






AcuBuy Training

Credit Note Creation for Suppliers



Powered by
ivalua

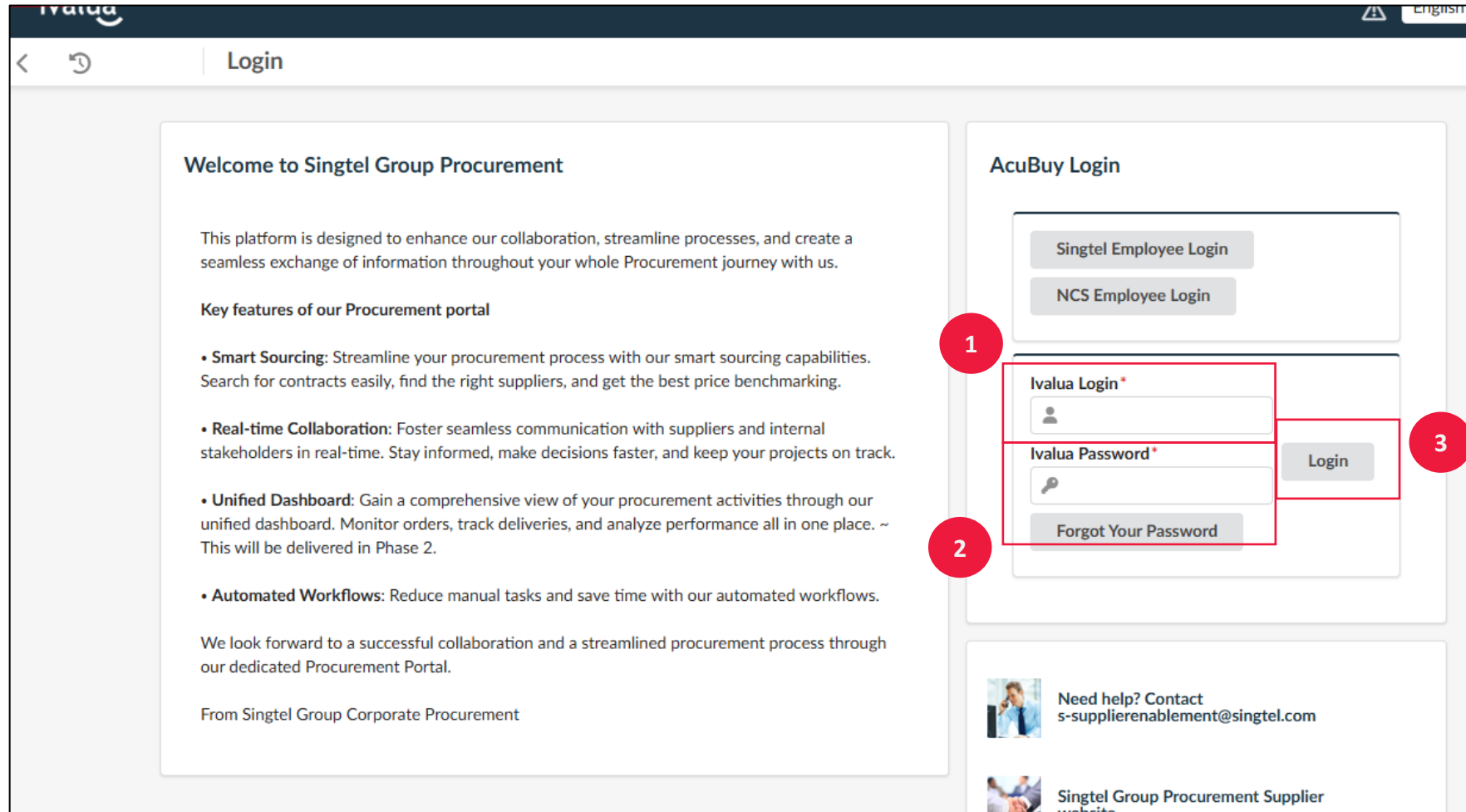
Contents

-  **01 Login AcuBuy**
-  **02 Create Credit Note Against Invoice (Linked Invoice)**
-  **03 Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts**
-  **Annex A - Additional Information on GST and WHT**
-  **Annex B – Tax Types in Different Countries**

01 Login AcuBuy

Login AcuBuy

Login Link: [AcuBuy Login](#)



Welcome to Singtel Group Procurement

This platform is designed to enhance our collaboration, streamline processes, and create a seamless exchange of information throughout your whole Procurement journey with us.

Key features of our Procurement portal

- **Smart Sourcing:** Streamline your procurement process with our smart sourcing capabilities. Search for contracts easily, find the right suppliers, and get the best price benchmarking.
- **Real-time Collaboration:** Foster seamless communication with suppliers and internal stakeholders in real-time. Stay informed, make decisions faster, and keep your projects on track.
- **Unified Dashboard:** Gain a comprehensive view of your procurement activities through our unified dashboard. Monitor orders, track deliveries, and analyze performance all in one place. ~ This will be delivered in Phase 2.
- **Automated Workflows:** Reduce manual tasks and save time with our automated workflows.

We look forward to a successful collaboration and a streamlined procurement process through our dedicated Procurement Portal.

