vendors@gov

Vendor Record User Guide

A guide to create, view and update vendor record details at Vendors@Gov.

Vendor Record User Guide

Select the topics below to learn more about:

1. Create Vendor Record

New vendors will be directed to 'Create New Vendor' page to create a vendor record.

2. View/ Update Vendor Record Details

Existing vendor may navigate to 'Update Vendor Details' to update your name, contact, GST registration and bank details.

3. Vendor Record Status

Vendor record status include Approved, Unapproved, Inactive, Submitted.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*
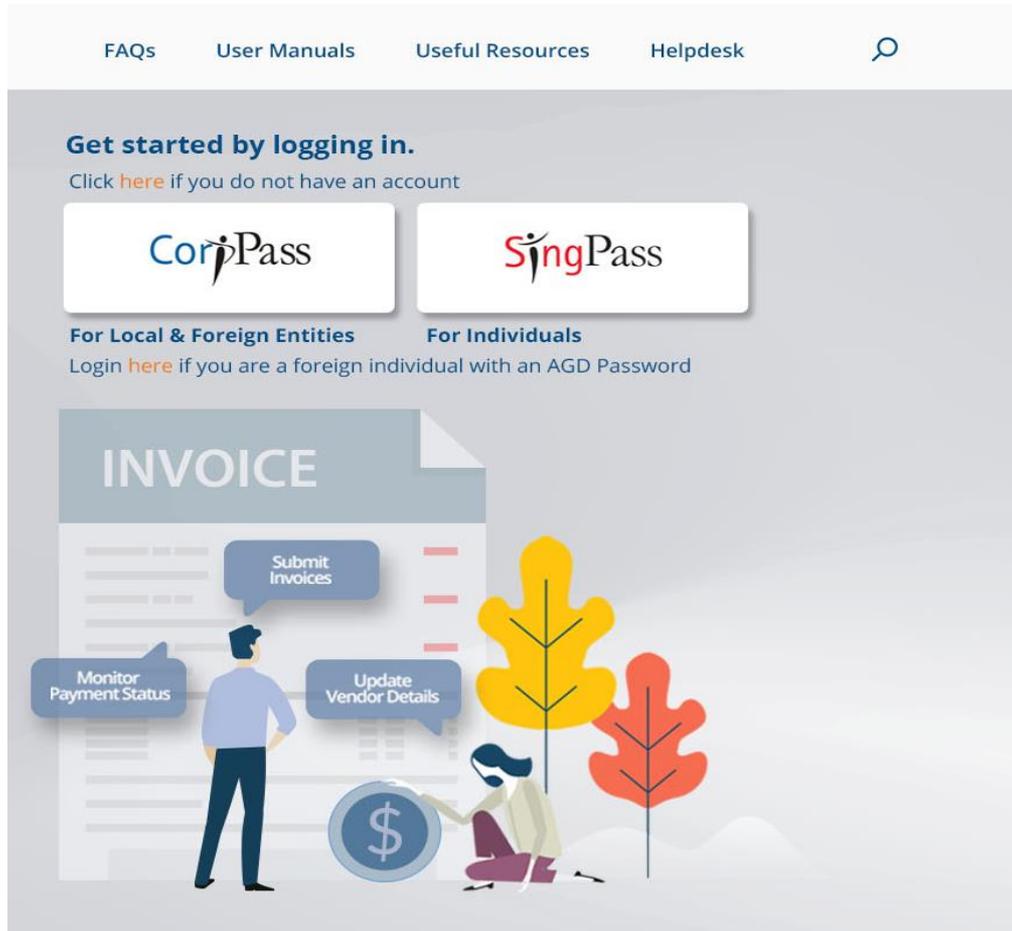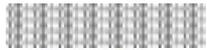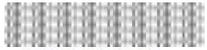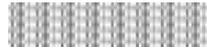

Step 1 - Login to Vendors@Gov portal (www.vendors.gov.sg).

For more information on how to login, please refer to '[Vendors@Gov Login User Guide](#)'.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Vendor ID	Official Name ℹ	Vendor Name *	Vendor Record Status
▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	Submitted

1   *Vendor ID is <u>not</u> editable.*

The vendor ID may appear incorrectly if you have selected the wrong login option.

