

Singtel Group Procurement System –

AcuBuy Quick Guide

For Suppliers
(Supplier Information Management – SIM)

V1.0



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Singtel Supplier portal

Training Guides

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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

Hello WF123 Wong,

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: {login}
- 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.

3

1

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

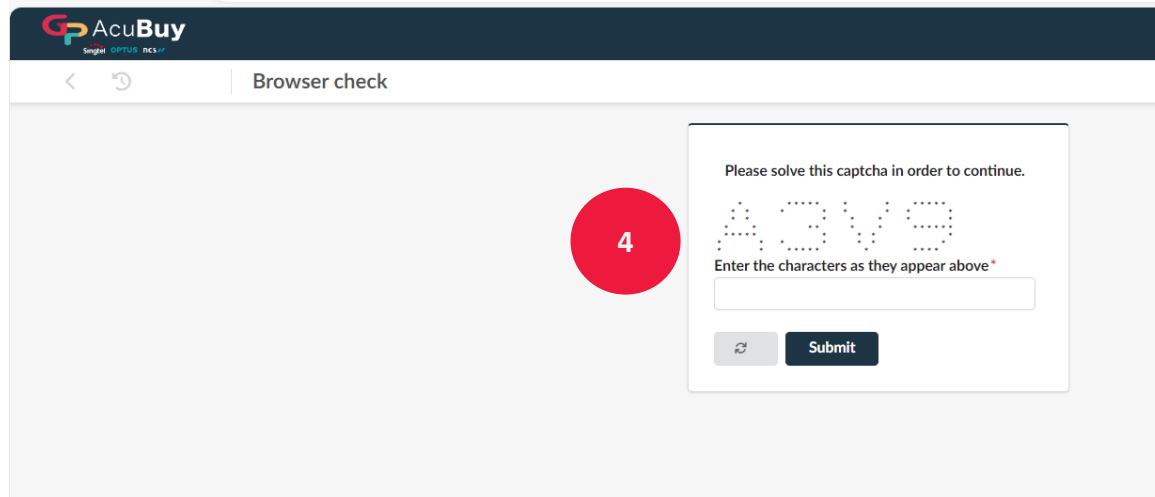
2

Another email triggered to your mailbox to setup password login

3

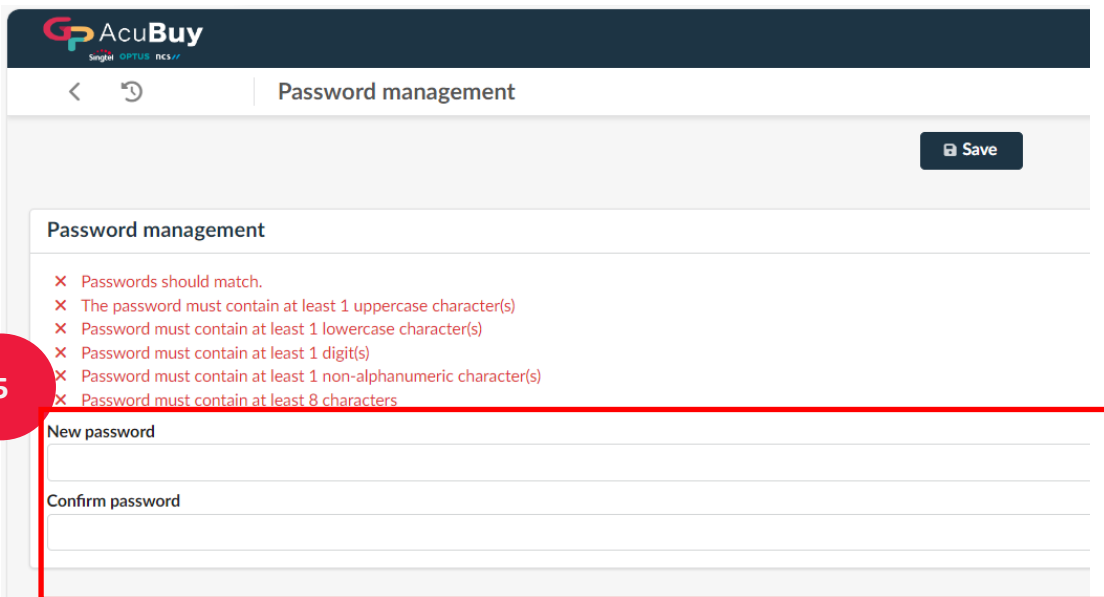
Click **'set password'** to setup account login