From Singtel Group Corporate Procurement

AcuBuy Login

Singtel Employee Login

NCS Employee Login

1 Ivalua Login *

2 Ivalua Password *

3 Login

Forgot Your Password

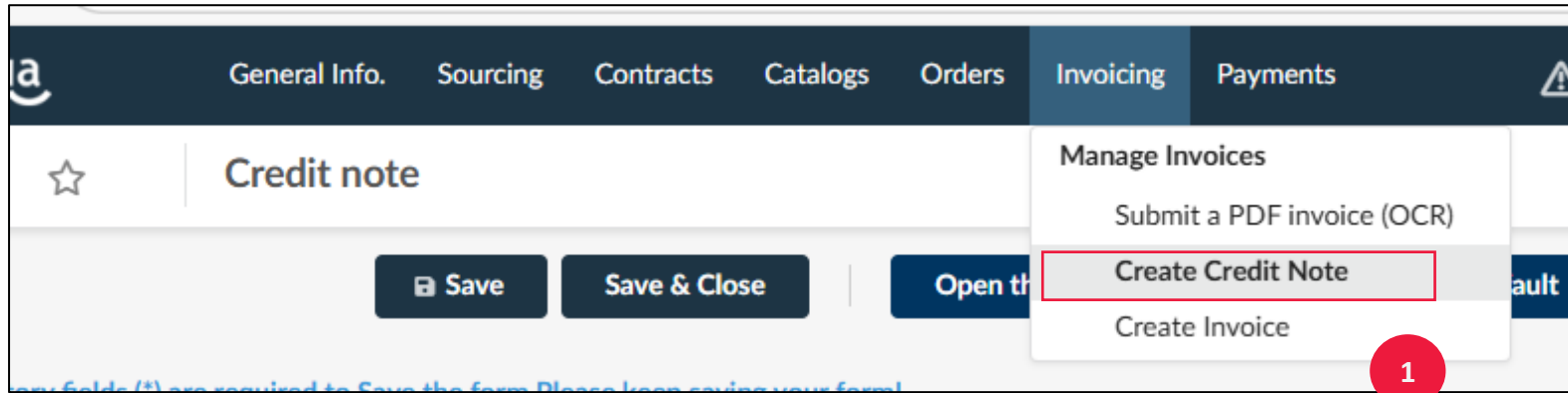
Need help? Contact s-supplierenablement@singtel.com

Singtel Group Procurement Supplier website

- 1 Key in the username into the 'Ivalua Login' field
- 2 Key in the password into the 'Ivalua Password' field
- 3 Click 'Login'

02 Create Credit Note Against Invoice (Linked Invoice)

Create Credit Note Against Invoice (Linked Invoice)



- 1 Under 'Invoicing' tab, click 'Create Credit Note'

Create Credit Note Against Invoice (Linked Invoice)


Credit Header

Credit Note Type*

Credit Note against Invoice (Linked Invoice)

Non-Acubuy Reference Invoices

Rebates / Bulk Discounts



Payment Terms*

Due Date ⓘ

- 2 Locate the 'Credit Header' section and select 'Credit Note against Invoice (Linked Invoice)' from the dropdown list under the 'Credit Note Type' input field

Create Credit Note Against Invoice (Linked Invoice)

Short Text ⓘ

Credit Note #*

Credit Note Date*

Due Date ⓘ

Payment Terms*

Credit Note Currency*

AcuBuy Exchange Rate ⓘ*

Tax Exchange Rate

Linked Invoice (credit)*

3

4

5

6

- 3 Indicate the credit note number under the 'Credit Note #' input field

Note : 'Credit Note #' field can only take a maximum of 16 characters. Input of duplicate supplier credit note number is not permitted in AcuBuy

- 4 Select the credit note date in the 'Credit Note Date' field

Note : Credit note date can only be backdated to a maximum of 7 days

- 5 Select the credit note currency in the 'Credit Note Currency' field

- 6 Input the invoice number that the credit note link to under 'Linked Invoice (Credit)' field

Create Credit Note Against Invoice (Linked Invoice)

Buyer Information

SAP Document Number

Company Code ⓘ*

JV0_0001-JV0 - Dir (CMO)(boonkwang@singtel.com) ✕ ▼

Company Currency*

SGD ✕ ▼

Ship To ⓘ

31 Exeter Road , 239732 Singapore

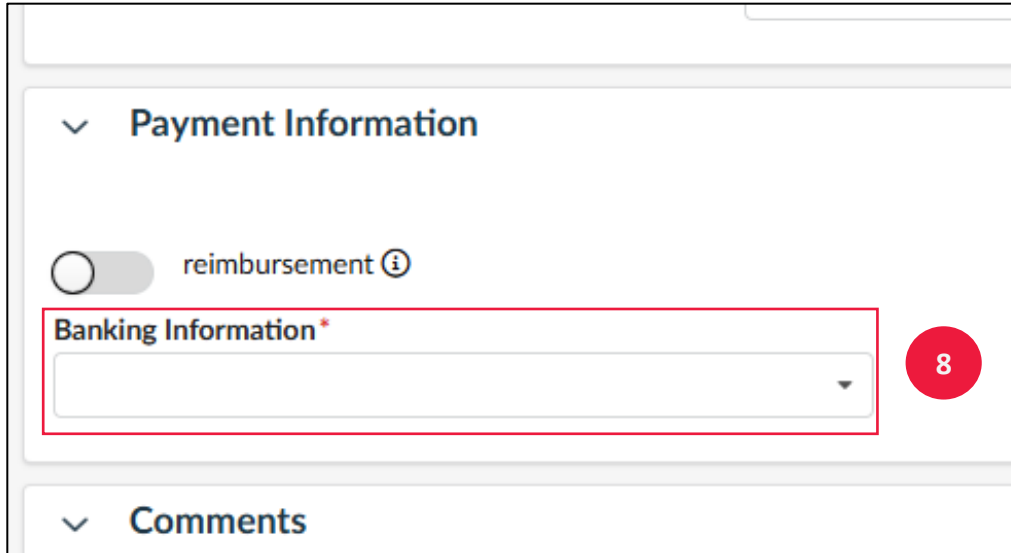
Bill to ⓘ

31 Exeter Road , 239732 Singapore

7

- 7 Under the 'Buyer Information' section, the 'Company Code', 'Company Currency' and remaining fields would have been auto-filled. Ensure that the fields have been filled correctly

Create Credit Note Against Invoice (Linked Invoice)