*<u>**Company/ Organisation**</u>*
➢ *__UEN Registered Entity__ – The vendor ID will be your organization's UEN.*
➢ *__Foreign Entity__ – The vendor ID will be your CorpPass Entity ID/ GeBIZ trading partner reference.*
*<u>**Individual**</u>*
➢ *__NRIC/ FIN Holder__ – The vendor ID will be your NRIC/ FIN.*
➢ *__Non-NRIC/ FIN Holder__ – The vendor ID will be your passport number.*

1. Create Vendor Record (Individuals with SingPass)

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Vendor ID	Vendor Name *	Vendor Record Status
▓▓▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓▓▓	Submitted

2 **Name is retrieved from Government database- MyInfo and is <u>not editable</u>**
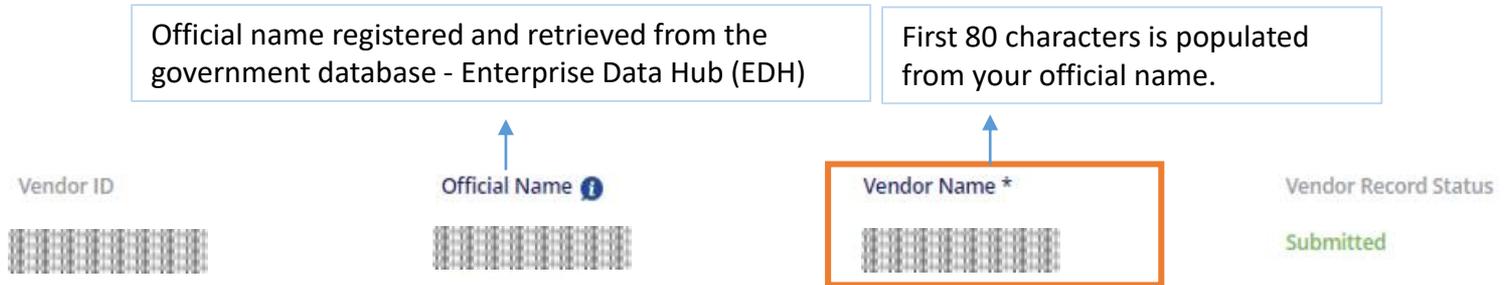
<u>**Individuals with SingPass**</u>

➢ *Your name will be auto-populated from the government database - MyInfo hence, it will not be allowed for edit.*

If the name which was reflected at the Vendor Name field is inaccurate, you may wish to verify your name registered at MyInfo/ICA.

1. Create Vendor Record (Local Companies)

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Official name registered and retrieved from the government database - Enterprise Data Hub (EDH)

First 80 characters is populated from your official name.

Vendor ID	Official Name ℹ	Vendor Name *	Vendor Record Status
▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓	Submitted

2 **Name is retrieved from Government database - Enterprise Datahub (EDH) and is <u>not editable</u>**

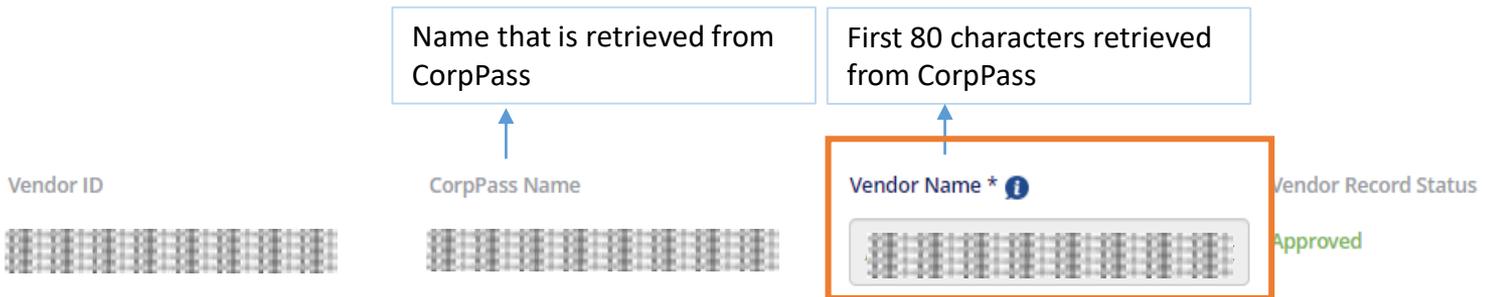### <u>UEN Registered Company/ Organisation</u>

➢ *Your name will be auto-populated from the government database-Enterprise Datahub (EDH), hence, it will not be allowed for edit.*

Do note that only the first 80 characters are retrieved and displayed under the vendor name field.
If the name which was reflected at the Vendor Name field is inaccurate, you may wish to verify your name registered at your UEN issuance agency.

