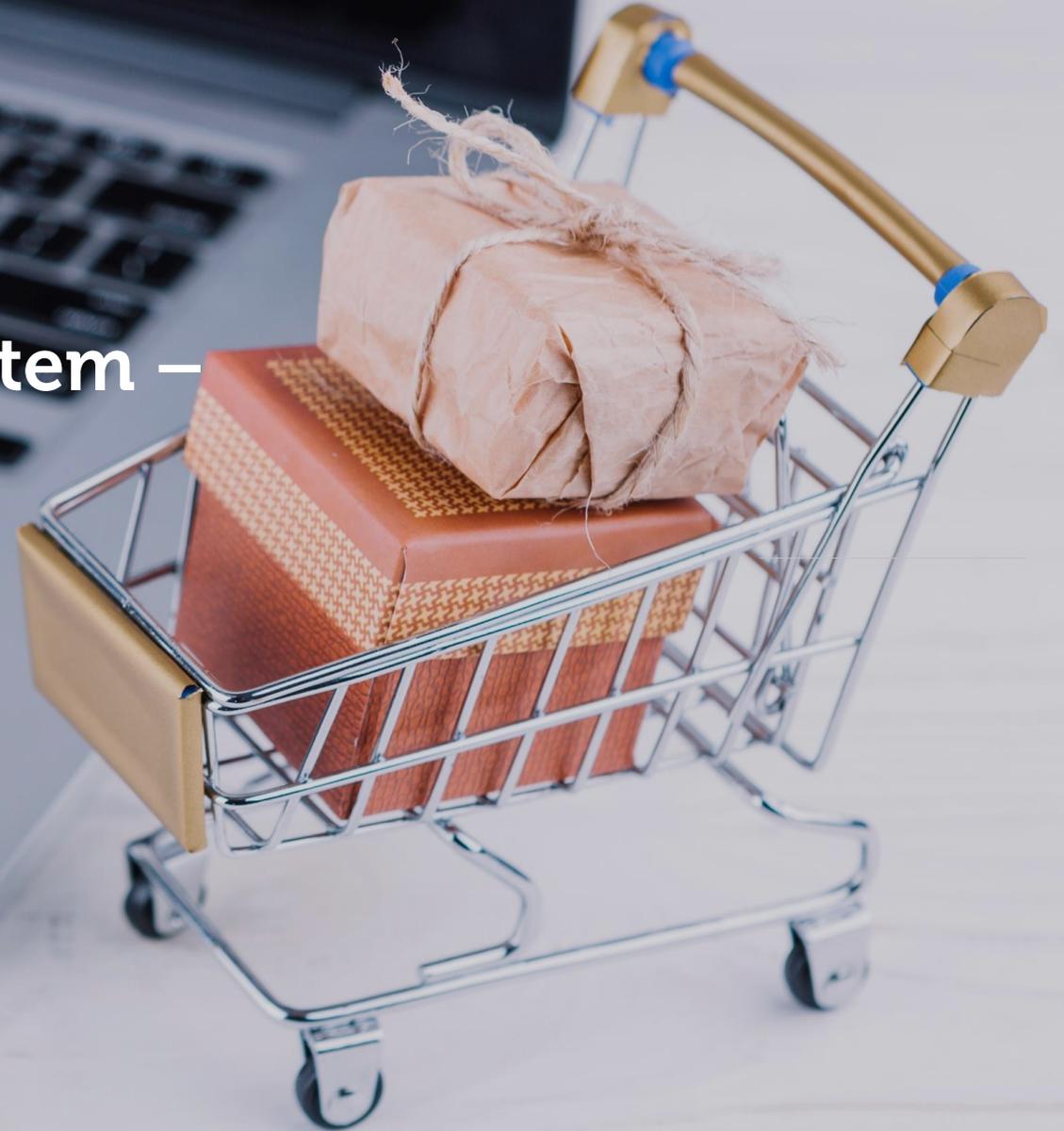


Singtel Group Procurement System –

AcuBuy Quick Guide

For Suppliers
(Supplier Information Management – SIM)

V2.0



Contents



01 Login & Navigation

Set Password login

Login to AcuBuy

Manage Users/Contacts

Update Company Profile

Update Bank information

Setup Validations

Future Company Profile Updates



03 Frequently Asked Questions

Common questions



02 Training guides, Support

Singtel Supplier portal

Training Guides

List of support

Set Password Login

1

Hello Wong WF123,

This is an acknowledgement for the action "{wfl_action}" for the object "[Request for Supplier - 001235 - Supplier123-WF PTE LTD](#)".

Best regards,
Webmaster

This is an automatically generated e-mail, please do not reply

Click [here](#) to manage your notifications settings.

2

Subject

Log in access to Singtel Group Procurement AcuBuy

3

Message

Dear Cho Hsiang Bee,

You have just been given access to the AcuBuy platform with the following user ID: {login}.

You must create your password by accessing the following page: [Password](#).

You will then be allowed to log in to AcuBuy: [Login](#).

If you are unable to log in, kindly click "Lost Your Password?" and enter your email address and confirm.

If you are still unable to log in, please reach out to :

Supplier Enablement s-supplierenablement@singtel.com

For guide on how to complete the registration or update company profile, please click [here](#).

