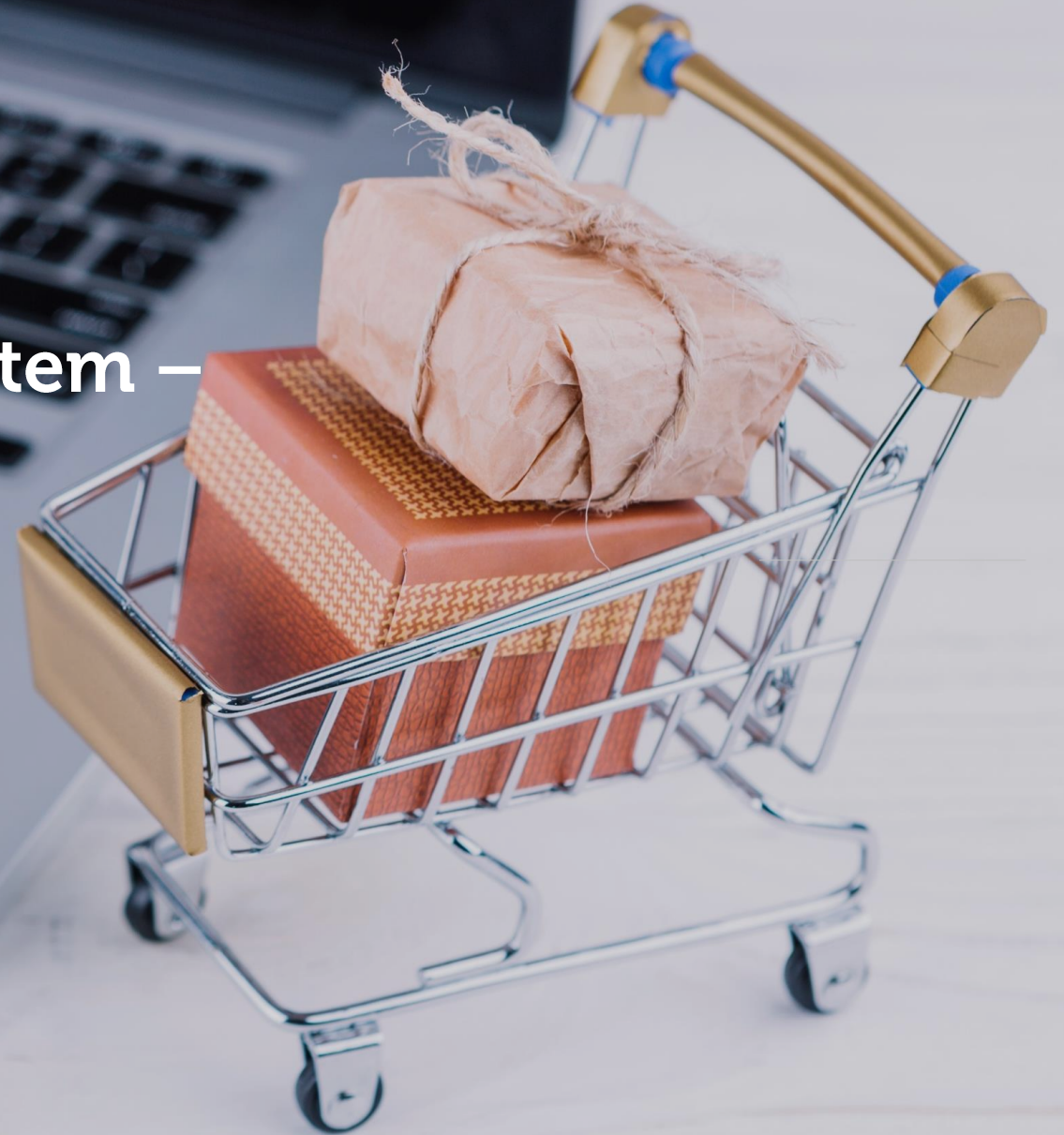


# Singtel Group Procurement System –

## AcuBuy Quick Guide

For Suppliers  
(Supplier Information Management – SIM)