1. Create Vendor Record (Foreign Companies)

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Name that is retrieved from CorpPass	First 80 characters retrieved from CorpPass

Vendor ID

CorpPass Name

Vendor Name * 🛈

Vendor Record Status

Approved

2 ***Name is retrieved from CorpPass and is <u>not editable</u>***

<u>*Non-UEN Registered Company/ Organisation*</u>

➤ *Your company name will be auto-populated according to your CorpPass registered name.*
If the name which was reflected at the Vendor Name field is inaccurate, you may wish to contact your UEN issuance agency.

Do note that only the first 80 characters are retrieved and displayed under the vendor name field.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

> **3** **Your Contact Details and Address will be populated from MyInfo for individuals and EDH for companies. However, you may amend your details if they are inaccurately reflected. To amend your address, you may click on the 'Clear Address' button**

- **Email address:** *All Vendors@Gov updates and softcopy remittance advices will be sent to this email address. Only one email address is allowed for each vendor record.*

- **Contact No.:** *Please provide/verify your contact information.*

- **Country, Postal Code, State, City, Address:**
  Company/ Organisation – Please provide/verify your business registered address.
  Individual – Please provide/verify your residential address.
  *Your address will be auto-populated according to the postal code you have input for Singapore addresses.
  After you have entered the contact details and address, click on 'Next' to proceed to the bank details page.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Your Vendor ID: ▊▊▊▊▊▊▊▊▊▊

Payment Method *

⦿ Inter-Bank GIRO   ◯ Telegraphic Transfer

Step 3 – **Select your payment mode and enter your bank details.**

Payment Mode:
Inter-Bank Giro (IBG) – *Select this option if you are receiving Singapore dollars (SGD) payment with a local bank account.*

Telegraphic Transfer (TT) – *Select this option if you are receiving:*
a)   *Foreign currency payment; or*
b)   *Singapore dollars (SGD) payment with a foreign bank account.*

📝 **NOTE**

- *ic**IBG option** is <u>not</u> available for foreign vendors. Foreign vendor may submit a hardcopy [Direct Credit Authorisation (DCA) form](#) with bank endorsement to AGD and subsequently lodge a [helpdesk ticket](#) for assistance to update your IBG bank details.*

- *ic**TT option** is <u>not</u> available for vendors who are transacting as an individual. Individuals may lodge a [helpdesk ticket](#) for assistance to update your TT bank details.*

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Your Vendor ID: ▮▮▮▮▮▮▮▮▮▮▮

Payment Method *

(●) Inter-Bank GIRO   ( ) Telegraphic Transfer

Bank *	Branch *	Account Number *
--Please Select Bank-- ▼	▼	

GST Registered *

(●) Yes   ( ) No

GST Registration Number *

[Back] [Next]

Inter-Bank Giro (IBG) option selected.

> **1** **Select your bank and branch code, enter your account number.**
>
> *The bank account provided must be registered under the entity's name and ID. Bank details (Eg: Bank & Branch code, Bank account) must be updated correctly. If you are unsure of your bank details, please contact your bank to confirm the correct information.*
>
> ***Company/ Organization** – You should provide a corporate bank account that is registered under your business registration name and ID (Eg: UEN).*
>
> ***Individuals** – You should provide a bank account that is registered under your personal name and ID (Eg: NRIC, FIN or Passport no.).*

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details   Your Vendor ID:

Payment Method *

(●) Inter-Bank GIRO   (○) Telegraphic Transfer

Bank *	Branch *	Account Number *
--Please Select Bank-- ▼	▼	

GST Registered *   GST Registration Number *

(●) Yes   (○) No

                                                                 [Back]   [Next]

Inter-Bank Giro (IBG) option selected.

2 → *Select your GST registration status.*

- *If you are GST Registered, please select 'Yes' for GST Registered option. Then, enter your GST registration number (Please enter only the numbers and omit the '-' dash).*

- *If you are not GST Registered, please select 'No' for GST Registered option'.*

📝 **NOTE**

GST registration update is <u>not</u> available for vendors who have registered a TT bank account. To update your GST registration details, please lodge a <u>helpdesk ticket</u> for assistance.

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1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Inter-Bank Giro (IBG) option selected.