4

Regards

Singtel Group Corporate Procurement

1

Email notification will be sent to your mailbox regarding new request for AcuBuy supplier account

2

Another email triggered to your mailbox to setup password login

3

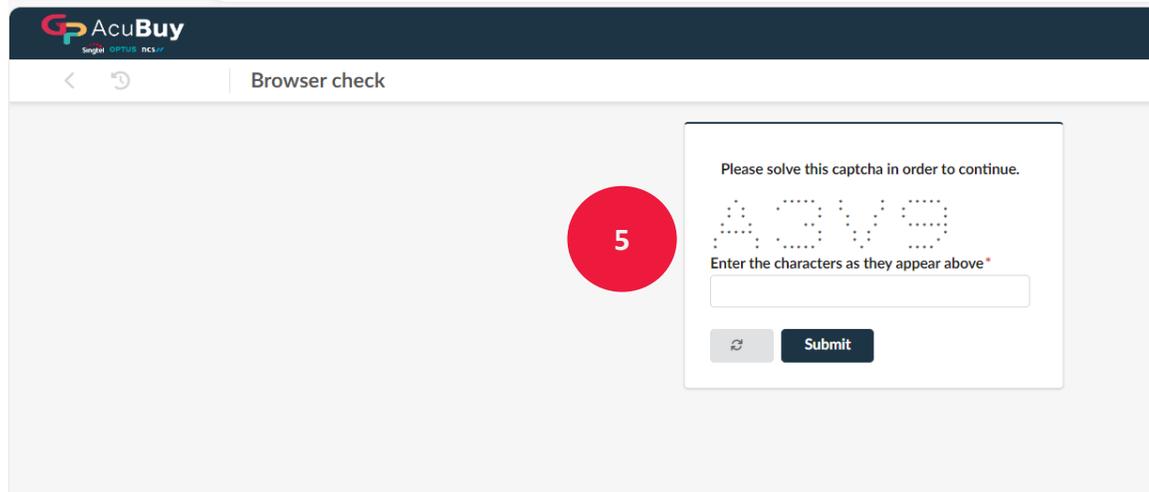
Click '**set password**' to setup account login