V2.2



# 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



## 02 Training guides, Support

Singtel Supplier portal

Training Guides

List of support



## 03 Frequently Asked Questions

Common questions

# 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](mailto: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

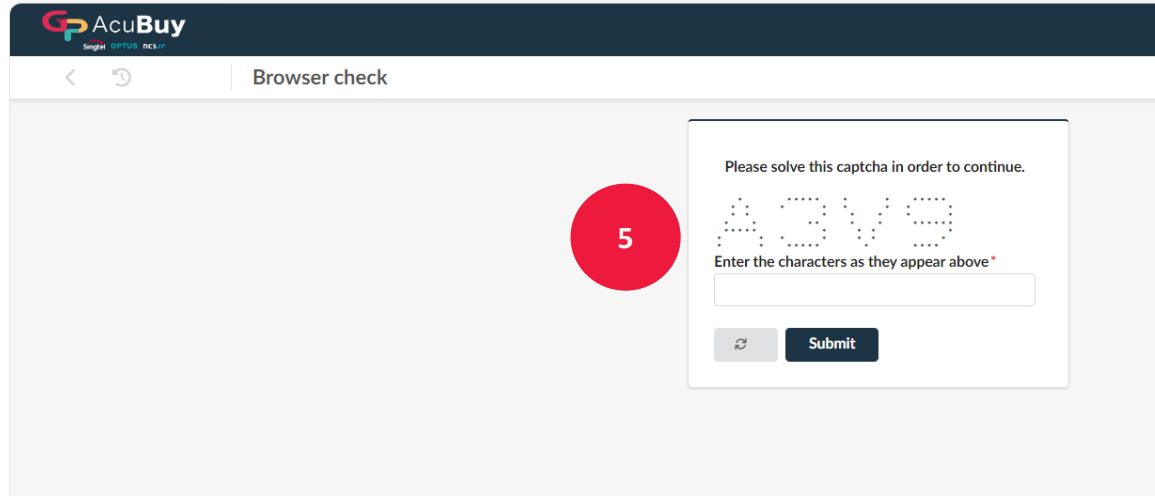
Click '**set password**' to setup account login