Step 4 - *After updating the bank details, click '**Next**' and on the summary page, click '**Next**' again to submit your vendor record request.*

*Please allow up to **3 working days** for your vendor record approval. Once approved, you will receive an email notification at your registered email address. **You can only submit e-Invoices after your vendor record has been approved.***
A hard copy of the Direct Credit Authorisation (DCA) form with bank endorsement must be submitted to AGD if:

a) Your bank account is not registered with DBS, POSB, UOB, OCBC, Far Eastern Bank or Citibank bank; or
b) Your bank account is a joint account; or
c) Your organisation/company is not registered with ACRA; or
d) Your organisation/company UEN entity type is UEN-Others; or
e) You are a sole proprietor with no corporate bank account and you are registering your personal bank account. Please also submit a copy of your company's Business Profile report (can be obtain via BIZFILE) and NRIC along with your DCA form.

NOTE

Vendor record details provided in Vendors@Gov must be identical to the details written in your DCA form before your vendor record can be approved by AGD.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Telegraphic Transfer (TT) option selected.

1 *Enter your TT bank details.*

The bank account provided must be registered under your entity's name with the bank.

Please ensure to provide the correct bank details to avoid payment rejection by the bank. If you are unsure of your bank details, please contact your bank to confirm the information for your remittance transfer.

1. Create Vendor Record

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Payment Method *

○ Inter-Bank GIRO   ● Telegraphic Transfer

Country of Bank	Bank Name *	Swift ID *	Account Number* ℹ
-- Select Bank Country -- ▾			

Bank Address *			Clearing Code ℹ

Routing Code ℹ	Payment Details ℹ

Corresponding Bank Required

○ Yes   ● No

Telegraphic Transfer (TT) option selected.

2 *After updating the bank details, click 'Next' and on the summary page, click 'Next' again to submit your vendor record request.*

You can only submit e-Invoices after your vendor record has been approved.

NOTE

*UEN registered entities who are registering TT are required to submit **a copy of bank statement** stating the account holder name and bank account details to AGD for your vendor record approval. To submit the document, please lodge a helpdesk ticket.*

Update of Telegraphic Transfer (TT)bank details function is not available for local/foreign vendors who are transacting as an individual. To update your TT bank details, please lodge a helpdesk ticket.

GST registration update is not available for vendors who have registered a TT bank account. To update your GST registration details, please lodge a helpdesk ticket for assistance.

Vendor Record User Guides

Select the topics below to learn more about:

1. Create Vendor Record

New vendors will be directed to 'Create New Vendor' page to create a vendor record.