Email from:"Group Procurement AcuBuy" <no-reply@acubuy.singtel.com>

4

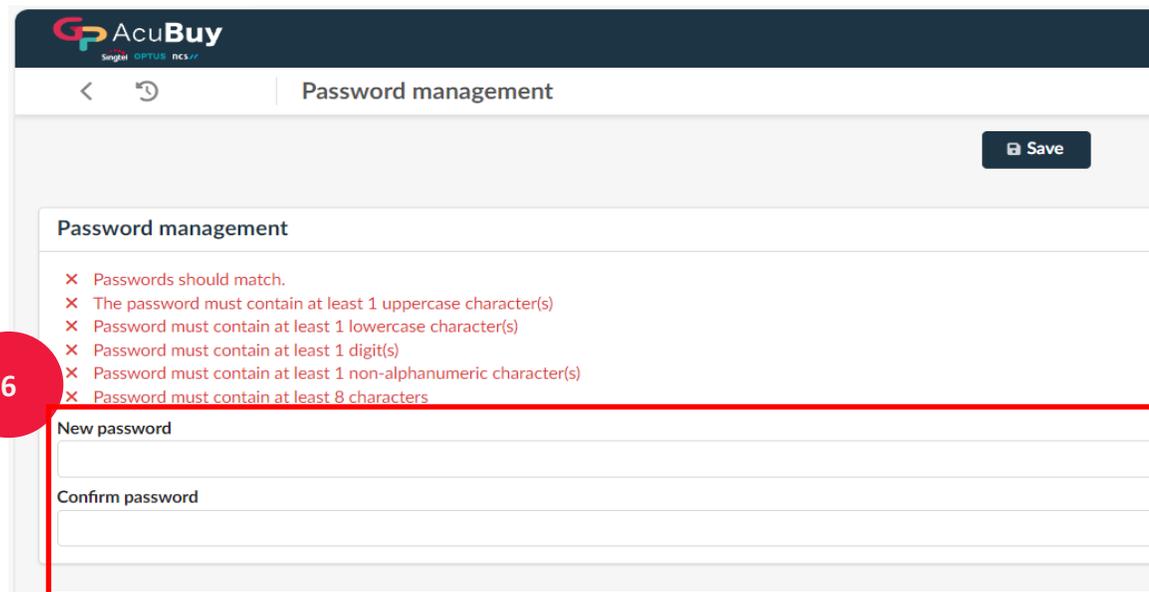
Access to training guides for AcuBuy

Set Password Login



5

Key in the Captcha and submit

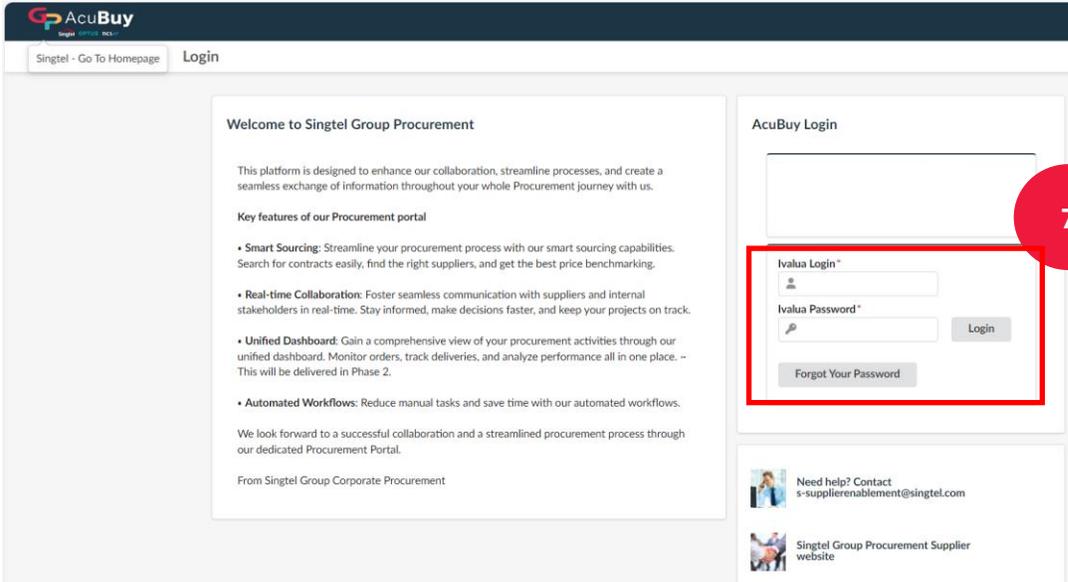


6

6

Setup the password for the account login

Login to AcuBuy

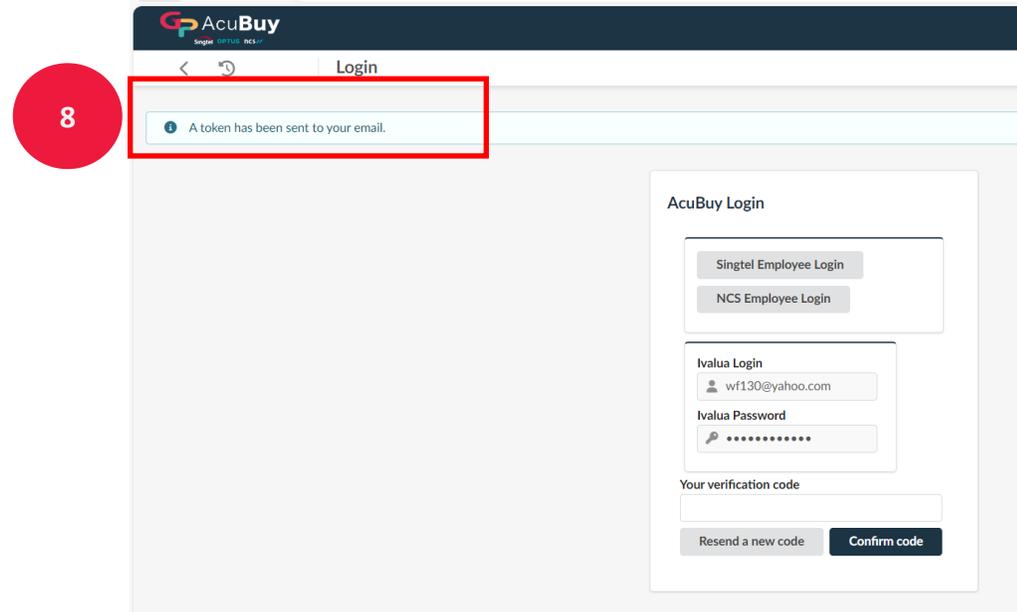


7

Login with email + password

8

Once login, you will be triggered 2FA token to your login email



Login to AcuBuy

(initially for "WONG wf130" <wf130@yahoo.com>) 2FA code

S Singtel <no-reply@acubuy.singtel.com>
To: Project Neo - SIT/UAT mailbox

[CAUTION: External email] Do not click links or open attachments unless you recognize the sender and know the content is safe.

9

Hello wong wf130,

Please use the following code to connect to the application **218731**

This is an automatically generated e-mail, please do not reply

Click [here](#) to manage your notifications settings.

AcuBuy Login

Singtel Employee Login

NCS Employee Login

Ivalua Login

wf130@yahoo.com

Ivalua Password

Your verification code

Resend a new code

Confirm code

9

Open email (2FA Code) and copy the 2FA code

10

Paste the 2FA code on login page and click on "Confirm code"

Login to AcuBuy

AcuBuy
Singtel OPTUS ncs

General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

< ↻ ☆ | General Terms of Use

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11 I accept the terms and conditions

Acknowledge Print

11

Checked on **'I accept the terms and conditions'** to proceed further

12

Click on **'Acknowledge'**

12

Manage Users/Contacts

Supplier Portal

13

Company Profile

Onboarding Progress

Validations

13

Click on 'Company Profile'

14

Click on 'Contacts' to setup more users within the Supplier AcuBuy account

15

Review the Admin login contact details

Company Info Supplier123-WF PTE LTD (Singapore)

14

Contacts

Internal Contacts

Important: Assign one email for Supplier Sales (PO notifications) and another for Supplier Finance (remittance advice)

Contact	Login	Position	Role	Contact s
wong wf123	wf123@gmail.com	admin	Supplier admin	Active

15

Manage Users/Contacts

16 + Create Contact

17 Internal Contacts

18 Save & Close

Supplier Contact Management

Identity

Title: Mr. First Name: KY Last Name: Wong

Supplier contact email address: wf123a@gmail.com Position: Sales Internal Identifier: en

List of languages: English

Phone

Phone: 61234567

Cell Phone:

Fax:

Photo

Add a picture

16

Click on **'Create Contact'** to setup more users. You can also add all 3 profiles to 1 user.

- Admin (administer account and Company profile)
- Sales (responsible to receive Purchase Order)*
- Finance (submit invoices, receive bank remittance notice)*

You are responsible to update your company users especially the Admin who can create users.

17

Complete all the information for a new contract if more user is required within the Supplier AcuBuy account

18

Click **'Save & close'**

***By Phase 2 (Dec 2024), suppliers are expected to receive PO and submit invoices in AcuBuy. During this interim, suppliers continue to receive PO and submit invoices in Ariba.**

Manage Users/Contacts

AcuBuy
Singtel OPTUS ncs //

General Info. Sourcing Contracts

< ⌂ ☆ Company Info Supplier130-WF PTE LTD (Singapore) 21

Save Update Comp

19 Company Information
Contacts
Documents & Certs.
P2P Information
Change Log

Internal Contacts

Important: Assign one email for Supplier Sales (PO notifications) and another for Supplier Finance (remittance advice)

+ Create Contact Select Existing Contact

Contact	Login ⓘ	Position	Role	Contact status
wong wf130	wf130@yahoo.com		Supplier admin Supplier Finance	Active
wong wf130a		sales	Supplier Sales	Active

Request wong wf130a

22

20

19

Important:
Please assign all 3 roles: Admin, Sales and Finance to AcuBuy supplier account user(s)

20

After user is created, set the role for the new user created. This will trigger email to the new user for login setup

21

Click 'Save'

22

Click on the email icon to trigger email to user for setup

Manage Users/Contacts

Company Info Supplier130-WE PTE LTD (Singapore)

Internal Contacts

Important: Assign (advice)

+ Create Contact

Contact

wong wf13

wong wf13

Invitation to log in

Close | Send message

23

Invite a contact

First Name
wf130a WONG

Creator's email address
wf130a@yahoo.com

Profile code*
 Supplier

Subject
Access to Ivalua Buyer

Notification body

Dear wf130a wong,

You have just been given access to the AcuBuy platform with the following user ID: wf130a@yahoo.com. You must create your password by accessing the following page: [Set password](#). You will then be allowed to log in to AcuBuy: [Login](#).

