Singtel Group Procurement System –
GP AcuBuy Quick Guide

For Suppliers
(AcuBuy Account Amendment)

V1.0

Contents

01 Login & Navigation

Check Messages and Pending tasks

Forgot Password login

Edit Contacts

Initiate Change to Company profile

Initiate Change to Company information

Initiate Change to Bank information

02 Training guides, Support
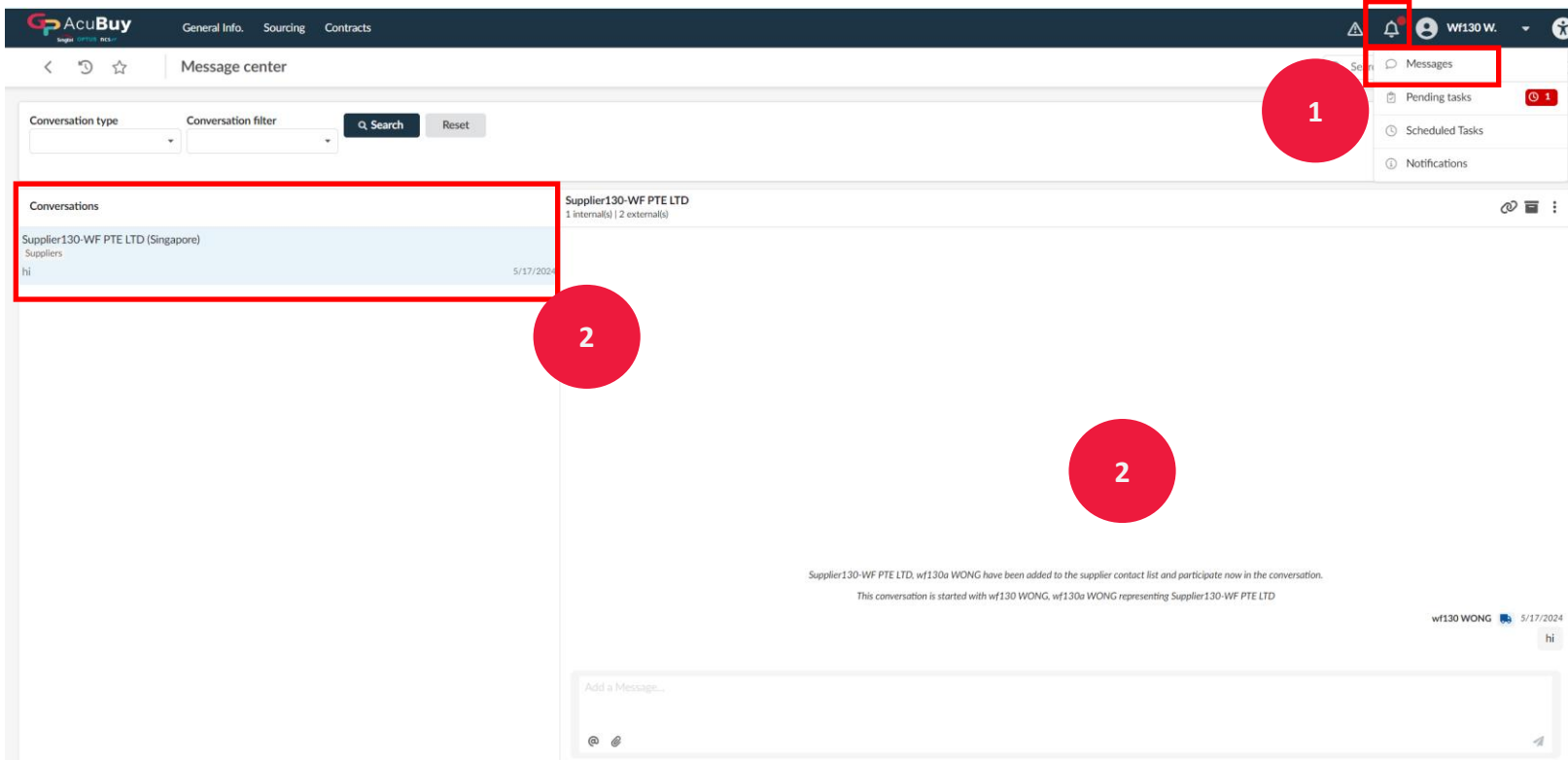
Singtel Supplier portal

Training Guides

List of support

03 Frequently Asked Questions

Common questions

Check Messages and Pending Tasks

**1** Click on the Bell icon and "Messages"

2 Click on the left side message under "Conversations" and the chain of messages from Vendor Master team will be reflected in the main screen. Ensure all details are fulfilled.