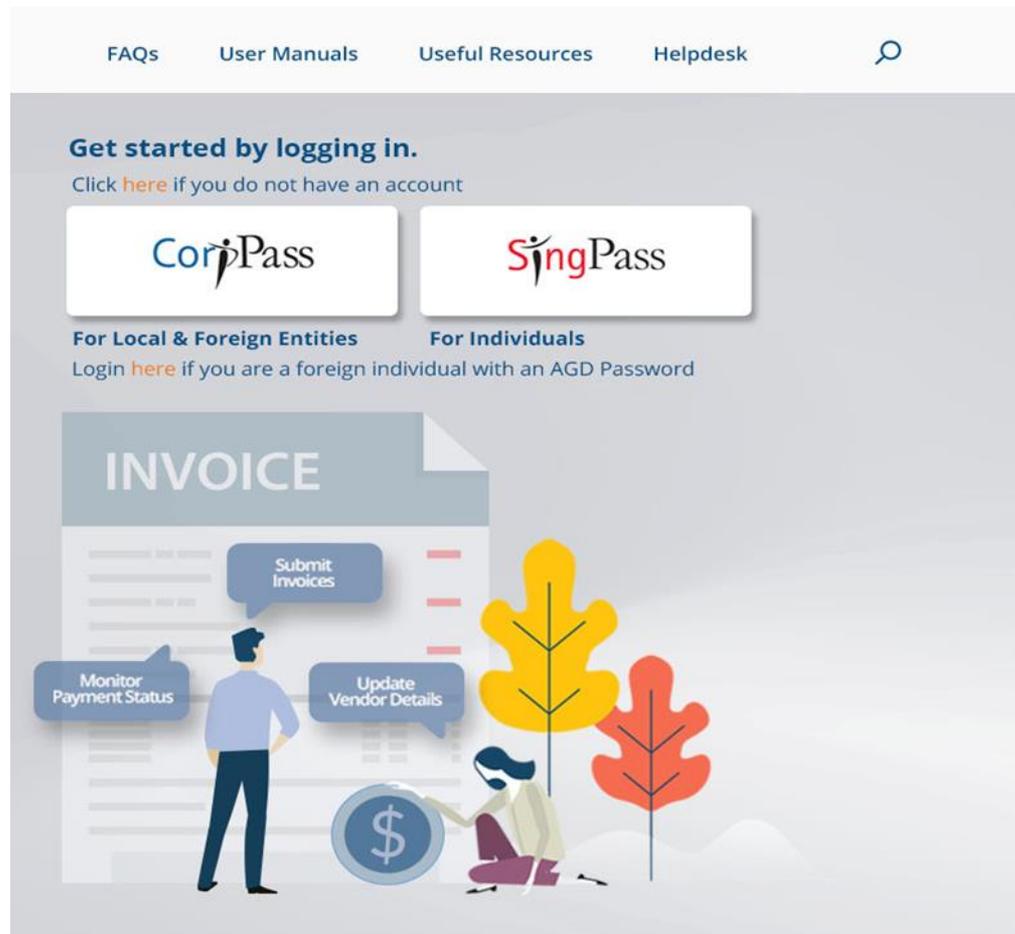## 2. View/ Update Vendor Record Details

Existing vendor may navigate to 'Update Vendor Details' to update your name, contact, GST registration and bank details.

3. Vendor Record Status

Vendor record status include Approved, Unapproved, Inactive, Submitted.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Step 1 - Login to Vendors@Gov portal (www.vendors.gov.sg).

For more information on how to login, please refer to 'Vendors@Gov Login and Registration User Guide'.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Vendor ID

▓▓▓▓▓▓▓▓▓▓

Vendor Name *

▓▓▓▓▓▓▓▓▓▓

Vendor Record Status

Submitted

> **1**   ***Upon each login, name is retrieved from Government database- MyInfo and is <u>not editable</u>***
>
> <u>***Individuals with SingPass***</u>
>
> ➢ *Your name will be auto-populated from the government database - MyInfo hence, it will not be allowed for edit.*
>
> *If the name which was reflected at the Vendor Name field is inaccurate, you may wish to verify your name registered at MyInfo/ICA.*
>
> *In the unlikely event where the connectivity to the government database fails, the name field will then be available for updating. However, if you choose not to do the manual update, your name will be retrieved from MyInfo when the connectivity is restored.*

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Official name registered and retrieved from the government database - Enterprise Data Hub (EDH)

First 80 characters is populated from your official name.

Vendor ID	Official Name ⓘ	Vendor Name *	Vendor Record Status
▓▓▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓▓▓	▓▓▓▓▓▓▓▓▓▓	Submitted

1 ▶ **Upon each login, name is retrieved from Government database - Enterprise Datahub (EDH) and is <u>not editable</u>**

<u>UEN Registered Company/ Organisation</u>

➢ *Your name will be auto-populated from the government database-Enterprise Datahub (EDH), hence, it will not be allowed for edit.*
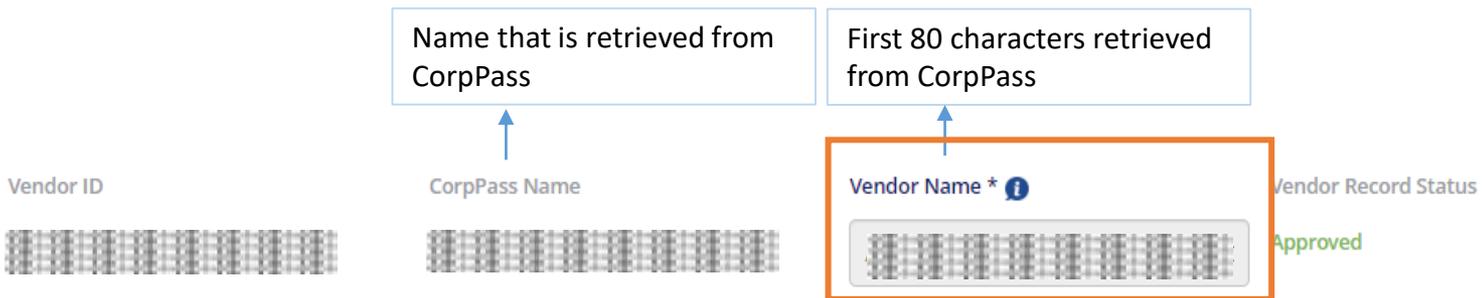
Do note that only the first 80 characters are retrieved and displayed under the vendor name field.
If the name which was reflected at the Vendor Name field is inaccurate, you may wish to verify your name registered at your UEN issuance agency.

In the unlikely event where the connectivity to the government database fails, the name field will then be available for updating. However, if you choose not to do the manual update, your name will be retrieved from EDH when the connectivity is restored.