If you are unable to log in, kindly click "Lost Your Password?" and enter your email address and confirm. If you are still unable to log in, please reach out to : Supplier Enablement s-supplierenablement@singtel.com

For guide on how to complete the registration or update company profile, please click [here](#).

Regards
Singtel Group Corporate Procurement

23

This is the email body that will trigger the supplier user to register and setup the login. Press "Send Message" to trigger email.

24

Once email triggered, an invitation email will be sent.

Invite a supplier contact to login

Close

24

The invitation to register has been sent to the contact

Invite a contact

Manage Users/Contacts

AcuBuy
Singtel OPTUS ncs

General Info. Sourcing Contracts

Company Info Supplier130-WF PTE LTD (Singapore)

Save Update Company Information

Internal Contacts

Important: Assign one email for Supplier Sales (PO notifications) and another for Supplier Finance (remittance advice)

+ Create Contact Select Existing Contact

Contact	Login ⓘ	Position	Role	Contact status
wong wf130	wf130@yahoo.com		Supplier admin x Supplier Finance x	Active
	25 wf130a@yahoo.com	sales	Supplier Sales x	Active

25

Email sent will display the login email

Update Company Profile

26

26 Click on 'Update Company Information'

27 Click 'Company Information'

28 Fill in the reason for updating the company information

27

28

Update Company Profile

Company

Supplier* 29

Supplier123-WF PTE LTD

Legal Name

Supplier123-WF PTE LTD en

Address

Address Line 1 30

Address Line 1 ⓘ*

Search for an address...

Address Line 2

Zip Code City

en

Country State/Province

Singapore ✕

Additional Information

Country

Singapore 31

Currency

SGD ✕

Supplier Registration Type **Supplier Registration Number**

ACRA/BRN/UEN ✕ 123456123A

Attachment for ACRA or Business Registration Certificate*

ⓘ Click or Drag to add files

GR.jpg ⓘ ✕

DUNS

GST

29

Supplier Name: Make sure the name of your company registered in the local country of origin are spelled out exactly matching the Business Registration document.

It is the responsibility of the supplier to ensure the name of registered company must be always up to date

30

Complete the Address details for your company registered address

31

Fill in the additional information:

- Country of company registered
- Currency to be transacted with Singtel/NCS
- Select the registration type: ACRA/BRN/UEN or Others
- Verify the Registration number is accurate
- update/replace/add any Business registration document attachment for reference and review(**mandatory**)
- UNS or D-U-N-S, is a proprietary system developed and managed by Dun & Bradstreet (D&B)
- GST or Tax ID can be added

Update Bank Information

The screenshot shows the Acuby web application interface. At the top, there is a navigation bar with the Acuby logo and menu items: General Info., Sourcing, Contracts, Catalogs, Orders, Performance, and B2B Interfaces. Below this is a breadcrumb trail: Company Change Request Supplier123-WF PTE LTD (Singapore). The main content area is divided into two columns, each containing a Google Map. A red circle with the number '32' is positioned over the left sidebar, which has a menu with 'P2P Information' highlighted. Another red circle with the number '33' is positioned over the 'Banking Information' section, which contains a button labeled '+ Add Banking Information'. Below the button, it shows '0 Record(s)' and a list of requirements for bank changes: 1. Reason for bank change, 2. Old bank account number, and 3. Last 3 Singtel/NCS Payment made into the old account. At the bottom of the section, there is a file upload area with the text 'Click or Drag to add files'.

32

Click on 'P2P Information' (this is to capture the bank information)

33

Click 'Add Bank Information'

Update Bank Information(SG Bank)

For Singapore Banks

Banking Information for Supplier123-WF PTE LTD

Save

Correction list. Please [click here](#) to refresh. All your unsaved modifications will be lost.

Bank Information

Country*
Singapore

Bank Name*

Bank Branch Address

Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information

Reason for adding additional bank account of the same currency

Vendor Master Comments

Supplier Comments

Account Information

Do you want your payment through PayNow? ⓘ*

No

Attach bank statement/letter*

Click or Drag to add files

Name on Account*

Set the default bank account for invoice payments

Please Enter Swift Code In *Bank Code/Branch Code/Swift Code* Field Below

Account Number*

Account Number must have a value

Bank Code/Branch Code/Swift Code*

Bank Code/Branch Code/Swift Code must have a value

34

Select the Country of the Bank account setup

35

Fill in the Bank name in Full

36

Select currency

37

Please indicate if your company UEN is registered with PayNow. If Yes, please indicate your UEN # as shown in step 38. If No, go to Step 39 onwards

38

Fill in the UEN# in the Account Number if payment is via PayNow

39

Attach supporting document e.g. Bank statement/Bank letter (Refer page 18), full ACRA (including the shareholders/directors list) for Singapore registered suppliers.

40

Fill in the Account holder name

41

Fill in Bank account number

42

Fill in the SWIFT code

Update Bank Information(Non-SG Bank)

Banking Information for Supplier108-WF LLC

Save | Audit Trail | Edit

Bank Information	Account Information
Country <input type="text" value="USA"/>	Currency <input type="text" value="USD"/>
Bank Name <input type="text" value="Citibank"/>	Attach bank statement/letter <input type="text" value="Gifts and Sovenirs.jpg"/> <input checked="" type="checkbox"/> Set the default bank account for invoice payments
Bank Branch Address <input type="text" value="28372 New Work Times square"/>	Name on Account <input type="text" value="Supplier1080WF LLC"/>
Reason for adding additional bank account of the same currency <input type="text"/>	Account Number* <input type="text" value="1038943972738254054"/>
Vendor Master Comments <input type="text"/>	Routing Number* <input type="text" value="026002561"/>
Supplier Comments <input type="text"/>	

For Non-Singapore Banks

- 43 Select the Country of the Bank account setup
- 44 Fill in the Bank name in Full
- 45 Select currency
- 46 Attach supporting document e.g. Bank statement/Bank letter (Refer page 18), full ACRA (including the shareholders/directors list) for Singapore registered suppliers.
- 47 Fill in the Account holder name
- 48 Fill in Bank account number
- 49 Fill in Routing number/Bank code/Branch code/ SWIFT Code

Update Bank Information(SG/Non-SG Bank)