You can also message Vendor Master team for clarification.
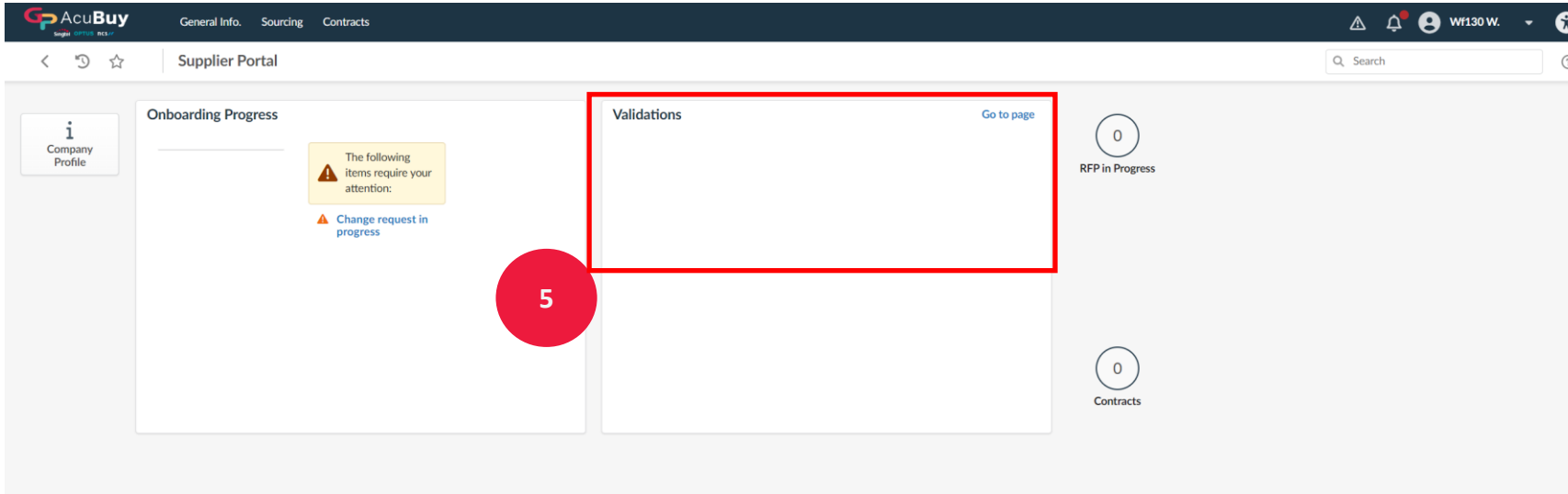
3 Click on the Bell icon and "Pending Tasks"

4 Click on Pencil icon to complete the outstanding pending tasks
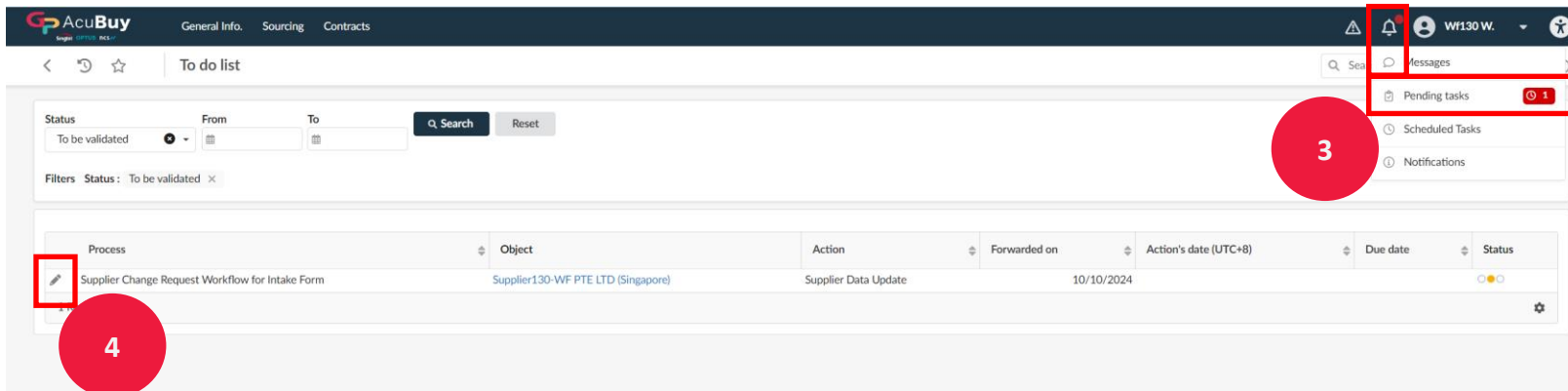
Check Messages and Pending Tasks

5 Ensure there is no outstanding tasks in the "Validations" section

Forgot Password Login

(initially for "WONG wf130" <wf130@yahoo.com>) **Password reset**   **6**

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

Reply   Reply all   Forward   ⌗   ⋯

Wed 2 Oct 2024 5:24 PM

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

—

Hello wf130 wong,   **7**

Your **password** just has been **reset**.