Set Password Login



4

Key in the Captcha and submit

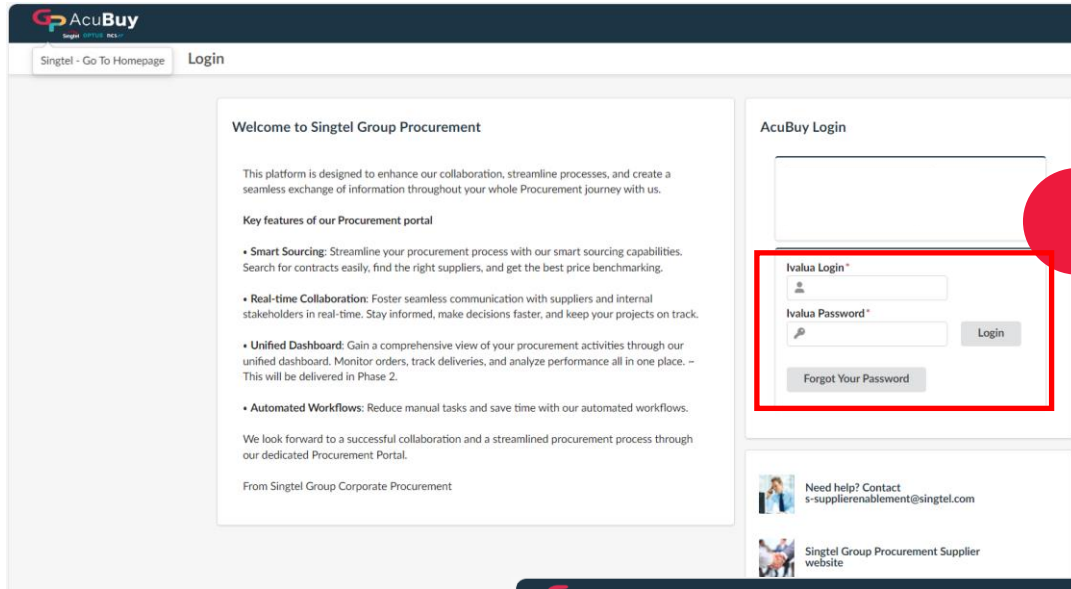


5

5

Setup the password for the account login

Login to AcuBuy

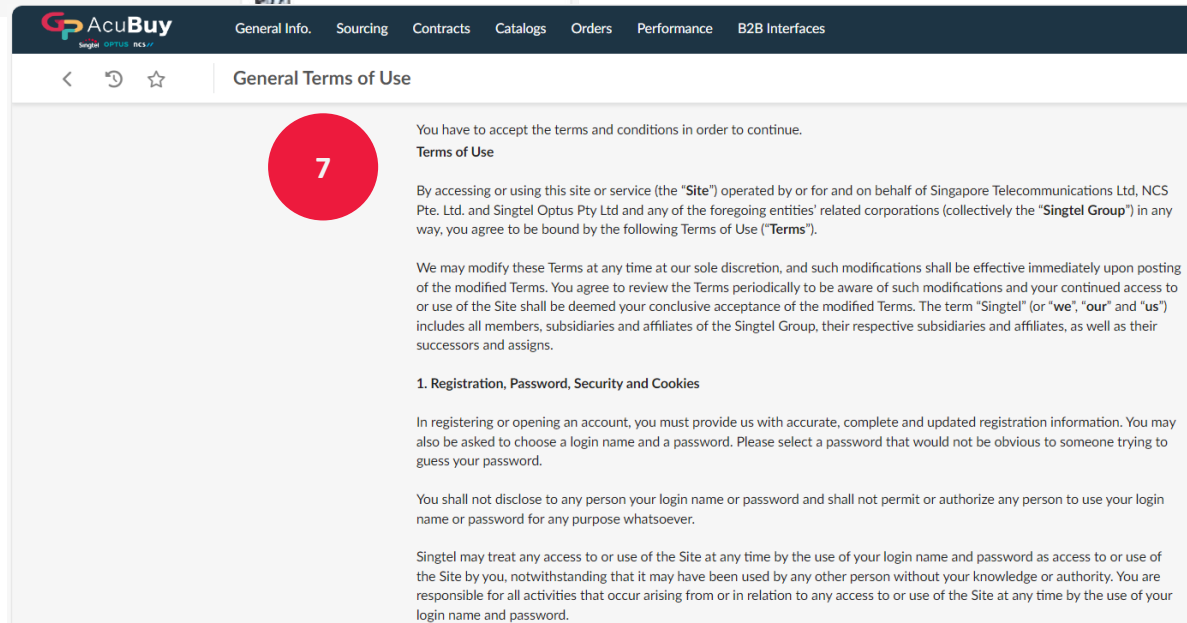


6

Login with email + password

7

Once login, you will be brought to 'General Terms of Use' page. Please review the terms and scroll to the bottom of the page



7

You have to accept the terms and conditions in order to continue.