Bank Statement/Letter Example

- Bank Statement must be issued by the bank. (Letter showing bank logo/address/signature)
- Details required:
 - Bank Account Name
 - Bank Account Number

Account Statement

DBS Live more. Bank less

Page 1 of 7

Account Number

Account Name

Details Of Your DBS Corporate Current Account
01-Mar-2023 to 31-Mar-2023

Transaction Date	Value Date	Transaction Details	Withdrawal	Deposit	Balance
------------------	------------	---------------------	------------	---------	---------

Currency: SGD

HSBC

Account Confirmation

Dear Sir or Madam,

this is to confirm that we HSBC Trinkaus & Burkhardt AG hold the following account in our books:

Account Holder: [Redacted]

Currency: EUR

Account Number: [Redacted]

IBAN: [Redacted]

BIC: [Redacted]

Bank Address: HSBC Trinkaus + Burkhardt AG
Hansaallee 3
40549 Düsseldorf
Germany

Kind regards,
HSBC Deutschland
- Claims / Investigations -

HSBC Trinkaus & Burkhardt AG
Postfach 10 11 08, 40002 Düsseldorf
Hansaallee 3, 40549 Düsseldorf
Telefon: +49 211 910-0
Telefax: +49 211 910-616

Sitz Düsseldorf, Handelsregister
Amtsgericht Düsseldorf HRB 54447
US-IdNr.: DE 121 310 482
BIC: TUBDDE33

Mitglieder des Vorstands:
Nicolò Salzano (Sprecher),
Dr. Rudolf Apenbrink, Dr. Andreas Kamp,
Thomas Ringe, Nikolas Speer
Aufsichtsratsvorsitzender: Paul Hagen

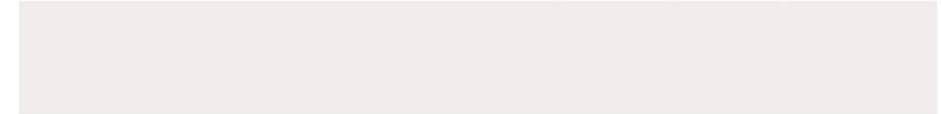


Account Details

Account Number :	123456789	Account Name :	ABC PTE. LTD
Product Type :	AUTOSAVE ACCOUNT		
Opening Balance :	01-Apr-2023	Earmark Amount :	
Ledger Balance :	29-Apr-2023	Overdraft Limit :	
Available Balance :	29-Apr-2023		

Date	Value Date	Transaction Details	Debit	Credit	Running Balance
------	------------	---------------------	-------	--------	-----------------

Transaction details can be censored



Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country: India

- **Company Information for India – Fill in Pan Code (not mandatory).**

Additional Information

Country
India

Currency
INR

Supplier Registration Type
Others

Supplier Registration Number
1234VH7YU

Attachment for ACRA or Business Registration Certificate
IBAN.png

DUNS

GST

PAN Code
AACCF7390P

- **Bank information for India – Enter IFSC code for bank code/branch code/swift.**
- **Control Key is required. Select saving (02) or current (01) from the drop-down list.**

Bank Information

Country*
India

Currency
INR

Bank Name*
Bank of India

BIC/SWIFT

Bank Branch Address

Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information

Reason for adding additional bank account of the same currency
same currency

Vendor Master Comments

Supplier Comments

Account Information

Attach bank statement/letter
Click or Drag to add files

Name on Account*

Set the default bank account for invoice payments

Please Enter IFSC Code In "Bank Code/Branch Code/Swift Code" Field Below

Account Number*
Bank Code/Branch Code/Swift Code*

Control Key*
02

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country:
Europe/UAE/Middle East

Company Information for Europe/UAE/Middle East – Fill in IBAN (mandatory field).

Bank Information	Account Information
<p>Country* Germany</p>	<p>Attach bank statement/letter Click or Drag to add files</p>
<p>Currency EUR</p>	<p>Name on Account*</p>
<p>Bank Name* COMMERZBANK AG</p>	<p><input checked="" type="checkbox"/> Set the default bank account for invoice payments</p>
<p>BIC/SWIFT</p>	<p>IBAN ⓘ*</p>
<p>Bank Branch Address</p>	<p>Account Number* Bank Code/Branch Code/Swift Code*</p>
<p>Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information</p>	
<p>Reason for adding additional bank account of the same currency</p>	
<p>Vendor Master Comments</p>	
<p>Supplier Comments</p>	

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country: Japan

- **Company Information for Japan - Bank Name in English and Name on Account in Japanese character**
- **Control Key is required. Select saving (01) or current (02) from the drop-down list.**

Bank Information	Account Information
<p>Country* Japan</p>	<p>Currency JPY</p>
<p>Bank Name* The Bank of Tokyo-Mitsubish</p>	<p>BIC/SWIFT</p>
<p>Bank Branch Address</p>	<p>Attach bank statement/letter Click or Drag to add files</p>
<p>Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information</p>	<p>Name on Account*</p>
<p>Reason for adding additional bank account of the same currency</p>	<p><input checked="" type="checkbox"/> Set the default bank account for invoice payments</p>
<p>Vendor Master Comments</p>	<p>Account Number* Bank Code/Branch Code/Swift Code*</p>
<p>Supplier Comments</p>	<p>Control Key* 01</p>

Update Bank Information(Japan)

Bank Statement/Letter Example

円預金サービス 振込・振替 残高照会 明細照会 振込・振替 照合表 承認・申請変更

照会口座選択 ▶ 照

照会口座の選択

[残高照会]

- 残高を照会する口座を選択してください。
(複数の口座を選択することができます。すべての口座を選択する場合は「全口座選択」にチェックしてください)

全口座選択

Branch	Type	Account Number	Account Holder Name	選択
取引店	科目	口座番号	口座名	
麻布支店	普通	██████	株式会社FIELD ██████████	<input type="checkbox"/>
麻布支店	当座	██████	株式会社FIELD ██████████	<input checked="" type="checkbox"/>
Azabu Branch	Current	██████	FIELD MANAGEMENT EXPAND	