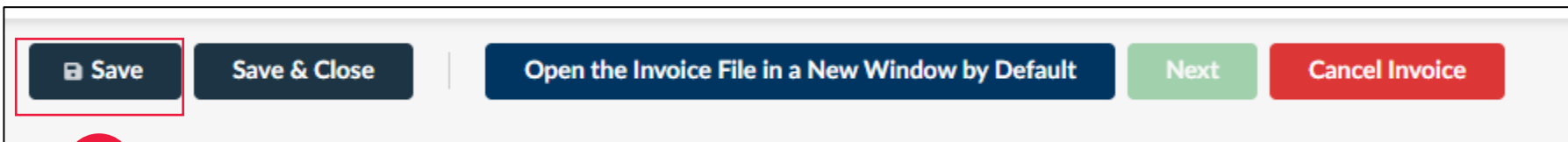


Payment Information

☐ reimbursement ⓘ

Banking Information*

Comments



Save Save & Close Open the Invoice File in a New Window by Default Next Cancel Invoice

8 Under the 'Payment Information' section, select the appropriate payment details under the 'Banking Information' field for payment to be remitted to


9 Click 'Save'

Create Credit Note Against Invoice (Linked Invoice)

Add Invoice Items

10

Please update only the Quantity field. All other fields must remain unchanged to avoid delay in Invoice processing.

<input type="checkbox"/>	Item Description *	Qty *	Unit of Measure	Gross Unit Price Excl. Tax *	Net Unit Price Excl. Tax	Amount (Excl. Tax)	Tax *	Amount (Incl. Tax)	Gap	Order#	Order Item#	Delivery#	Deliver
0 Record(s)													
Total Amount (Excl. Tax)				Total Amount (Excl. Tax) in SGD									
<input type="text"/>				<input type="text"/>									
SGD													
Tax rate		Tax Amount		Taxable Amount		Tax Amount (SGD)							
Total Taxes Amount				Total Taxes Amount in SGD									
<input type="text"/>				<input type="text"/>									
Total Amount (Incl. Tax)				Total Amount (Incl. Tax) in SGD									
<input type="text"/>				<input type="text" value="0.00"/>									
													

10

Click 'Add Invoice Items'

11

The line items would have been added, with all the fields auto-filled as per the invoice. Ensure all the fields have been filled correctly, and make any changes to only the 'Qty' field if necessary

Add Invoice Items

11

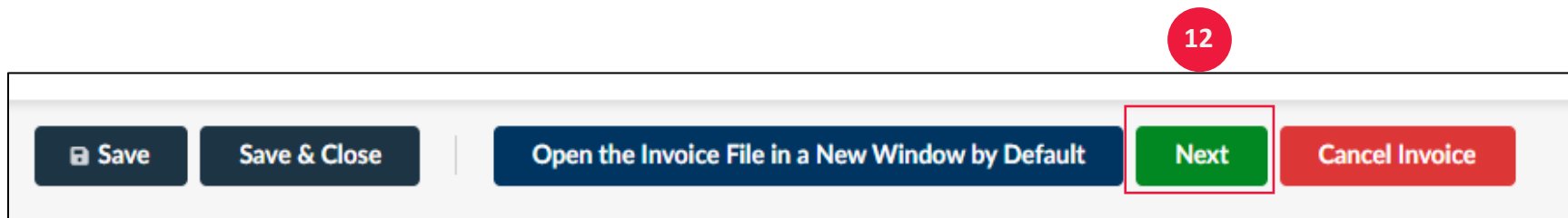
0

Selected

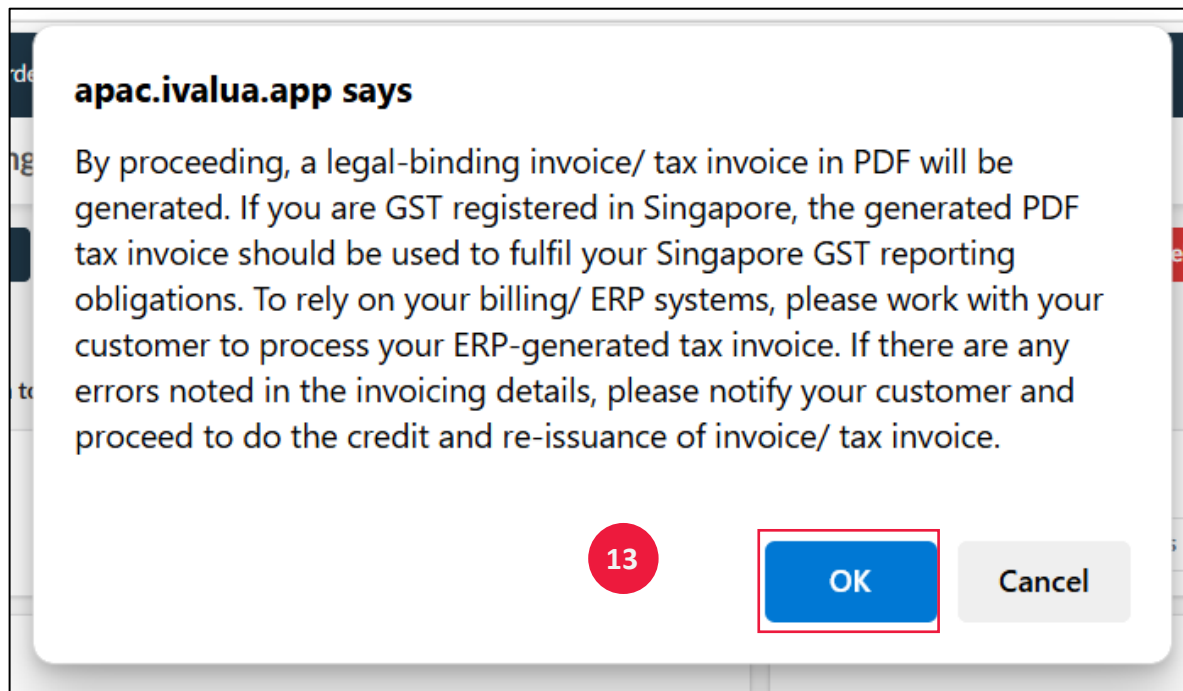
<input type="checkbox"/>	Item Description *	Qty *	Unit of Measure	Gro
<input type="checkbox"/>	AIO2 VOICE VOUCHE...	<input type="text" value="1.000"/>	PC	