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

4

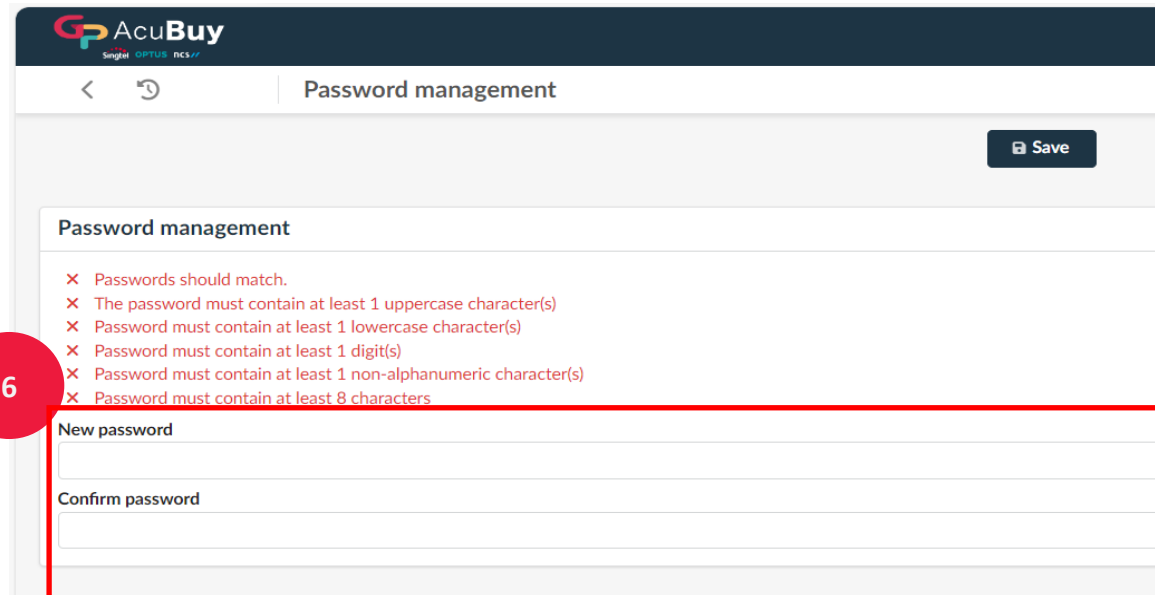
Access to training guides for AcuBuy

# Set Password Login



5

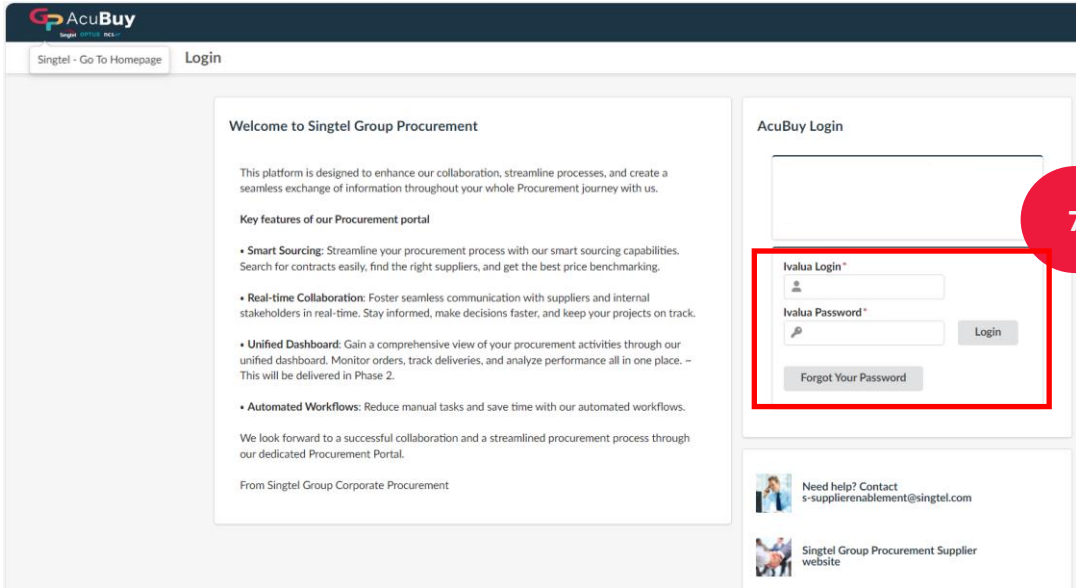
Key in the Captcha and submit



6

Setup the password for the account login

# Login to AcuBuy

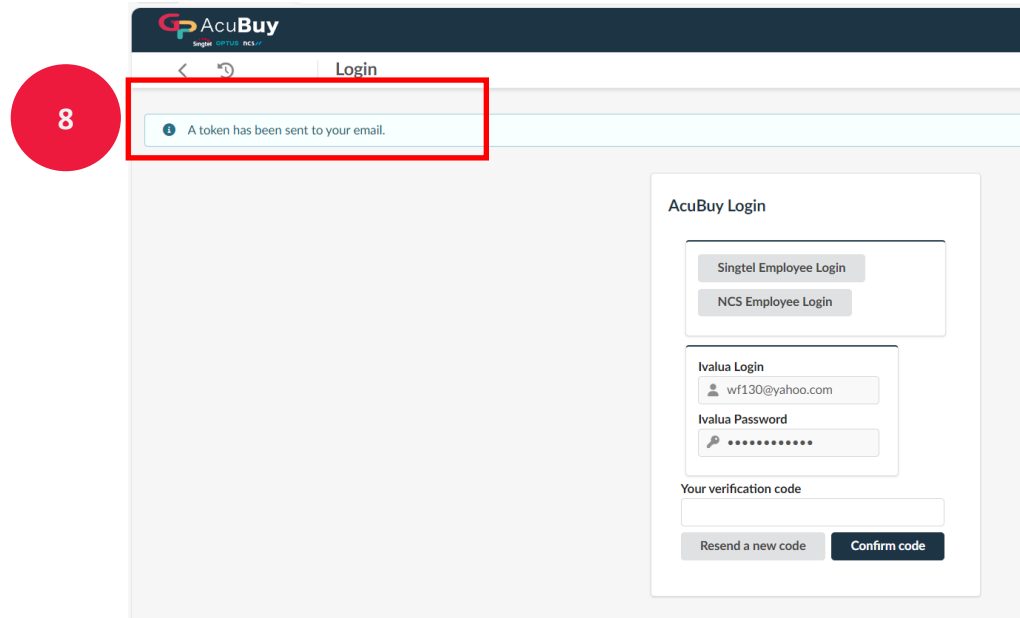


7

Login with email + password

8

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



8

# 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**

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

10

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

There is no item requiring your attention at the moment.

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

AcuBuy  
General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

Company Info 17 3-WF PTE LTD (Singapore)

Supplier Contact Management

Save Save & Close Close

16 Important: Assign one Supplier Finance (remi

+ Create Contact

18

Identity

Title First Name\* Last Name\*

Mr. KY Wong

Supplier contact email address\* Position Internal Identifier

wf123a@gmail.com Sales en

List of languages

English

Phone

Phone

61234567

Cell Phone

Fax

Photo

Add a picture

Login Information

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](mailto: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.

24

Invite a supplier contact to login

Close

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

The screenshot shows the 'Company Info Supplier123-WF PTE LTD (Singapore)' page. The top navigation bar includes 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Performance', and 'B2B Interfaces'. The left sidebar lists 'Company Information', 'Contacts', 'Documents & Certs.', 'P2P Information', and 'Change Log'. The main content area has a 'Save' button and an 'Update Company Information' button, which is highlighted with a red circle labeled '26'. Below these are two columns: 'Company' and 'Address'. The 'Company' column contains 'Supplier' (Supplier123-WF PTE LTD) and 'Legal Name' (Supplier123-WF PTE LTD) with a language dropdown set to 'en'. The 'Address' column contains 'Address Line 1' (Search for an address...), 'Address Line 2', 'Zip Code', 'Country' (Singapore), and 'State/Province'.