- 普通・当座・ビジネスカードローン(BCL)はご照会基準日を指定できます。次のいずれかのボタンを押してください。
定期・通知は[当日残高]のみ照会できます。

当日残高

前日残高

前月末残高

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country: China

- **Company Information for China - Bank Name in English and Name on Account in English.**
- **Bank information for China - Enter CNAPS code for bank code/branch code/swift.**

Bank Information	Account Information
<p>Country* China</p>	<p>Attach bank statement/letter* Click or Drag to add files</p>
<p>Currency CNY</p>	<p>Name on Account*</p>
<p>Bank Name* Bank of China</p>	<p><input type="checkbox"/> Set the default bank account for invoice payments</p>
<p>BIC/SWIFT</p>	<p>Please Enter CNAPS Code In *Bank Code/Branch Code/Swift Code* Field Below</p>
<p>Bank Branch Address</p>	<p>Account Number* Account Number must have a value</p>
<p>Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information</p>	<p>Bank Code/Branch Code/Swift Code* Bank Code/Branch Code/Swift Code must have a value</p>
<p>Reason for adding additional bank account of the same currency</p>	
<p>Vendor Master Comments</p>	
<p>Supplier Comments</p>	

Update Bank Information(China)

Bank Statement/Letter Example



Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country: Korea

- **Company Information for Korea - Bank Name in English and Name on Account in English.**
- **Bank information for Korea - Enter CNAPS code for bank code/branch code/swift.**

Banking Information for Supplier03-WF PTE LTD

Save Delete Submit Audit Trail

Bank Information	Account Information
<p>Country* South Korea</p> <p>Bank Name* DBS Bank Limited</p> <p><input type="checkbox"/> Send Back to Supplier for Bank Details</p> <p>Reason for adding additional bank account of the same currency</p> <p>Vendor Master Comments</p> <p>Supplier Comments</p>	<p>Attach bank statement/letter* Click or Drag to add files <input checked="" type="checkbox"/> Set the default bank account for invoice payments</p> <p>Name on Account* Name on Account must have a value</p> <p>IBAN ⓘ</p> <p>Account Number* Account Number must have a value</p> <p>Bank Code/Branch Code/Swift Code* Bank Code/Branch Code/Swift Code must have a value</p> <p>Payment Method</p> <p>Bank ID* Bank ID must have a value</p> <p>Reference Details</p>

Update Bank Information(Korea)

Bank Statement/Letter Example

Hyundai Marine&Fire Insurance
현대해상화재보험(주)

지출영수증 (인감) 외환은행입금(기부금) USD only
계좌번호 [REDACTED]

Account Number

국립외환은행
Korea Exchange Bank
= KEB HANA BANK

대한민국정부
원좌세
100원
당대운세무서할
발행승인 제2005-13호

GWANGHWANUN BRANCH
계좌계설점 광화문지점 ☎ (02)739-3101/7
2005년 02월 22일
통장발행점 광화문지점 ☎ (02)739-3101/7
2005년 02월 22일

각종 상담이나 문의는 **Yes콜센터**를 이용하십시오!
Yes 콜센터 : 서울.경수원 02)3709-8000 전국 어디서나 1544-3000/1588-3500
 한발 앞선 외환거래 외환은행 **외환포탈**이 있습니다.
 외환포탈 - www.FXKEB.com

안 내 말 씀

- 이 통장을 이용하실 때에는
 - 인감과 서명을 함께 신고하여 둘 중 하나를 사용하거나 인감 또는 서명을 신고하여 사용하실 수 있습니다.
 - 신고하신 서명으로 (예금) 인출하거나 기타 거래시에는 본인임을 확인할 수 있는 신분증(주민등록증, 운전면허증)을 제시하여야 합니다.
 - 통장이나 인감을 분실하였을 때에는 즉시 거래처(지점)나 가까운 지점은행 지점으로 신고하여 즉시 신고.
- 은행에 이 통장과 가맹인감을 맡기고자 하는 경우에는 은행에서 정한 보호예수 절차에 따라 하고 등 절차에 의하지 아니하고 임의로 은행 직원에게 맡겨주어서 생기는 손해에 대해 은행은 그 책임을 지지 않습니다.
- When you are using this passbook
 - You are allowed to register both your seal and your signature, or either of them for your transactions.
 - When you are withdrawing from your account or doing other transactions with a registered signature, please present your I. D. Card or Passport to verify your identification.
 - When you have lost your passbook or seal, please immediately notify your main branch or nearest branch of such facts.
- In case you want to put your passbook and seal in the bank's custody, you should follow the "Procedures for Receiving Deposits for Safe Custody" set forth by the bank. Disclaimer: Korea Exchange Bank does not take responsibility for any loss or damages generated when you put them in the custody of bank staff, ignoring the Procedures as shown above.

(이 통장의 장수는 표지를 밝혀 12월 일입니다)

Update Bank Information

Banking Information for Supplier130-WF PTE LTD

Save 52

Bank Information

Country* Singapore Currency SGD

Bank Name* DBS Bank Limited

Bank Branch Address
12 Marina Boulevard,
DBS Asia Central @ Marina Bay Financial Centre Tower 3,
Singapore 018982

Please add your comments in the "Reason for adding additional bank account of the same currency" when there are two similar currency in Banking Information

Reason for adding additional bank account of the same currency 50

Vendor Master Comments

Supplier Comments 51

Account Information

Do you want your payment through PayNow? No

Attach bank statement/letter*
Click or Drag to add files
Gifts and Sovenirs.jpg

Name on Account*
Supplier130-WF PTE LTD

Set the default bank account for invoice payments

Please Enter Swift Code In "Bank Code/Branch Code/Swift Code" Field Below

Account Number* 498549865 Bank Code/Branch Code/Swift Code* DBSSSGSG

50

Insert any reason for adding more than 1 bank account

51

If you need to communicate to Singtel/NCS, please indicate comment in this section

52

Click "Save"

53

Once saved, you can click on "x" to close the banking info

Banking Information for Supplier130-WF PTE LTD

Save

✓ Data has been saved

Bank Information

Country* Singapore Currency SGD

Bank Name* DBS Bank Limited

Account Information

Do you want your payment through PayNow? No

Attach bank statement/letter*
Click or Drag to add files

53

Complete Submission

AcuBuy
General Info. Sourcing Contracts
Company Change Request Supplier130-WF PTE LTD (Singapore / singapore)