You then have to choose a **password** in order to access to the application on the **set password** page.

Then you could access this application on the login page with the following credentials:

- Login: wf130@yahoo.com
- Password: the one that you have just set at the previous step.

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

Click here to manage your notifications settings.

AcuBuy

< ↺ | Browser check

8

Please solve this captcha in order to continue.

Enter the characters as they appear above *

[ ] 🔄 **Submit**

AcuBuy

< ↺ | Password management

💾 Save

Password management

9

✕ Passwords should match.
✕ The password must contain at least 1 uppercase character(s)
✕ Password must contain at least 1 lowercase character(s)
✕ Password must contain at least 1 digit(s)
✕ Password must contain at least 1 non-alphanumeric character(s)
✕ Password must contain at least 8 characters

New password
[ ]

Confirm password
[ ]

6 Singtel/NCS can trigger Password Reset email notification to update AcuBuy supplier account

7 Click on email "**set password**" link to login

8 Key in the Captcha and submit

9 Setup the password for the account login
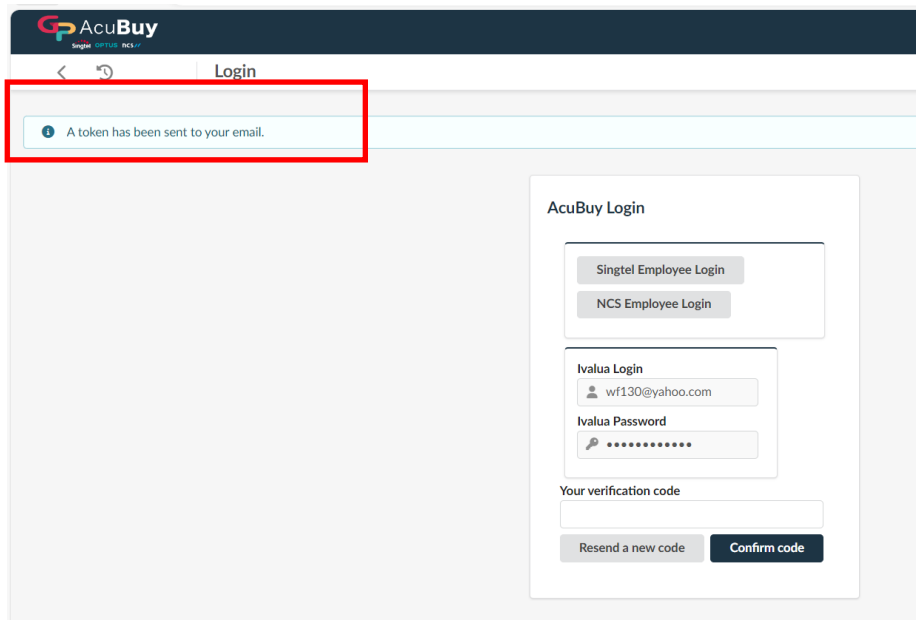
5

Forgot Password Login
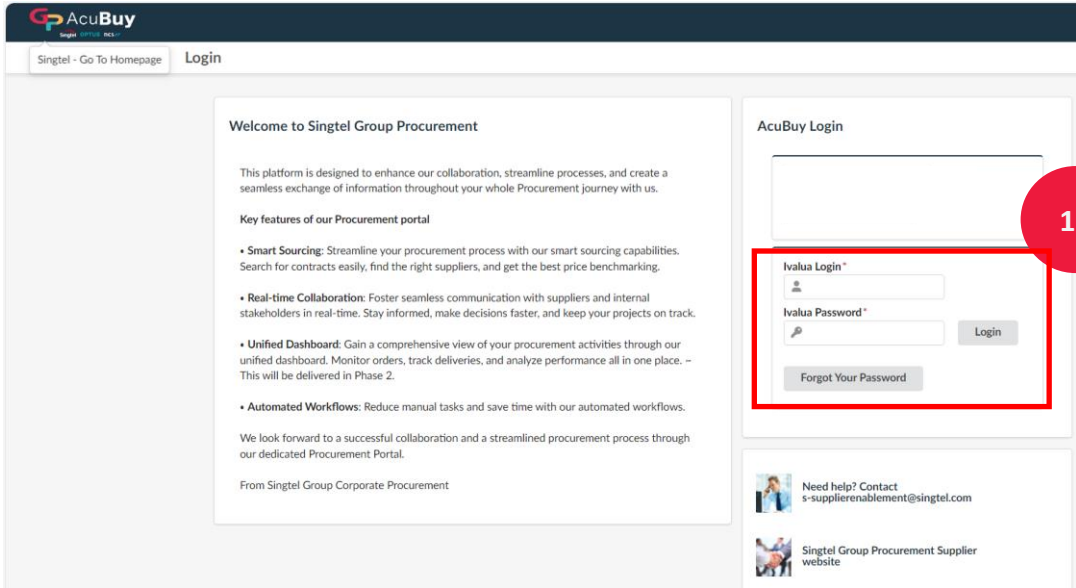
10   Login with email + password