26

Click on 'Update Company Information'

27

Click 'Company Information'

28

Fill in the reason for updating the company information

The screenshot shows the 'Company Change Request Supplier123-WF PTE LTD (Singapore)' page. The left sidebar lists 'Company Information', 'Contacts', 'P2P Information', and 'Changes Requested'. The 'Company Information' menu item is highlighted with a red box and labeled '27'. The main content area has a 'Save' button and a 'Submit' button. Below these are two messages: a red one stating 'Note that at least one blocking alert exists on this object. Click here to review it.' and a blue one stating 'Validated successfully'. A section titled 'Update Company Information (Please make sure you have added data in all the tabs before submitting)' contains an important note: 'Important: Add supplier sales and supplier finance Roles In Contact S... Click On General Info. -> Company Profile -> select Role.' Below this is a text input field labeled 'Reason for Update Company Information \*', which is highlighted with a red box and labeled '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

Address Line 2

**Zip Code** **City**

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 'General Info.', 'Sourcing', and 'Contracts' tabs. Below this is a breadcrumb trail: 'Company Change Request Supplier123-WF PTE LTD (Singapore)'. A search bar is located on the right. On the left, a sidebar menu contains 'Company Information', 'Contacts', 'P2P Information' (highlighted with a red box and a red circle labeled '32'), and 'Changes Requested'. The main content area features two maps of South America. Below the maps is a 'Banking Information' section with a red circle labeled '33' highlighting a '+ Add Banking Information' button. Below this button, it shows '0 Record(s)'. A text prompt reads: 'For change of bank account, please upload a company letter with the following:'. A list follows: 1. Reason for bank change, 2. Old bank account number, 3. Last 3 Singtel/NCS Payment made into the old account. At the bottom, there is a 'Bank Change Attachment' section with a file upload button labeled '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\* 34