Map Satellite
Map Satellite

Banking Information
+ Add Banking Information

Bank Name	IBAN	Account Number	Routing Number	Status
DBS Bank Limited		498549865	DBSSSGSG	Draft

1 Record(s)

For change of bank account, please upload a company letter with the following:

- Reason for bank change
- Old bank account number
- Last 3 Singtel/NCS Payment made into the old account

Bank Change Attachment
Click or Drag to add files

54

54

Ensure the bank information is saved and displayed in the P2P information

Complete Submission

Click to go back (Alt+Left arrow), hold to see history

Company Change Request Supplier130-WF PTE LTD (Singapore / singapore)

Save Submit 56

Update Company Information (Please make sure you have added data in all the tabs before submitting)

Important: Add supplier sales and supplier finance Roles In Contact Section. Click On General Info. -> Company Profile -> Contacts Tab -> Create Contact & select Role.

Reason for Update Company Information*

update profile 55

Company

Supplier* Supplier130-WF PTE LTD

Legal Name Supplier130-WF PTE LTD en

Address

Address Line 1 35 anderson road, Industrial court

Address Line 2 Block 4, #02-14

Zip Code 048373

City* singapore en

55 Fill in the reason for this update

56 Click 'Submit'

57 Ensure the data is saved and validated successfully

AcuBuy Singapore OPTUS ncs

General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

Company Change Request Supplier123-WF PTE LTD (Singapore / Singapore)

Company Information

Contacts

P2P Information

✓ Data has been saved 57

Validated successfully

Setup Validations

The screenshot shows the AcuBuy Supplier Portal interface. The top navigation bar includes 'General Info.', 'Sourcing', and 'Contracts'. The main content area is divided into three sections: 'Announcement', 'Onboarding Progress', and 'Validations'. The 'Validations' section is highlighted with a red box and contains a table with the following data:

Process	Object	Action	Due date
Supplier Change Request Workflow for Intake Form	Supplier130-WF PTE LTD (Singapore)	Supplier Data Update	

A red circle with the number 58 is overlaid on the 'Onboarding Progress' section, which displays a green checkmark icon and the text: 'There is no item requiring your attention at the moment.'

58

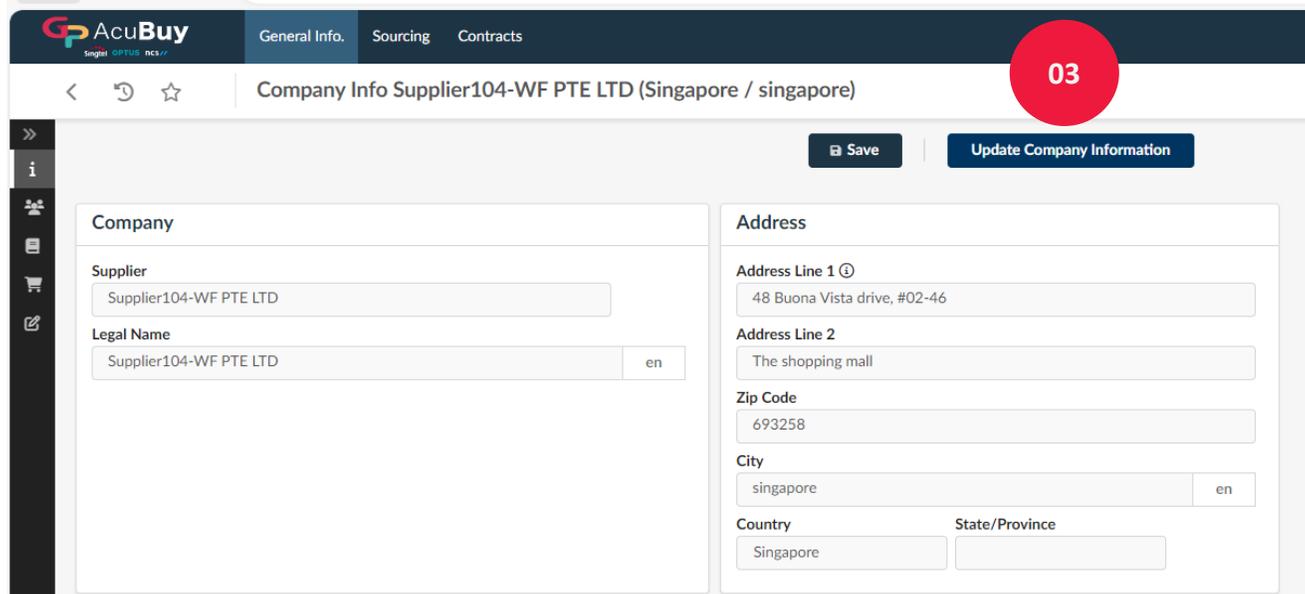
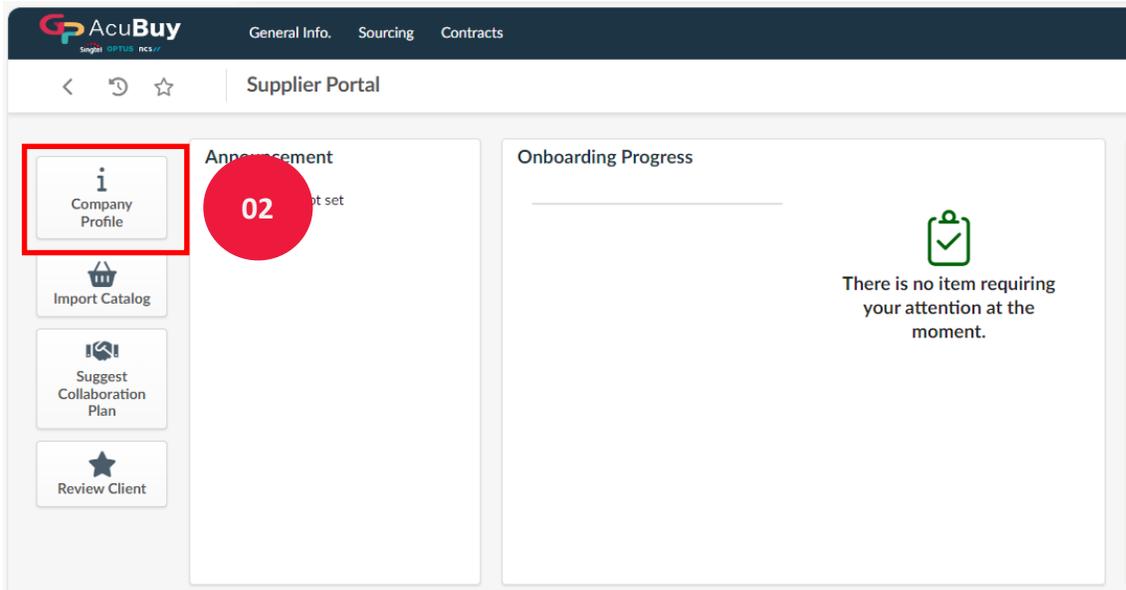
Make sure there is no outstanding in the "Validations" section