1 Record(s)

Create Credit Note Against Invoice (Linked Invoice)

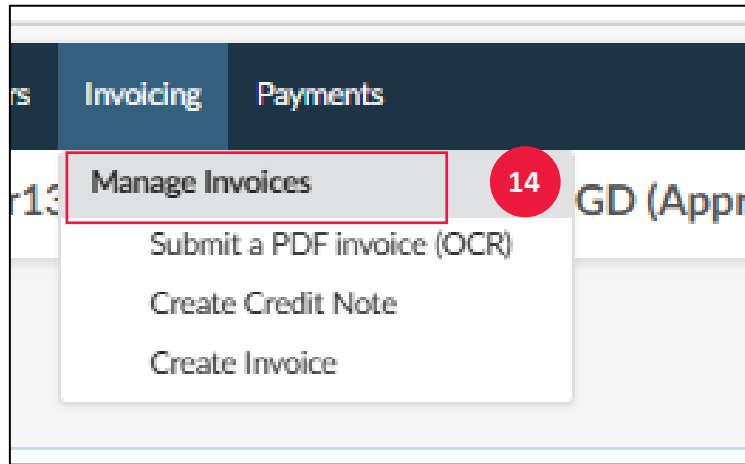


- 12 Upon clicking 'Next', the Legal Credit Note will be generated. Once generated, changes cannot be made to the Legal Credit Note

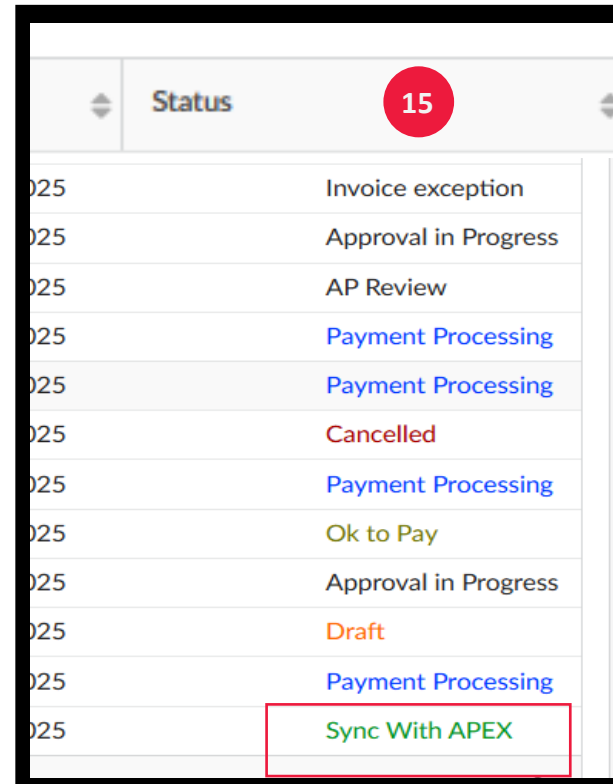


- 13 Upon clicking 'OK', the credit note would have been created successfully

Create Credit Note Against Invoice (Linked Invoice)



- 14 To check the status of the invoice submitted, click 'Invoicing' > 'Manage Invoices'.



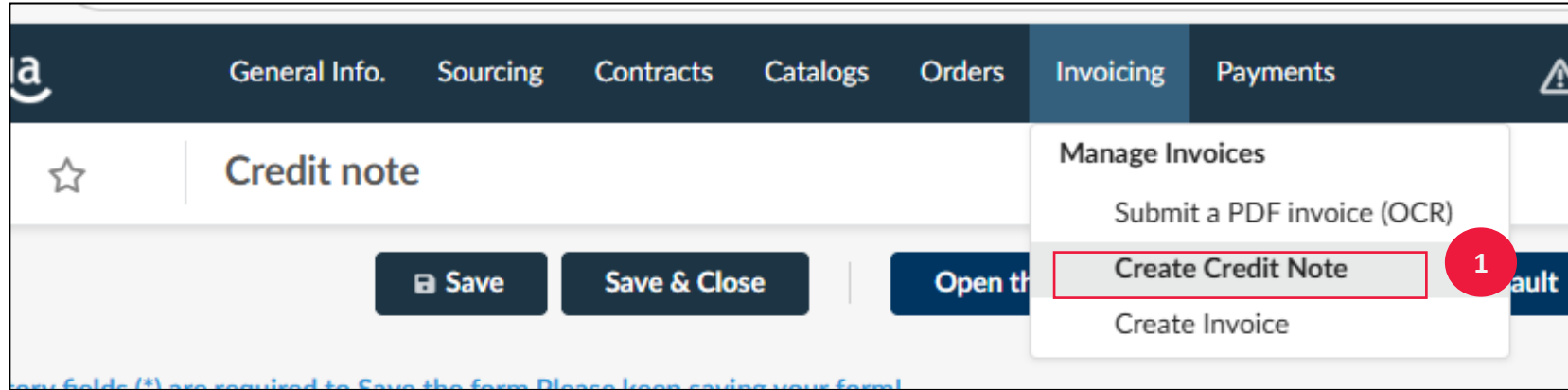
A screenshot of a table showing the status of various invoices. The table has a 'Status' column. A red circle with the number 15 is placed over the 'Status' header. The table contains several rows with different statuses, and the 'Sync With APEX' status is highlighted with a red box.