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Login to AcuBuy

AcuBuy
Singtel OPTUS ncs

General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

< ↻ ☆ | General Terms of Use

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8 I accept the terms and conditions

9 Acknowledge Print



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



Click on **'Acknowledge'**



Manage Users/Contacts

Supplier Portal

10

Company Profile

Onboarding Progress

There is no item requiring your attention at the moment.

10

Click on 'Company Profile'

11

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

12

Review the Admin login contact details

Company Info Supplier123-WF PTE LTD (Singapore)

11

Contacts

Internal Contacts

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

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

12

Manage Users/Contacts

The screenshot displays the AcuBuy Supplier Contact Management interface. The sidebar on the left contains navigation options: Company Information, Contacts, Documents & Certs., P2P Information, and Change Log. The main content area is titled 'Supplier Contact Management' and features a form with the following sections:

- Identity:** Title (Mr.), First Name (KY), Last Name (Wong), Supplier contact email address (wf123a@gmail.com), Position (Sales), Internal Identifier (en), and List of languages (English).
- Phone:** Phone (61234567), Cell Phone, and Fax.
- Photo:** Add a picture button.
- Login Information:** (Empty section)

Annotations on the image:

- 13:** Points to the '+ Create Contact' button in the sidebar.
- 14:** Points to the 'Internal Contacts' section in the sidebar.
- 15:** Points to the 'Save & Close' button at the top of the form.

13

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.

14

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

15

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
Singapore OPTUS ncs

General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

Company Info Supplier123-WF PTE LTD (Singapore)

Save Update Company Information

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 KY		Sales	Supplier Sales	Active
wong wf123	wf123@gmail.com	admin	Supplier admin Supplier Finance	Active

Client Contacts

Contact

.STEL_User_002

16

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

17

Click 'Save'

18

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

Update Company Profile

Supplier123-WF PTE LTD (Singapore)

Save | Update Company Information

19

Company

Supplier
Supplier123-WF PTE LTD

Legal Name
Supplier123-WF PTE LTD en

Address

Address Line 1
Search for an address...

Address Line 2

Zip Code

Country
Singapore

State/Province

19

Click on 'Update Company Information'

20

Click 'Company Information'

21

Fill in the reason for updating the company information

20

Company Change Request Supplier123-WF PTE LTD (Singapore)

Save | Cancel | Submit

Note that at least one blocking alert exists on this object. [Click here to review it.](#)

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 On General Info. -> Company Profile -> Role.

Reason for Update Company Information *

20

21

Update Company Profile

Company

Supplier* 22

Supplier123-WF PTE LTD

Legal Name

Supplier123-WF PTE LTD en

Address

Address Line 1 23

Address Line 1 ⓘ*
Search for an address... 📍

Address Line 2

Address Line 2

Zip Code **City**

en

Country **State/Province**

Singapore ✕

Additional Information

Country

Singapore 24 ✕

Currency

SGD ✕

Supplier Registration Type **Supplier Registration Number**

ACRA/BRN/UEN ✕

Attachment for ACRA or Business Registration Certificate*

📎 Click or Drag to add files

📎 GR.jpg 📄 ✕

DUNS

GST

22

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.

Onus is on the supplier to ensure the name of registered company must be always up to date

23

Complete the Address details for your company registered address

24

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's a navigation bar with the Acuby logo and various menu items like 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Performance', and 'B2B Interfaces'. Below this is a breadcrumb trail: 'Company Change Request Supplier123-WF PTE LTD (Singapore)'. A search bar is also present. The main content area is divided into two map views, each with 'Map' and 'Satellite' tabs. A red circle with the number '25' points to the 'P2P Information' menu item in the left sidebar. Below the maps, there's a 'Banking Information' section with a red circle '26' pointing to the '+ Add Banking Information' button. Below this button, it shows '0 Record(s)' and a list of instructions for changing a bank account, including uploading a company letter with specific details. At the bottom, there's a file upload area with the text 'Click or Drag to add files'.