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

Forgot Password Login

(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 recogniz the sender and know the content is safe.
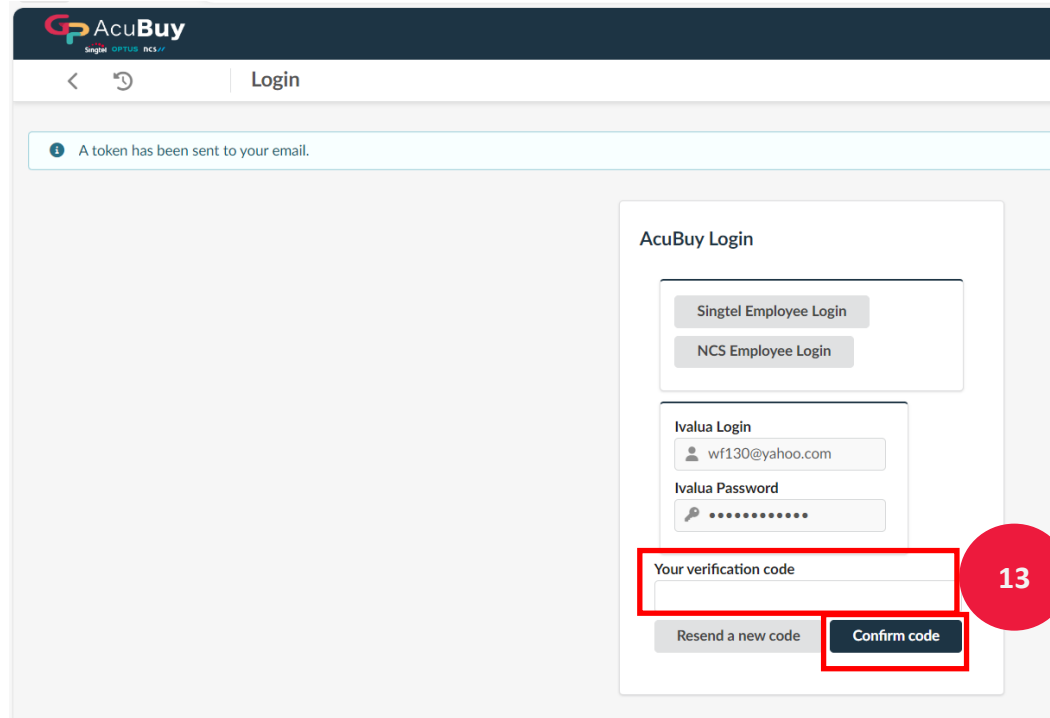
——