	Status
025	Invoice exception
025	Approval in Progress
025	AP Review
025	Payment Processing
025	Payment Processing
025	Cancelled
025	Payment Processing
025	Ok to Pay
025	Approval in Progress
025	Draft
025	Payment Processing
025	Sync With APEX

- 15 If credit note is submitted successfully, it will show as 'Sync with APEX' under 'Status' field

03 Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts



- 1 Under 'Invoicing' tab, click 'Create Credit Note'

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts


Credit Header

Credit Note Type*

Credit Note against Invoice (Linked Invoice)

Non-Acubuy Reference Invoices

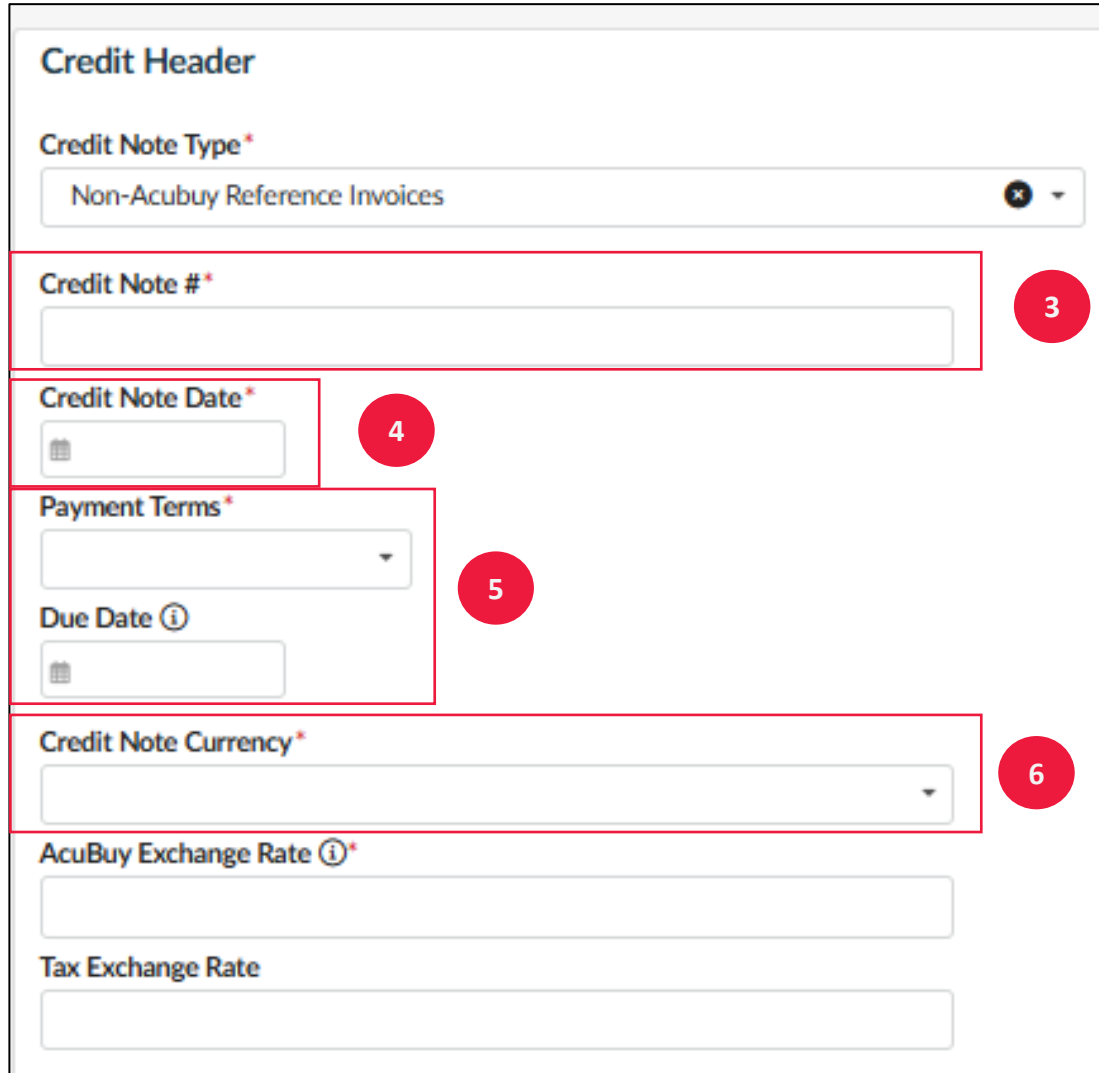
Rebates / Bulk Discounts



Payment Terms*

- 2 Locate the 'Credit Header' section and select either 'Non-AcuBuy Reference Invoices' or 'Rebates/Bulk Discounts' under the 'Credit Note Type' field

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts



Credit Header

Credit Note Type*
Non-Acubuy Reference Invoices

Credit Note #* 3

Credit Note Date* 4

Payment Terms* 5

Due Date ⓘ

Credit Note Currency* 6

AcuBuy Exchange Rate ⓘ*

Tax Exchange Rate

- 3** Indicate the credit note number under the 'Credit Note #' input field

Note : 'Credit Note #' field can only take a maximum of 16 characters. Input of duplicate supplier credit note number is not permitted in AcuBuy

- 4** Select the credit note date in the 'Credit Note Date' field

Note : Credit note date can only be backdated to a maximum of 7 days

- 5** Select the payment terms under the 'Payment Terms' field and key in the due date as per the invoice under the 'Due Date' input field