25

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

26

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

Account Information

Do you want your payment through PayNow? ⓘ*

Yes

Set the default bank account for invoice payments

Key In PayNowUEN Number in Account Number Field

Account Number*

Account Number must have a value

Bank Code/Branch Code/Swift Code*

PAYNOWUEN

27

Select the Country of the Bank account setup

28

Fill in the Bank name in Full

29

Select currency

30

Please indicate if your company UEN is registered with PayNow. If Yes, please indicate your UEN # as shown in step 31. If No, go to Step 32 onwards

31

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

32

Attach supporting document e.g. Bank statement, Bank letter

33

Fill in the Account holder name

34

Fill in Bank account number

35

Fill in the Bank code/branch code/SWIFT code

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Banking Information for Supplier108-WF LLC

Save | Audit Trail | Edit

Bank Information	Account Information
<p>Country: USA (36)</p> <p>Currency: USD (38)</p> <p>Bank Name: Citibank (37)</p> <p>BIC/SWIFT:</p> <p>Bank Branch Address: 28372 New Work Times square (41)</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: Gifts and Sovenirs.jpg (39)</p> <p>Set the default bank account for invoice payments: <input checked="" type="checkbox"/></p> <p>Name on Account: Supplier1080WF LLC (40)</p> <p>Account Number*: 1038943972738254054 (41)</p> <p>Routing Number*: 026002561 (42)</p> <p>Payment Method: 1-EFT</p>

- 36 Select the Country of the Bank account setup
- 37 Fill in the Bank name in Full
- 38 Select currency
- 39 Attach supporting document e.g. Bank statement, Bank letter
- 40 Fill in the Account holder name
- 41 Fill in Bank account number
- 42 Fill in Routing number

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country: India

Company Info for India need to complete the 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 info for India, need to enter IFSC code for bank code/branch code/swift. Select the control key as well.

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*

Update Bank Information(Non-SG Bank)

For Non-Singapore Banks

Country:
Europe/UAE/Middle East

Company Info for Europe/UAE/Middle East, IBAN is required field mandatory.

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 Info for Japan, Account holder name to be in Japanese character and Control Key is required.

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>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(Non-SG Bank)

For Non-Singapore Banks

Country: China

Company Info for China, need to enter CNAPS code for bank code/branch code/swift.

Bank Information	Account Information
<p>Country* China</p> <p>Currency CNY</p> <p>Bank Name* Bank of China</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 type="checkbox"/> Set the default bank account for invoice payments</p> <p>Please Enter CNAPS Code In *Bank Code/Branch Code/Swift Code* Field Below</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>

Update Bank Information

Banking Information for Supplier123-WF PTE LTD

43 Save

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

Vendor Master Comments

Supplier Comments

Account Information

Do you want your payment through PayNow? ⓘ* No

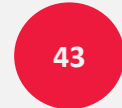
Attach bank statement/letter*
Click or Drag to add files
Gifts and Sovenirs.jpg GR.jpg

Name on Account* Supplier123-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* 94586643 Bank Code/Branch Code/Swift Code* DBSSSGG



Click on 'Save'

Complete Submission

AcuBuy
General Info. Sourcing Contracts Catalogs Orders Performance B2B Interfaces

Company Change Request Supplier123-WF PTE LTD (Singapore)

Save Cancel Submit

Map Satellite

Banking Information

+ Add Banking Information

Bank Name	IBAN	Account Number	Routing Number
DBS Bank Limited		94586643	DBSSGSG

1 Record(s)

44

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

44

Complete Submission

AcuBuy
singtel OPTUS ncs

Singtel - Go To Homepage

Company Change Request Supplier123-WF PTE LTD (Singapore)

Save Cancel Submit

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

Company

Supplier*
Supplier123-WF PTE LTD

Legal Name
Supplier123-WF PTE LTD en

Address

Address Line 1 ⓘ*
963 orchard road #01-484

Address Line 2
The grand central

Zip Code
953743

City
Singapore en

45

Fill in the reason for this update

46

Click 'Submit'

47

Ensure the data is saved and validated successfully

AcuBuy
singtel OPTUS ncs

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

✓ Data has been saved

Validated successfully

47

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.