1. Create Vendor Record (Foreign Companies)

- *If you are a new vendor, you will be directed to 'Create New Vendor' page.*
- *For existing vendor, please navigate to 'Update Vendor Details' to view or update your vendor record details.*

Name that is retrieved from CorpPass

First 80 characters retrieved from CorpPass

Vendor ID

CorpPass Name

Vendor Name * ⓘ

Vendor Record Status

Approved

2 **Name is retrieved from CorpPass and is not editable**

Non-UEN Registered Company/ Organisation

➢ *Your company name will be auto-populated according to your CorpPass registered name.*
If the name which was reflected at the Vendor Name field is inaccurate, you may wish to contact your UEN issuance agency.

Do note that only the first 80 characters are retrieved and displayed under the vendor name field.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Contact Details

Email Address *

Contact No. *

Address

Country *	Postal Code *	State	City *
		Please Select	SINGAPORE

Address*

Next

2 ▶ **Update your Contact Details and Address.**

- **Email address:** *All Vendors@Gov updates and softcopy remittance advices will be sent to this email address. Only one email address is allowed for each vendor record.*

- **Contact No.:** *Please provide your contact information.*

- **Country, Postal Code, State, City, Address:**
  Company/ Organisation - *Please provide your business registered address.*
  Individual *– Please provide your residential address.*

  After you have entered the contact details and address, click on 'Next' to proceed to the bank details page.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Your Vendor ID: ▓▓▓▓▓▓▓▓▓▓▓

Payment Method *

◉ Inter-Bank GIRO ◯ Telegraphic Transfer

Step 3 - *Update your payment mode.*

Inter-Bank Giro (IBG) – *Select this option if you are receiving Singapore dollars (SGD) payment with a local bank account.*

Telegraphic Transfer (TT) – *Select this option if you are receiving:*
a) *Foreign currency payment; or*
b) *Singapore dollars (SGD) payment with a foreign bank account.*

NOTE

- **IBG option** *is <u>not</u> available for foreign vendors. Foreign vendor may submit a hardcopy [Direct Credit Authorisation (DCA) form](#) with bank endorsement to AGD and subsequently lodge a [helpdesk ticket](#) for assistance to update your IBG bank details.*

- **TT option** *is <u>not</u> available for vendors who are transacting as an individual. Individuals may lodge a [helpdesk ticket](#) for assistance to update your TT bank details.*

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details   Your Vendor ID: ▊▊▊▊▊▊▊▊▊▊▊▊

Payment Method *

(●) Inter-Bank GIRO   ( ) Telegraphic Transfer

Bank *   Branch *   Account Number *

--Please Select Bank-- ▼   [▼]   [   ]

GST Registered *   GST Registration Number *

(●) Yes   ( ) No   [G   ]

[Back]   [Next]

Inter-Bank Giro (IBG) option selected.

1   **Update your bank and branch code, and your account number.**

The bank account provided must be registered under the entity's name and ID. Bank details (Eg: Bank & Branch code, Bank account) must be updated correctly. If you are unsure of your bank details, please contact your bank to confirm the correct information.

Company/ Organization – You should provide a corporate bank account that is registered under your business registration name and ID (Eg: UEN).

Individuals – You should provide a bank account that is registered under your personal name and ID (Eg: NRIC, FIN or Passport no.).

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Your Vendor ID:

Payment Method *

(●) Inter-Bank GIRO   (○) Telegraphic Transfer

Bank *	Branch *	Account Number *
--Please Select Bank-- ▼	▼	

GST Registered *   **GST Registration Number** *

(●) Yes   (○) No   G

Back   Next

Inter-Bank Giro (IBG) option selected.

2 ▶ *Select your GST registration status.*

- *If you are GST Registered, please select 'Yes' for GST Registered option. Then, update your GST registration number (Please enter only the numbers and omit the '-' dash).*

- *If you are not GST Registered, please select 'No' for GST Registered option'.*

📝 **NOTE**

GST registration update is <u>not</u> available for vendors who have registered a TT bank account. To update your GST registration details, please lodge a <u>helpdesk ticket</u> for assistance.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank *

--Please Select Bank--

Branch *

Account Number *

GST Registered *

◉ Yes   ○ No

GST Registration Number *

Inter-Bank Giro (IBG) option selected.