- 6** Select the credit note currency in the 'Credit Note Currency' input field

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts

Buyer Information

SAP Document Number

Requestor Email *

Company Code ⓘ *

Company Currency *

Ship To

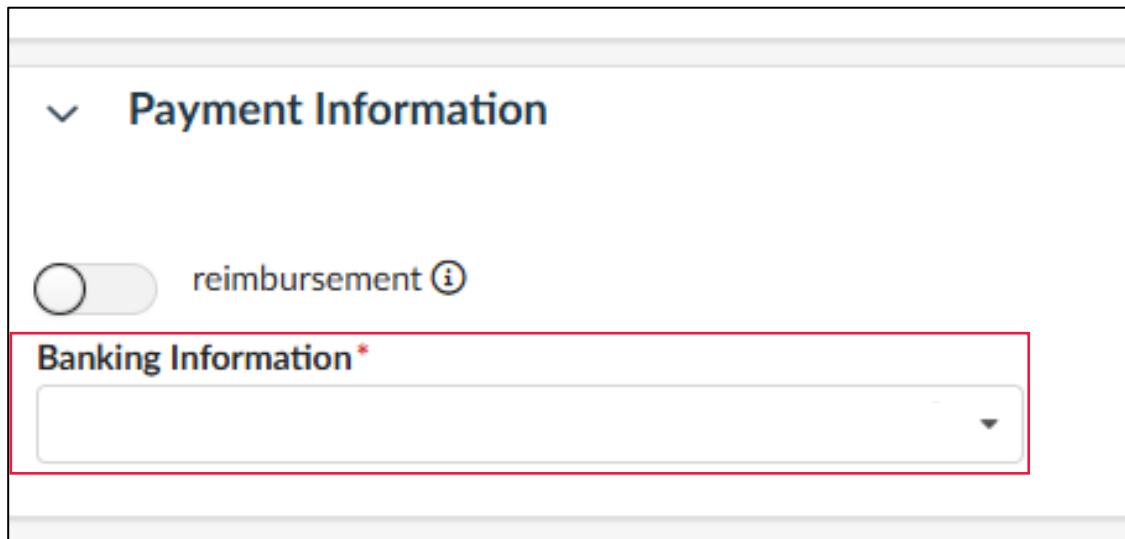
Bill to

7

8

- 7 Under the 'Buyer Information' section, key in the requestor email into the 'Requestor Email' input field
- 8 Enter the company code into the 'Company Code' input field

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts



Payment Information

☐ reimbursement ⓘ

Banking Information*

9

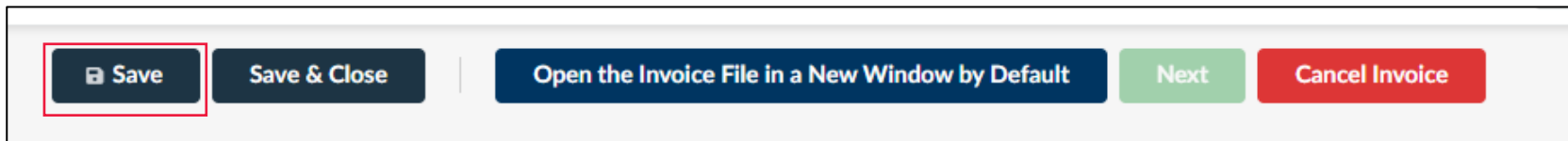
9

Under the 'Payment Information' section, select the appropriate payment details under the 'Banking Information' field for payment to be remitted to

10

Click 'Save'

10



Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts

11

≡ Add Lines ▾ Please update only the Quantity field. All other fields must remain unchanged to avoid delay in Invoice processing.

<input type="checkbox"/>	Item Description*	Qty*	Unit of Measure	Gross Unit Price Excl. Tax* ⓘ	Net Unit Price Excl. Tax	Amount (Excl. Tax)	Tax*	Amount (Incl. Tax)	Gap	Order#	Order Item#	Delivery#	
0 Record(s)													
Total Amount (Excl. Tax)						Total Amount (Excl. Tax) in SGD							
						SGD							

11

Click 'Add Line'

12

Select 'Add Non-PO Line'

≡ Add Lines ▾ Please update only the Quantity field. All other fields must remain unchanged to avoid delay in Invoice processing.

+ Add Non-PO Line

<input type="checkbox"/>	Item Description*	Qty*	Unit of Measure	Gross Unit Price Excl. Tax* ⓘ	Net Unit Price Excl. Tax
0 Record(s)					
Total Amount (Excl. Tax)					
					SGD

12

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts

Add Lines Please update only the Quantity field. All other fields must remain unchanged to avoid delay in Invoice processing.

Item Description *	Qty *	Unit of Measure	Gross Unit Price Excl. Tax *	Net Unit Price Excl. Tax	Amount (Excl. Tax)	Tax *	Amount (Incl. Tax)
	1.000	ea.					

0 Record(s)

Total Amount (Excl. Tax) SGD

Total Amount (Excl. Tax) in SGD

Tax rate Tax Amount Taxable Amount Tax Amount (SGD)

Total Taxes Amount

Total Taxes Amount in SGD

Total Amount (Incl. Tax)

Total Amount (Incl. Tax) in SGD 0.00

13

13

Input the 'Item Description', 'Qty' and 'Gross Unit Price Excl. Tax' fields

14

The selection of the tax code should be based on the GST status of the vendor and the nature of the purchase which can be determined via reference to Annex A.

If the vendor is not local and **Input GST – out of scope** and the **appropriate WHT tax code** e.g. WHT 17% should be indicated as the tax Code

If the vendor is GST registered and **Input GST - 9%** should be indicated as the tax code

Note: More information on (a) Singapore GST in Annex A and (b) tax type of Singtel/NCS bill to entity in Annex B