Hello wong wf130,

12

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
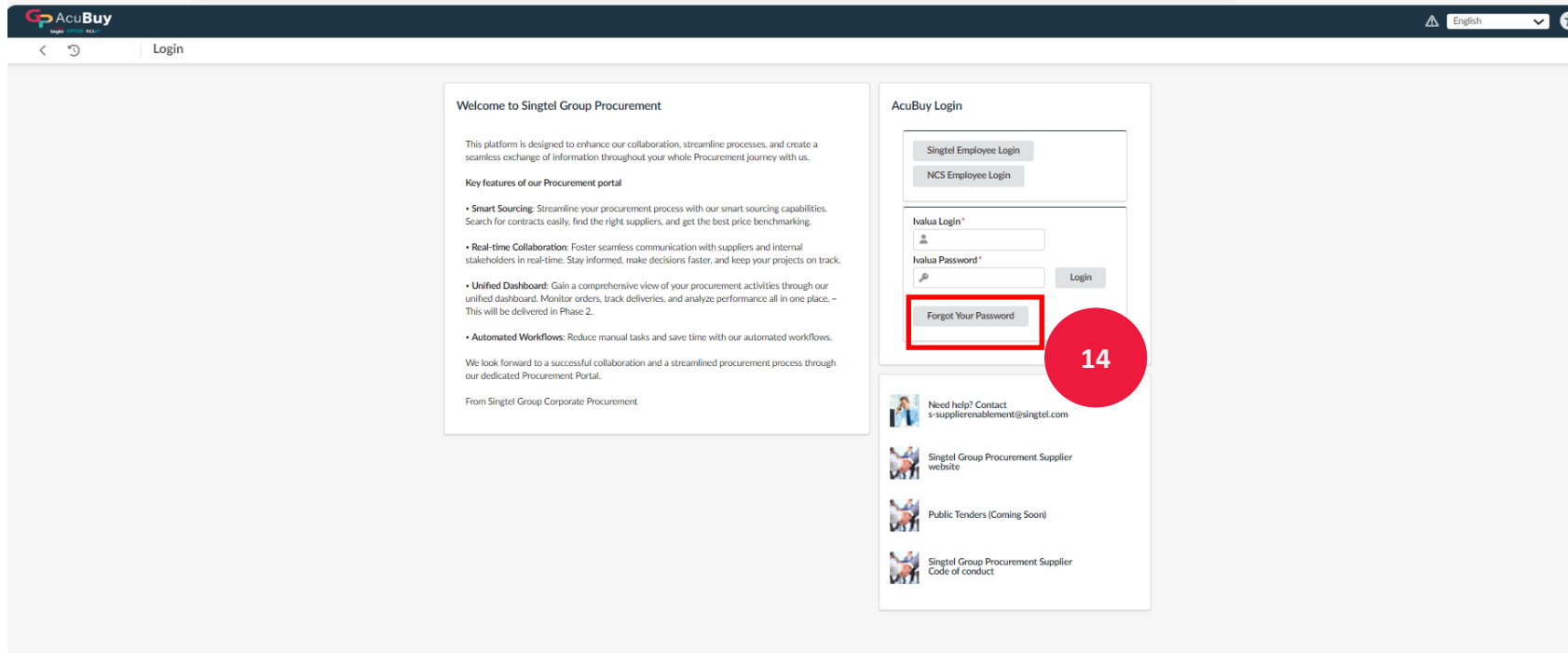Singtel OPTUS ncs//

< ⟲   Login

ⓘ A token has been sent to your email.