Singapore

Bank Name\* 35

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

Currency 36

SGD

Do you want your payment through PayNow? ⓘ\* 37

No

Attach bank statement/letter\* 39

Click or Drag to add files

Name on Account\* 40

Set the default bank account for invoice payments

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

Account Number\* 41

Bank Code/Branch Code/Swift Code\* 42

Account Number must have a value

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

### Account Information

Do you want your payment through PayNow? ⓘ\* 40

Yes

Set the default bank account for invoice payments

Key In PayNowUEN Number in Account Number Field

Account Number\* 41

Bank Code/Branch Code/Swift Code 42

Account Number must have a value

PAYNOWUEN

- 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 - [Redacted]

Account Name

Account Number

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  
USt-IdNr.: DE 121 310 482  
BIC: TUBDDE33

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

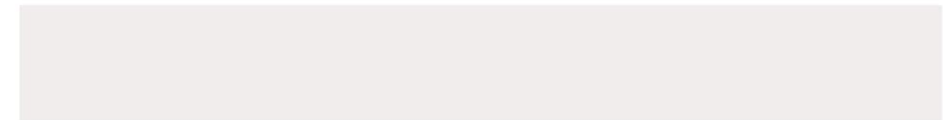
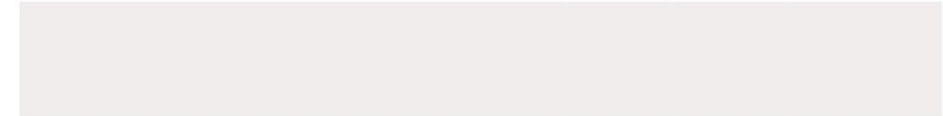


Account Details

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><b>IBAN ⓘ*</b></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>Bank Name* The Bank of Tokyo-Mitsubish</p> <p>Currency JPY</p> <p>BIC/SWIFT</p> <p>Bank Branch Address</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>	<p>Attach bank statement/letter Click or Drag to add files</p> <p>Name on Account*</p> <p><input checked="" type="checkbox"/> Set the default bank account for invoice payments</p> <p>Account Number*      Bank Code/Branch Code/Swift Code*</p> <p>Control Key*</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	██████████	██████████	<input type="checkbox"/>
麻布支店	当座	██████████	██████████	<input checked="" type="checkbox"/>
Azabu Branch	Current	██████████	██████████	

- 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

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MUFG Bank, Ltd.



# Update Bank Information(Japan)

## Bank Statement/Letter Example



OSAKA HEAD OFFICE  
4-6-5, KITAHAMA, CHUO-KU  
OSAKA-SHI OSAKA, JAPAN

Current date: Apr.18,2024

Addressee	Singapore Telecom Japan Co.,Ltd.
Address	1-11-2 Osaki,Shinagawa-ku, Tokyo,141-0032 Japan

### Certificate

We hereby certify that the following account is held with our bank.

1. Account holder's name	[REDACTED]
2. Address registered on the signature card	[REDACTED]
3. SWIFT Code (SUMITOMO MITSUI BANKING CORPORATION)	[REDACTED]
4. Type of Account	ORDINARY DEPOSIT
5. Account Number	[REDACTED]
6. Opening date of the account	[REDACTED]

Sumitomo Mitsui Banking Corporation,  
OSAKA HEAD OFFICE

[REDACTED]

### N.B.

The above information is given in strict confidence, for your private use only and without any guarantee or responsibility on the part of this bank or its officials.

This certificate and any and all transactions made or contemplated hereunder shall be governed by and construed in accordance with the laws of Japan.

The Tokyo District Court shall have the jurisdiction over any and all legal proceedings that may become necessary to solve any and all disputes arising out of or in connection with any transactions made or contemplated hereunder.