Tax *	Amount (Incl. Tax)
0.00	20.00

Input to Output Tax 8% (Customer Accounting) GST

Input to Output Tax 9% (Customer Accounting) GST

Input to Output Tax 7% (Customer Accounting) GST

GST not applicable (Input) GST

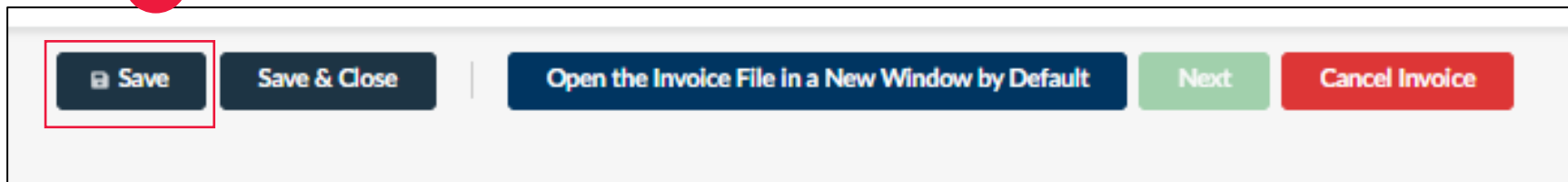
input GST 0% (zero rated) GST

See All

14

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts

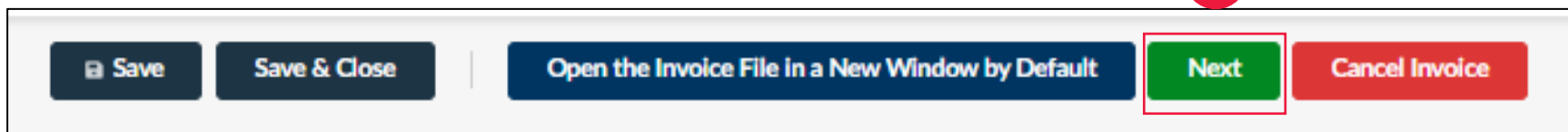
15



15

Click 'Save'

16



16

Upon clicking 'Next', the Legal Credit Note will be generated. Once generated, changes cannot be made to the Legal Credit Note

apac.ivalua.app says

By proceeding, a legal-binding invoice/ tax invoice in PDF will be generated. If you are GST registered in Singapore, the generated PDF tax invoice should be used to fulfil your Singapore GST reporting obligations. To rely on your billing/ ERP systems, please work with your customer to process your ERP-generated tax invoice. If there are any errors noted in the invoicing details, please notify your customer and proceed to do the credit and re-issuance of invoice/ tax invoice.

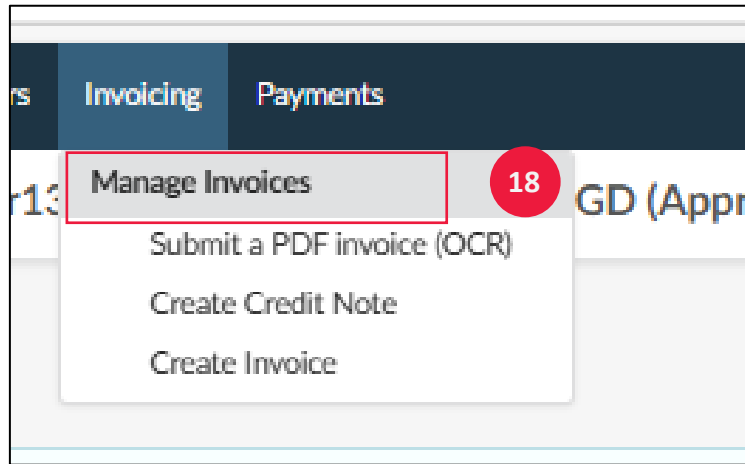
17



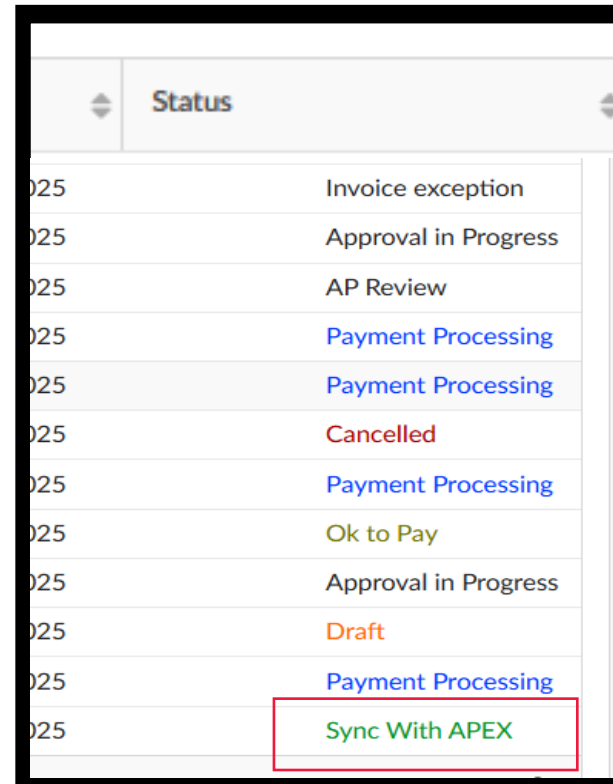
17

Upon clicking 'OK', the credit note would have been created successfully

Create Non-AcuBuy Reference Invoices and Rebates/Bulk Discounts



- 18 To check the status of the invoice submitted, click 'Invoicing' > 'Manage Invoices'.



A screenshot of a table showing the status of various invoices. The table has a 'Status' column. The statuses listed are: Invoice exception, Approval in Progress, AP Review, Payment Processing, Canceled, and Draft. A red circle with the number 19 is positioned next to the 'Sync With APEX' option at the bottom of the list.

	Status
025	Invoice exception
025	Approval in Progress
025	AP Review
025	Payment Processing
025	Payment Processing
025	Canceled
025	Payment Processing
025	Ok to Pay
025	Approval in Progress
025	Draft
025	Payment Processing
025	Sync With APEX

- 19 If credit note is submitted successfully, it will show as 'Sync with APEX' under 'Status' field

Annex A - Additional Information on Singapore Goods & Services Tax (GST)

Additional Information on Singapore GST

Applying the appropriate tax rates for transacting with Singtel/NCS Singapore entities

All expenses made by GST registered entities will need to post into any of the below 6 types of tax codes available in the system – please refer to table below for examples.

