

Dear Supplier,

As you may be aware, the Government's electronic-invoicing initiative has kicked in from 1 May 2008. Government suppliers will now have to submit invoices electronically via Vendors@Gov online portal at www.vendors.gov.sg.

To help you with the submission of electronic invoices to us, we will be sending you regular tips in the initial phase.

Q1: How do I log-in to Vendors@Gov (www.vendors.gov.sg)?

You could either log-in to Vendors@Gov using:

1. Your personal SingPass if you are from an ACRA-registered organisation; or
2. AGD Password if you are from a non-ACRA registered organisation.

Q2: I am from an ACRA-registered organisation, and I am new to Vendors@Gov, how do I apply for access?

1. Get ready your ROC number, EASY access code (issued by IRAS) and your SingPass. If you do not have your EASY access code, you could request for this access code from IRAS via www.iras.gov.sg.
2. Visit the IRAS's e-Services Authorisation System (EASY) at <https://mytax.iras.gov.sg> website. This system allows you to authorise your staff to access AGD's e-services at Vendors@Gov using their personal SingPass.
3. Select log-in to EASY using your SingPass.
4. At the EASY login screen, select 'Authorise staff/third party to act for my organisation matters'. Next, enter your Organisation Reference No. (ROC) and e-Services Access Code.

If you do not have the e-Services Access Code, you could request for one by selecting 'Request For Access Code' on the left panel of the same website.

5. Upon log-in, please select 'To authorise Staff'.
6. Afterwhich, you will be prompted to enter the NRIC of the staff whom you will like to authorise to transact on behalf of your organisation. Next, you will be asked to select the agency/ministry which is providing the e-services. Please select 'Accountant-General's Department (AGD)'.
7. Your staff could now use their personal SingPass to access Vendors@Gov e-services on behalf of your organisation. To start, go to www.vendors.gov.sg and click on 'SingPass'.
8. Your staff can now start using the e-services available on Vendors@Gov.

Q3: I am not from an ACRA-registered organisation, and I am new to Vendors@Gov, how do I apply for access?

You should apply for an AGD password to access Vendors@Gov.

1. Please download and complete the application form from the Vendors@Gov online portal at www.vendors.gov.sg.
2. Mail the completed original form to AGD.
3. You will receive the log-in id and password in the email address provided within three working days upon receipt*

* If you have not transacted with any of our ministries in the past. You will also need to provide us with your particulars including bank details using the Direct Credit Authorisation form downloadable from Vendors@Gov.

Q4: I am a foreign company based overseas, how do I apply for access to Vendors@Gov.

You should apply for an AGD password to access Vendors@Gov. Please follow the same procedure as the non-ACRA organisation (please refer to Q3).

Q5: Many of my staff would be using the e-services, can we have multiple IDs and passwords?

If you are from an ACRA registered organisation, IRAS's EASY allows you to authorise multiple SingPass to access e-services on behalf your organisation.

If you are not from an ACRA registered organisation, you will be given one common id and password for accessing Vendors@Gov.

Q6: I tried logging in to Vendors@Gov with my SingPass, but I encountered the error message: "Error during Accessing Easy; Error Code: EDX_00_01_02; Description: 3005: Invalid ID(s). Please refer to Common Services for Non-PSi e-Services Technical Doc for detail". What should I do?

If you are from an ACRA registered organisation, you should can log-in to Vendors@Gov only after you have "linked" your (or your employees') SingPass to your organisation's ROC/ROB number. The linking should be done via EASY. Please refer to Q2 for the steps to take.

If you are not from an ACRA registered organisation, you should apply for an AGD password to log-in. Please refer to Q3 for the steps to take.

Q7: How do I reset the AGD password?

Non-ACRA registered organisation who wishes to reset password will need to submit a duly completed Vendors@Gov Application/Password Reset Form available for download via Vendors@Gov.

Please indicate your login ID and reason for reset of password when completing the form.

Q8: What happens if an authorised staff resigns or wish to remove his access rights ?

If you are from an ACRA registered organisation, you must terminate his access rights immediately via IRAS EASY website at <https://mytax.iras.gov.sg>.

1. Log-in to IRAS EASY website at <https://mytax.iras.gov.sg>.
2. Select 'View/Edit/Delete Records of Authorised Staff/Third Party' at the main menu
3. To view list, click on 'View All'
4. Select the checkbox against the authorised staff name at List of Authorised Staff/Third Party
5. Click on Delete Record

If you are not from an ACRA registered organisation, you must ensure proper handover of id and password when the staff leaves the organisation. With the handover, you should immediately request for a reset of password. On how to reset password, please refer to Q7.

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For more information or to contact us, please visit the Vendors@Gov portal at www.vendors.gov.sg