AcuBuy Login

Singtel Employee Login
NCS Employee Login

Ivalua Login
👤 wf130@yahoo.com

Ivalua Password
🔑 ••••••••••••

Your verification code

Resend a new code   **Confirm code**

---

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

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

7

Forgot Password Login

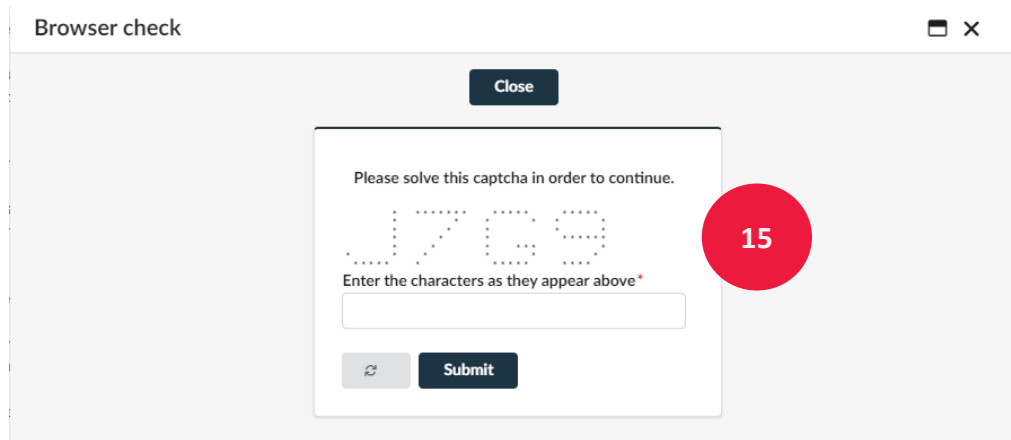

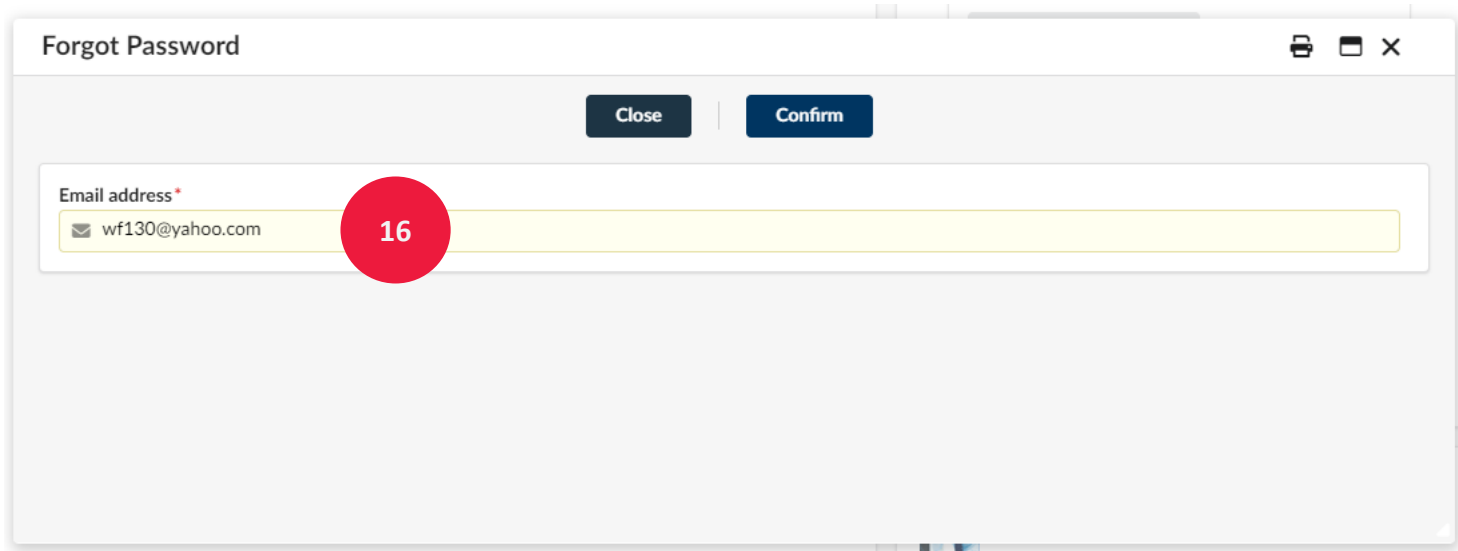**14** *OR* supplier can self-service by clicking on "**Forgot Your Password**"
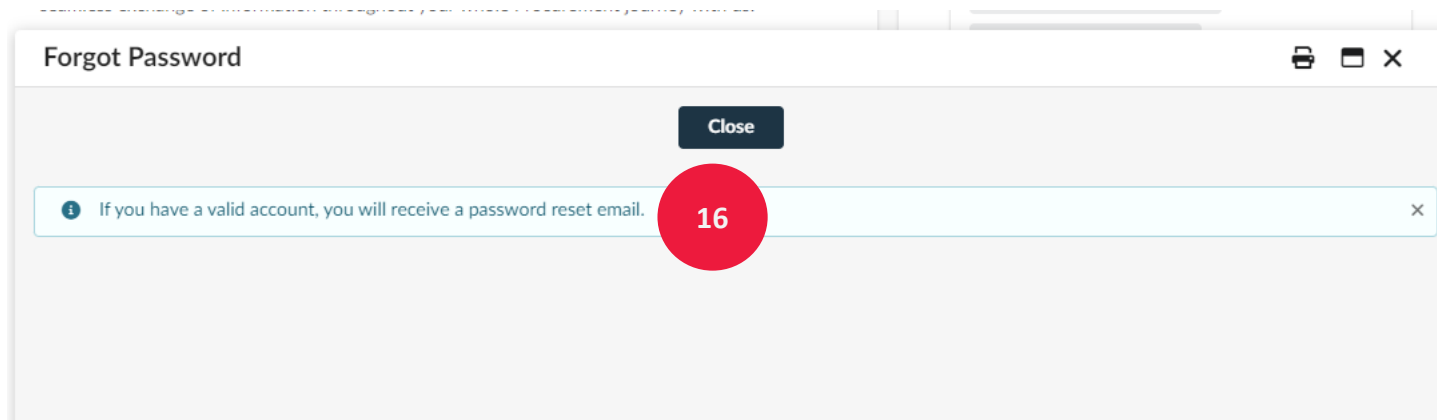
15 Key in the Captcha and submit

Forgot Password Login

Forgot Password

Close | Confirm

Email address *

✉ wf130@yahoo.com

16

16 Insert the email to reset password. Check mailbox for email to reset password

Forgot Password

Close

ℹ If you have a valid account, you will receive a password reset email. ✕

16

Forgot Password Login

(initially for "WONG wf130" <wf130@yahoo.com>) Forgotten password

17

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

↩ Reply   ↩ Reply all   → Forward   ···
Thu 3 Oct 2024 8:32 AM

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

___

Hello wf130 wong,

A password reset for the Ivalua Application associated to this email address has been requested. To complete the process, please follow the following link any time within the next 60 minutes:

Log in now

If you did not request a password reset, you can safely ignore this email and use your current credentials to connect to the application.