- All purchases with GST including imports -> use tax code “V7/ V8/ V9”¹
- [If applicable] Customer accounting -> use tax code “IP/ I8/ I9”¹
- Purchase with 0% GST -> use tax code “V0”
- Purchase from non-Singapore vendors/ suppliers -> use tax code “VS”
- Exempt purchase -> use tax code “VE”
- Non-purchases, Purchase from non-GST registered vendors, disallowed expenses from GST registered vendors -> use tax code “NT”

Tax code	Common purchases (the list is non-exhaustive)	Main requirement(s)	Additional requirement
V7/ V8/ V9	Consultancy services, rental of commercial space	Vendor is SG GST registered	
IP/ I8/ I9 (PG purchase only)	Purchase of Prescribed Goods (“PG”) such as off-the-shelf software, mobile phone where the value of such purchase exceeds SGD10,000.		
V0	IDD calls, roaming, air fares		N.A
VE	Charges charged for exchange of money/ money transfer, interchange fees from acquiring banks		N.A
VS	Any purchases from non-Singapore vendors/ suppliers and intra-GST Group purchases		
NT	Purchase of motor vehicle, lease or rental of motor cars, personal medical expenses and/ or personal insurance premium for non-JO staff, benefits provided to family members or relatives of your employees	1.SG vendor not registered for SG GST; 2.Vendor is SG GST registered and for disallowed expenses; or 3.Gift Rule not met; GST needs to be expensed off	
	Fees payable to relevant authorities such as Payment Services Act license charged by MAS, Stamp duty levied by IRAS; refundable deposit	N.A	
	Transfer or clearing of account balances, posting of payment e.g., donations, book entries e.g., accrual, reclass, write-off	N.A	

Note: ¹ Please select according to the GST rate shown on vendor's tax invoice

Annex B - Tax Types in Different Countries

Tax Types in Different Countries

Under Tax section, select the appropriate tax type from the below table for the **entity that you are billing to**. For example, if your organization is Malaysian incorporated company billing to NCS Pte Ltd and your company is not Singapore registered GST company, the drop down tax available for selection will be GST related and (not sales tax).

No	Company Name	Country	Tax Type
1	NCS Pte. Ltd.	Singapore	GST
2	NCS Communications Engineering Pte. Ltd.	Singapore	GST
3	NCSI Holdings Pte Ltd	Singapore	GST
4	NCSI Solutions Pte. Ltd.	Singapore	GST
5	Computer Systems Holdings Pte. Ltd.	Singapore	GST
6	SCS Computer Systems Pte Ltd.	Singapore	GST
7	NCSI (Malaysia) Sdn. Bhd.	Malaysia	Sales
8	NCSI HOLDINGS (MALAYSIA)	Malaysia	Sales
9	NCSI (Philippine) Inc	Philippines	VAT
10	SCS Info Tech Sdn Bhd	Brunei	No need to select tax
11	NCSI (Shanghai) Co., Ltd	China	VAT
12	NCSI (Chengdu) Co., Ltd	China	VAT
13	NCS Information Technology (Suzhou) Co.	China	VAT
14	NCSI (HK) Limited	Hong Kong	VAT
15	NCSI TECHNOLOGIES (INDIA)	India	GST

Tax Types in Different Countries

No	Company Name	Country	Tax Type
16	NCSI (Australia) Pty Ltd	Australia	GST
17	Cross Border Payments Pte. Ltd.	Singapore	GST
18	Consumer Journeys Pte. Ltd.	Singapore	GST
19	DataSpark Pte. Ltd.	Singapore	GST
20	Group Enterprise Pte Ltd	Singapore	GST
21	Global Open Platform Pte Ltd	Singapore	GST
22	Global Rewards Platform Pte Ltd	Singapore	GST
23	Integrated Digital Mall Pte. Ltd.	Singapore	GST
24	Information Network Services Sdn Bhd	Malaysia	Sales
25	Nxera DCKC Pte Ltd	Singapore	GST
26	Nxera DCT Pte Ltd	Singapore	GST
27	Nxera DCW Pte Ltd	Singapore	GST
28	Nxera Holdings Pte Ltd	Singapore	GST
29	Nxera SG Pte Ltd	Singapore	GST
30	Singapore Telecom (India) Private Limited	India	GST
31	Singapore Telecom HK Limited	Hong Kong	VAT
32	Singapore Telecom International Pte Ltd	Singapore	GST
33	Singtel Telecom Japan Co Ltd	Japan	VAT
34	Singapore Telecom Korea Limited	South Korea	VAT
35	Singapore Telecom Mobile Pte Ltd	Singapore	GST

Tax Types in Different Countries

No	Company Name	Country	Tax Type
36	Singapore Telecom USA Inc	USA	VAT
37	Singapore Telecommunications Limited	Singapore	GST
38	Singapore Telecommunications Limited Beijing Rep	China	VAT
39	Singapore Telecommunications Limited Guangzhou Rep	China	VAT
40	Singapore Telecommunications Limited Shanghai Rep	China	VAT
41	SingCash Pte. Ltd.	Singapore	GST
42	SingNet Pte Ltd	Singapore	GST
43	Singtel (Europe) Limited	United Kingdom	VAT
44	Singtel (Philippines). Inc	Philippines	VAT
45	Singtel AI Infrastructure Pte. Ltd.	Singapore	GST
46	Singtel Consultancy Pte Ltd	Singapore	GST
47	Singtel Cyber Security (Singapore) Pte. Ltd.	Singapore	GST
48	Singtel Digital Media Pte Ltd	Singapore	GST
49	Singtel (Europe) GmbH	Germany	VAT
50	Singtel Global (India) Private Limited	India	GST
51	Singtel Group Treasury Pte. Ltd.	Singapore	GST
52	Singtel Idea Factory Pte. Ltd.	Singapore	GST
53	Singtel Mobile Singapore Pte. Ltd.	Singapore	GST
54	Singtel Paragon Pte. Ltd.	Singapore	GST
55	Singtel Taiwan Limited	Taiwan	VAT

Tax Types in Different Countries

No	Company Name	Country	Tax Type
56	ST-2 Satellite Ventures Pte Ltd	Singapore	GST
57	STI Solutions (Shanghai) Pte Ltd	China	VAT
58	Sudong Sdn Bhd	Malaysia	Sales
59	Telecom Equipment Pte Ltd	Singapore	GST