The screenshot shows the AcuBuy Supplier Portal interface. The top navigation bar includes 'General Info.', 'Sourcing', and 'Contracts'. The main content area is divided into three sections: 'Announcement', 'Onboarding Progress', and 'Validations'. The 'Onboarding Progress' section displays a warning message: 'The following items require your attention: Change request in progress'. The 'Validations' section is empty and contains a red circle with the number 58. A 'Go to page' link is visible in the top right corner of the 'Validations' section.

58

Future Company Profile update

- 01 Login to AcuBuy
- 02 Click on "Company Profile"
- 03 Click on "Update Company Information"



Future Company Profile update

The screenshot displays the AcuBuy interface for updating a company profile. The main form is titled 'Company Change Request Supplier104-WF PTE LTD (Singapore / singapore)'. It features a navigation menu on the left with options like 'Company Information', 'Contacts', 'P2P Information', and 'Changes Requested'. The main content area includes a 'Reason for Update Company Information' field (04), a 'Company' section with a 'Supplier' field (05), and an 'Address' section with an 'Address Line 1' field (05). A separate window shows the 'Internal Contacts' table (06) with columns for Contact, Login, Position, Role, and Contact status. The table contains two entries for 'wong wf130' and 'wong wf130a' with roles 'Supplier admin' and 'Supplier Sales' respectively.

04

Fill in the reason for this update

05

Update Registered address if change is required

06

Update any change in users that should be added/removed. Use the “dustbin” icon to remove user and add new user with Role assigned. Refer to page 8-12 for adding contact user.

Future Company Profile update

07

Verify/update/New banking information where required. Please provide any comment in the bank account "Supplier comment" for any bank account to be deleted

- Requirement: For any bank change,**
- Supplier to overwrite the old bank account with the new bank account details.**
 - Supplier to upload in company letterhead Reason for Change, Old bank account Number and last 3 Singtel/NCS payment made into the old bank account.**

08

Once all necessary changes have been updated, submit the "Update Company information" request. Once submitted, make sure the status is as displayed.

Company Change Request Supplier116-WF PTE LTD (Singapore / Singapore)

Banking Information

Bank Name	IBAN	Account Number	Routing Number	Status
DBS Bank Limited		948599834	DBSS5GSG	Validated

1 Record(s)

For change of bank account, please upload a company letter with the following:

- Reason for bank change
- Old bank account number
- Last 3 Singtel/NCS Payment made into the old account

Bank Change Attachment

Click or Drag to add files

07

Bank Change requirement

Company Change Request Supplier123-WF PTE LTD (Singapore / Singapore)

Data has been saved

Validated successfully

08

List of support options

You can find more information on AcuBuy from the **support options** below or contact the **Supplier Enablement** if you encounter any technical issues!



Quick Guides & Training Materials

For more information on AcuBuy, check out the [Supplier Portal](#)



Support for Suppliers

For queries, reach out to the **Supplier Enablement** (s-supplierenablement@singtel.com) for assistance.

Frequently Asked Questions

1. Is there any cost to using AcuBuy?

Answer: No cost, it is free of charge and no hidden cost.

2. Do I still need to use Ariba to transact with Singtel/NCS?

Answer: Yes, you still need to use Ariba for Purchase Order and invoice submission until Singtel & NCS implement Procure-To-Pay (P2P) in Dec24 (Phase 2), then all activities will be done in AcuBuy. Do look out for more details on those changes.

3. Do I need to register with AcuBuy account immediately?

Answer: You will need to register an account when you are invited to submit proposals/bids in AcuBuy triggered by Singtel/NCS Procurement. You will also need to register an account if there is a change in your Company profile and/or bank information.

4. Who can I contact if I need help in registering an account in AcuBuy?

Answer: You can read up our training guide in our Supplier portal. If you still have questions, please email to s-supplierenablement@singtel.com for assistance.

5. What if my company do not prefer to use Customer's IT platform in transactions?

Answer: Singtel/NCS strongly encourage all our suppliers to come onboard to AcuBuy to transact. There are many benefits in using 1 single platform to maintain company profile, bank information, submit bids, receive Orders and submit invoices. Please email s-supplierenablement@singtel.com for clarification on such request.

Frequently Asked Questions

6. What is AcuBuy and why does Singtel/NCS change to this platform?

Answer: Singtel/NCS is moving to 1 Singtel eProcurement platform where we can collaborate and manage supplier account, conduct sourcing, manage contract compliance, issue Order, perform receiving, suppliers submit invoices and manage supplier performance. This will benefit suppliers and all users in Singtel, NCS and Optus in later phases.

7. What will this impact my company?

Answer: You will need to register an account in AcuBuy when you are invited to submit proposals/bids triggered by Singtel/NCS Procurement. You will also need to register an account if there is a change in your Company profile and/or bank information. The rest of transactions such as Purchase Orders, invoicing and payment will remain unchanged until Dec24 where Procure-To-Pay will come to AcuBuy. Do look out for more details on those changes.