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

Click here to manage your notifications settings.

↩ Reply   → Forward

---

17 Open email (Forgotten password) and click **"Log in now"**

18 Key in New password
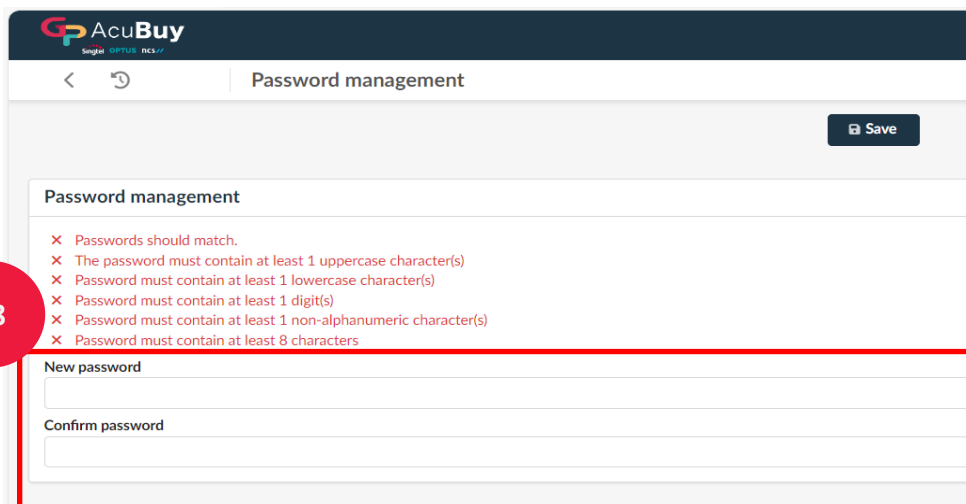
GP AcuBuy
Singtel OPTUS ncs//

‹   🕄   Password management

💾 Save

Password management

✕ Passwords should match.
✕ The password must contain at least 1 uppercase character(s)
✕ Password must contain at least 1 lowercase character(s)
✕ Password must contain at least 1 digit(s)
✕ Password must contain at least 1 non-alphanumeric character(s)
✕ Password must contain at least 8 characters