**(注)**  
- 上記情報は厳格で、貴方の私的な目的のためだけに、かつ当行およびその職員の側の何の責任もなしに、与えられるものです。  
- この証明書および、この証明書に基づいてなされた/もしくは意図された全ての取引は、日本法が適用され、日本法に従って解釈されるものとします。  
- 本書(certificate)に基づく諸取引に関して訴訟の必要が生じた場合には、当行の本店または取引店の所在地を管轄する裁判所を管轄裁判所とします。

# Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

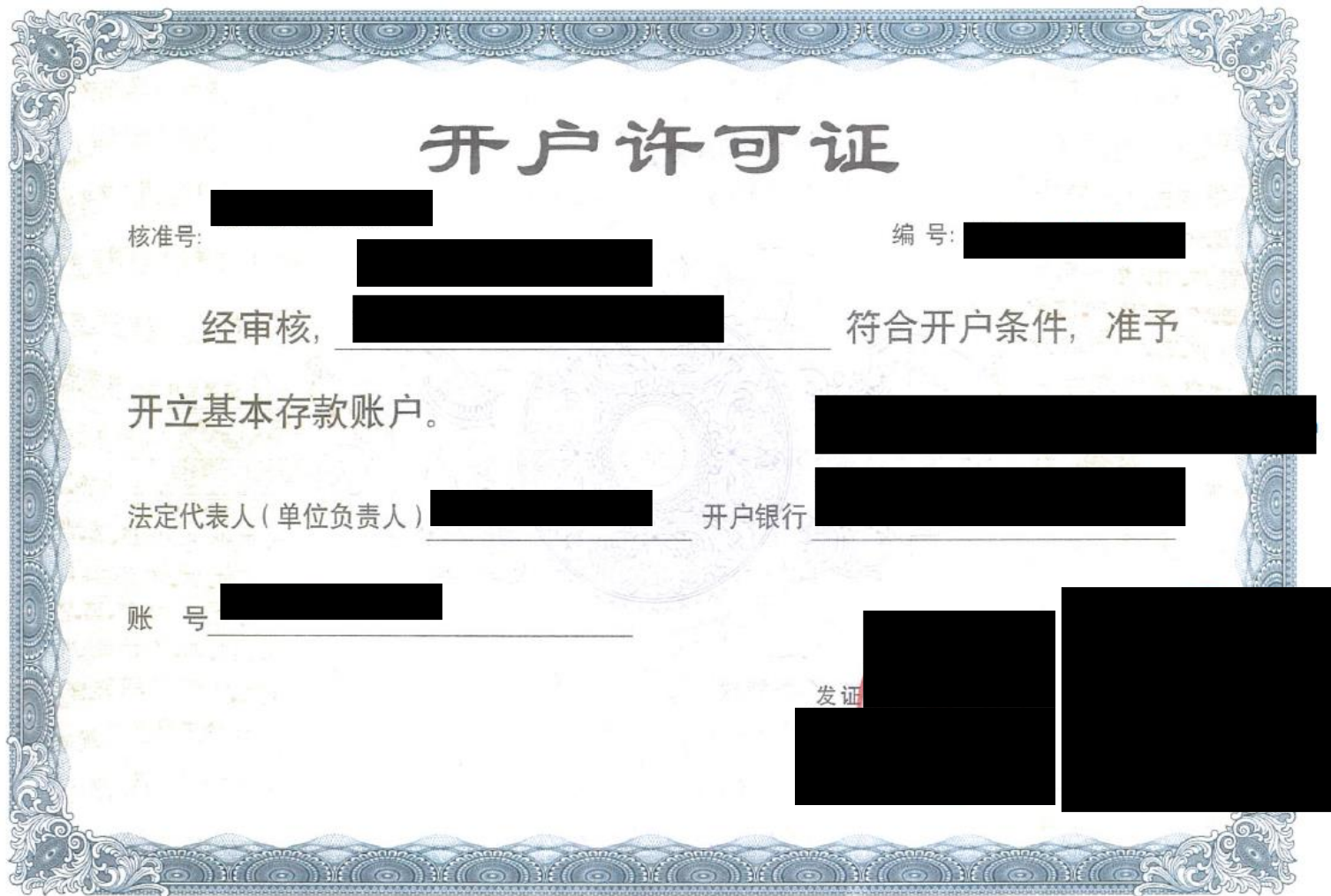
Country: China

- **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

저축통부 [redacted] USD only

계좌번호 [redacted]

Account Number

국립외환은행  
Korea Exchange Bank  
= KEB HANA BANK

대한민국정부  
원좌세  
100원  
남대문 세무서앞  
방납승인 제2005-13호

GWANGHWANUN BRANCH

계좌개설점 광화문지점 [redacted]

계좌발행점 광화문지점 [redacted]

인감 (인감 Seal) [redacted]

서명 (서명 Signature) [redacted]

외환은행

각종 상담이나 문의는 Yes콜센터를 이용하십시오!