Back   Next

Step 4 - *After updating the bank details, click 'Next' and on the summary page, click 'Next' again to submit your vendor record updates.*

*Please allow up to **3 working days** for your vendor record approval. Once approved, you will receive an email notification at your registered email address.* **You can only submit e-Invoices after your vendor record has been approved.**
A hard copy of the Direct Credit Authorisation (DCA) form with bank endorsement must be submitted to AGD if:

a) *Your bank account is not registered with DBS, POSB, UOB, OCBC, Far Eastern Bank or Citibank bank; or*
b) *Your bank account is a joint account; or*
c) *Your organisation/company is not registered with ACRA; or*
d) *Your organisation/company UEN entity type is UEN-Others; or*
e) *You are a sole proprietor with no corporate bank account and you are registering your personal bank account. Please also submit a copy of your company's Business Profile report (can be obtain via BIZFILE) and NRIC along with your DCA form.*

📝 **NOTE**

Vendor record details provided in Vendors@Gov must be identical to the details written in your DCA form before your vendor record can be approved by AGD.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to '**Create New Vendor**' page.*
- *For existing vendor, please navigate to '**Update Vendor Details**' to view or update your vendor record details.*

Bank Details

Your Vendor ID: ▓▓▓▓▓▓▓▓▓▓▓

Payment Method *

( ) Inter-Bank GIRO   (●) Telegraphic Transfer

Country of Bank	Bank Name *	Swift ID *	Account Number* ⓘ
– Select Bank Country – ▾			

Bank Address *			Clearing Code ⓘ

Routing Code ⓘ	Payment Details ⓘ

Corresponding Bank Required

( ) Yes   (●) No

Telegraphic Transfer (TT) option selected

1   *Update your TT bank Details*

The bank account provided must be registered under your entity's name with the bank.

Please ensure to provide the correct bank details to avoid payment rejection by the bank. If you are unsure of your bank details, please contact your bank to confirm the information for your remittance transfer.

2. View/ Update Vendor Record Details

- *If you are a new vendor, you will be directed to 'Create New Vendor' page.*
- *For existing vendor, please navigate to 'Update Vendor Details' to view or update your vendor record details.*

Bank Details

Payment Method *

- ○ Inter-Bank GIRO   ● **Telegraphic Transfer**

Country of Bank	Bank Name *	Swift ID *	Account Number* ⓘ
– Select Bank Country – ▾			

Bank Address *		Clearing Code ⓘ

Routing Code ⓘ	Payment Details ⓘ

Corresponding Bank Required
- ○ Yes   ● No

Telegraphic Transfer (TT) option selected.

2 ▸ *After updating the bank details, click 'Next' and on the summary page, click 'Next' again to submit your vendor record request.*

You can only submit e-Invoices after your vendor record has been approved

NOTE

*UEN registered entities who are registering TT are required to submit **a copy of bank statement** stating the account holder name and bank account details to AGD for your vendor record approval. To submit the document, please lodge a helpdesk ticket.*

Update of Telegraphic Transfer (TT)bank details function is not available for local/foreign vendors who are transacting as an individual. To update your TT bank details, please lodge a helpdesk ticket.

GST registration update is not available for vendors who have registered a TT bank account. To update your GST registration details, please lodge a helpdesk ticket for assistance.

Note for Inter-Bank GIRO registration

1. Vendors who are receiving payments through Inter-Bank GIRO must have a registered bank account listed in the Vendors@Gov approved banks.

2. A hardcopy of the Direct Credit Authorisation (DCA) form with bank endorsement must be submitted to AGD if:
(a) Your bank account is not registered with DBS, POSB, UOB, OCBC, far eastern Bank or Citibank bank; or
(b) Your bank account is a joint account; or
(c) Your organization/company is not registered with ACRA; or
(d) Your organization/company UEN entity type is UEN-Others; or
(e) You are a sole proprietor with no corporate bank account, and you are registering your personal bank account, Please also submit a copy of your company's Business Profile report (can be obtain via BIZFILE) and NRIC along with your DCA form.

3. For vendors who have submitted a DCA form, please ensure that your vendor record information updated in Vendors@Gov portal are identical to the details written in your DCA form before your vendor record can be approved by AGD.

POSB/DBS Bank
POSB/ DBS Bank code: 7171- DBS Bank Ltd
If there are 9 digits in your account number, the branch code is "081-POSB"
If there are 10 digits in your account number, the branch code is the first 3 digits of your account number. For example, if your account number is 0012345678, the branch code is '001'.