New password

Confirm password

18

10

Edit Contacts

19 To edit Contacts, click on "**Company Profile**"

20 Click on "Contacts".

21 Create new Contacts by clicking "**+Create Contact**" if you need to add contact.

11

Edit Contacts

22 Complete the mandatory details: First name, Last name and email

23 Click on "**Save & Close**"

24 Once contact added, assign at least one role to the newly added contact.

25 To edit the contact, click on the icon. To delete the contact, click on the icon.
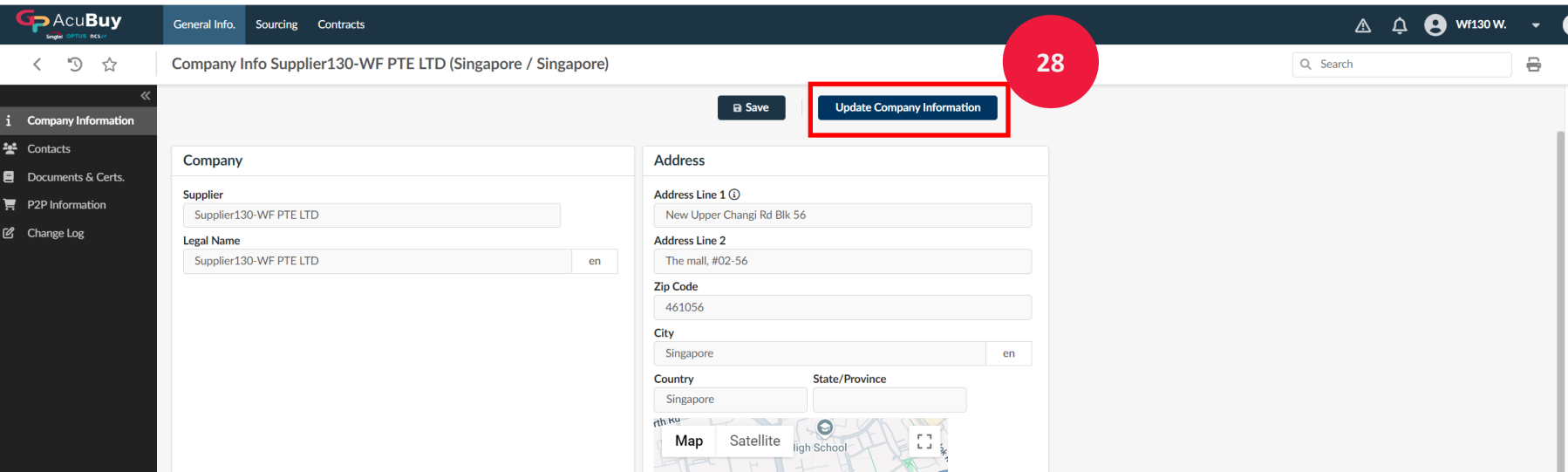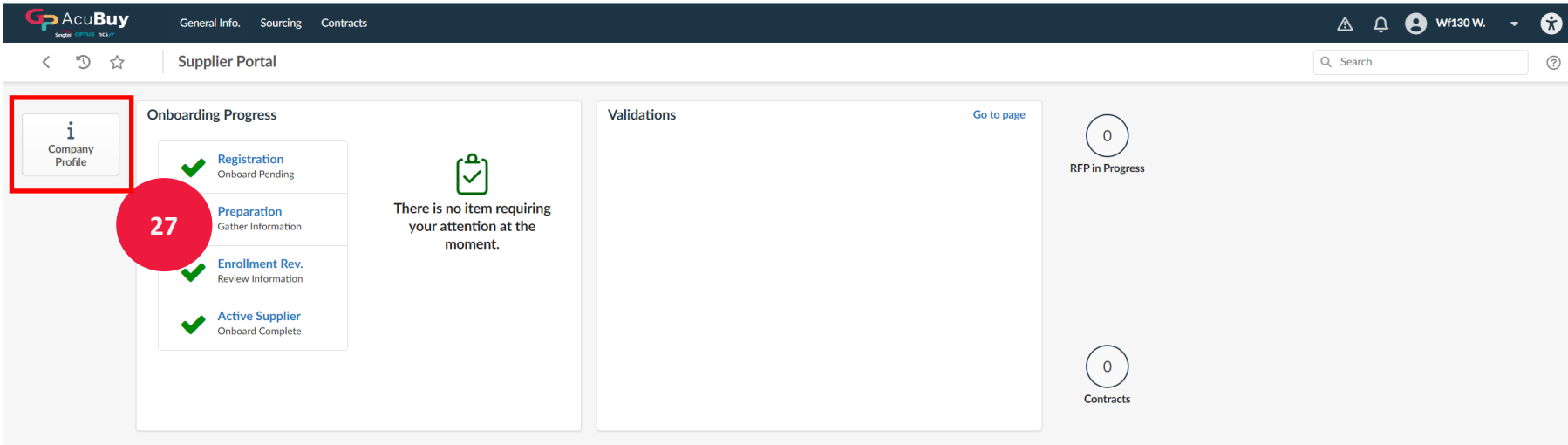
26 Click on "**Save**"

12

Initiate Change to Company Profile

27 To initiate any change of your company, click "**Company Profile**"

28 Click on "**Update Company Information**"

Initiate Change to Company Information

29 — Indicate the reason for updating the company information change

30 — Change in Company name is allowed if it does not constitute change to Business Registration Number. Attach updated Business Registration Certificate for the Company name change

31 — Amend Company address where necessary and matches the business registration address

32 — Click "**Save**" once the information is updated

Initiate Change to Bank Information

33 To edit the bank information, please click on ✏ icon and complete Step 37

34 If Bank account is to be added or changed, click on "**+ Add Banking Information**"

35 For Change in Bank information, please follow all the requirements in the steps

36 Click "**Submit**" once the information is updated

15

Initiate Change to Bank Information

Banking Information for Supplier130-WF PTE LTD

Save | **Edit** — **37**

Bank Information

Country
Singapore

Currency
SGD

Bank Name
DBS Bank Limited

Bank Branch Address

38

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
🖼 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 *
45465653

Bank Code/Branch Code/Swift Code *
DBSSSGSG

39

---

37 Click on "Edit" if there is any change to the existing bank account information

38 Add comments for the need to add additional bank account of the ***same currency***

39 Ensure all the details are updated;
- Country
- Currency
- Bank Name
- Attached Bank statement/Letter
- Name of Account
- Tick if this bank account is default bank account
- Account number
- ***Swift code*** under Bank code/branch code/Swift code field

NOTE: For suppliers that have transacted with Singtel/NCS, you need to ***verify*** all details maintained. All Bank information setup, refer to guide

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.

18

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.