Yes 콜센터 : 서울.경수원 0203709-8000 전국 어디서나 1544-3000/1588-3500

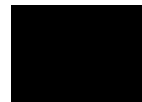
한발 앞선 외환거래 외환은행 외환포털이 있습니다.

외국환전문의함 - 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) 또는 가까운 지점은행 지점으로 신고하여 주십시오.
- 은행에 이 통장과 거래내역을 맡기고자 하는 경우에는 은행에서 정한 보호야수 절차에 따라야 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

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

53

# Complete Submission

54

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

The screenshot shows the AcuBuy interface for a 'Company Change Request' for 'Supplier130-WF PTE LTD (Singapore / singapore)'. The page has a dark header with navigation tabs for 'General Info.', 'Sourcing', and 'Contracts'. A search bar and user profile 'WF130 W.' are visible in the top right. A left sidebar contains navigation options: 'Company Information', 'Contacts', 'P2P Information', and 'Changes Requested'. The main content area features two map sections, each with 'Map' and 'Satellite' views. Below the maps is the 'Banking Information' section, which includes a '+ Add Banking Information' button and a table with the following data:

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

Below the table, there is a note: 'For change of bank account, please upload a company letter with the following:' followed by a list: '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, there is a 'Bank Change Attachment' section with a file upload button labeled 'Click or Drag to add files'.