Maybank
There are two bank codes (7302 & 9636) available for Maybank account, and you are required to contact your bank to confirm the correct bank details (E.g.: Bank and Branch code, Bank Account) before updating it at Vendors@Gov portal.
(a) 732- Maybank Singapore Limited
(b) 9636- Malayan Banking Berhad
(c) For Maybank account holders, please enter bank account format as X-XXX-XXXXXX.

OCBC Bank
OCBC Bank code: 7339 – Oversea-Chinese Banking Corporation Ltd
The first numbers of your OCBC account number are branch codes. Your OCBC account number should either be 10 digits or 12 digits.

HSBC Bank
There are two bank codes (7232 & 9548) available for HSBC bank account, , and you are required to contact your bank to confirm the correct bank details (E.g.: Bank and Branch code, Bank Account) before updating it at Vendors@Gov portal.
(a) 7232- The Hongkong & Shanghai Banking Corporation Ltd
(b) 9548- HSBC Bank (Singapore) Limited (for retail account)

Why am I unable to update my vendor details?

1. Update of vendor details will <u>not</u> be available between 0500hrs to 0600hrs, and 1900hrs to 1930hrs (GMT+8) from Monday to Saturday for routine system maintenance.

2. You will <u>not</u> be able to update your vendor record details if:

   ➢ **Your vendor record is currently inactive**.
   If you would like to activate your vendor record, you may do so by clicking on the 'Reactivate' button upon successful login. The vendor record activation process will take 3 working days, during which your vendor record details will <u>not</u> be editable. After your vendor record is activated, you may update your vendor record details at the portal. After which, please allow up to 3 working days for your vendor record approval.

   ➢ **Your vendor record is pending ICA/ UEN and bank verification**.
   After you have created, updated or activated your vendor record, your record will be sent to ICA/ UEN and bank for verification. You can only update your vendor details after the verification process (Process time: 3 working days) is completed.

   ➢ **Your vendor record was created under a specific agency's SET ID (Eg: MOF10)**.
   Vendors with vendor ID tagged to a specific agency business unit (Eg: MOF10) are unable to update their vendor record in Vendors@Gov. You are required to approach the liaison officer at your client agency to update your vendor details in the Government Financial System (NFS@Gov).

   ➢ ***You are a foreign individual who do not have SingPass.***
   Update of vendor record details is not available for foreign individual who do not have SingPass. You are required to approach the liaison officer at your client agency to update your vendor details in the Government Financial System (NFS@Gov).

Vendor Record User Guides

Select the topics below to learn more about:

1. Create Vendor Record

New vendors will be directed to 'Create New Vendor' page to create a vendor record.

2. View/ Update Vendor Record Details

Existing vendor may navigate to 'Update Vendor Details' to update your name, contact, GST registration and bank details.

3. Vendor Record Status

Vendor record status include Approved, Unapproved, Inactive, Submitted.

3. Vendor Record Status

Status	Description
Approved	Vendors will be able to submit e-Invoices to Government agencies in Vendors@Gov portal after their vendor record is approved.
Unapproved	After creating or updating your vendor record details, please allow up to 3 working days for your vendor record approval. Please ensure the following: 1. Your vendor record 'Name' and 'Bank details' are updated correctly in Vendors@Gov. 2. You have selected the correct login option. For more information on how to login, please refer to 'Login and Registration User Guide'. A hard copy of the Direct Credit Authorisation (DCA) form with bank endorsement must be submitted to AGD if: ➢ Your bank account is <u>not</u> registered with DBS, POSB, UOB, OCBC, Far Eastern Bank or Citibank bank; or ➢ Your bank account is a joint account; or ➢ Your organisation/company is <u>not</u> registered with ACRA; or ➢ Your organisation/company UEN entity type is UEN-Others; or ➢ You are a sole proprietor with no corporate bank account and you are registering your personal bank account. Please also submit a copy of your company's Business Profile report (can be obtain via BIZFILE) and NRIC along with your DCA form.
Inactive	Your vendor record will be inactivated if: 1. There was no activity for more than 2 years; or 2. There was a failed interbank GIRO (IBG) payment to your bank account; or 3. You or your client agency has requested for the vendor record inactivation. If you would like to activate your vendor record, you may do so by clicking on the 'Reactivate' button upon successful login. The vendor record activation process will take 3 working days, during which your vendor record details will <u>not</u> be editable. After your vendor record is activated, you may update your vendor record details in the portal. After which, please allow up to 3 working days for your vendor record approval.
Submitted	Your vendor record request has been successfully submitted for processing. Please allow up to 3 working days for your vendor record approval.

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