54



# 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

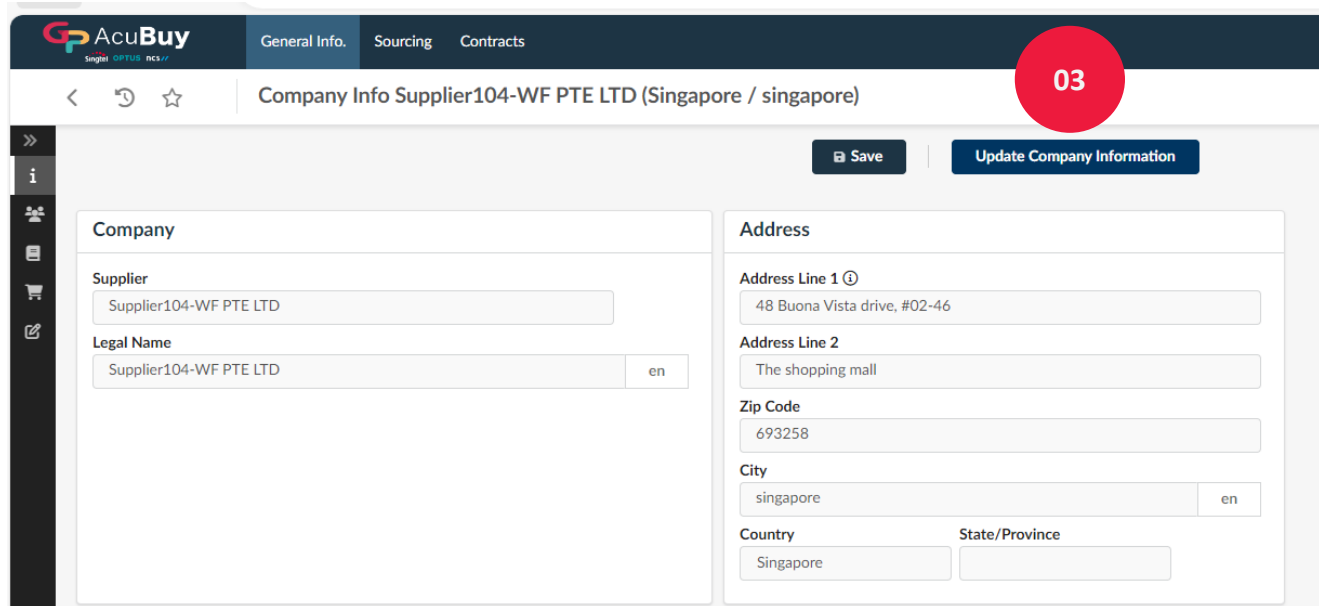
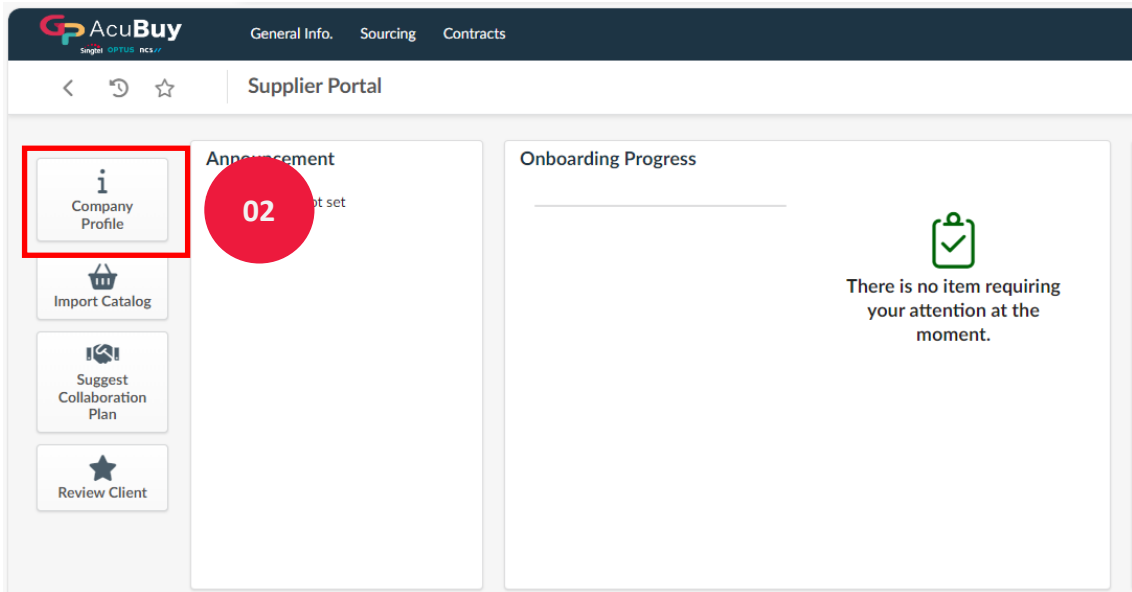
Make sure there is no outstanding in the "Validations" section

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

Company Change Request Supplier104-WF PTE LTD (Singapore / singapore)

Save Submit

The activity BU Extension has been automatically validated  
Validated successfully

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 & s

Reason for Update Company Information\*

04

Company

Supplier\*  
Supplier104-WF PTE LTD

Legal Name  
Supplier104-WF PTE LTD

Address

Address Line 1\*  
48 Buona Vista drive, #02-46

Address Line 2  
The shopping mall

Zip Code  
693258

City\*  
singapore en

Country  
Singapore

State/Province

05

Company Info Supplier130-WF

Note that at least one warning exists

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	wf130a@yahoo.com	sales	Supplier Sales	Active

06

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.

AcuBuy  
General Info. Sourcing Contracts

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

Map Satellite

Banking Information

+ Add Banking Information

Bank Name	IBAN	Account Number	Routing Number	Status
DBS Bank Limited		948599834	DBSSSGSG	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**

AcuBuy  
General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

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

Company Information

08

✓ Data has been saved

Validated successfully

# List of support options

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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](mailto:s-supplierenablement@singtel.com)) for assistance.

# Frequently Asked Questions

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## 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](mailto: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](mailto:s-supplierenablement@singtel.com) for clarification on such request.

# Frequently Asked Questions

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## **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.