



Accountant-  
General's  
Department

## e-invoiceneWSletter.issUefour

**Dear Supplier,**

**We hope you had found our newsletters useful. To continue helping you with the submission of electronic invoices to the Government, we will be sending you regular tips in the initial phase.**

Do not worry if you had missed our earlier issues; they could be easily downloaded from our Vendors@Gov online portal ([www.vendors.gov.sg](http://www.vendors.gov.sg)).

At the same time, we are pleased to inform you that you could dial 1800 - VENDORS (1800-836-3677) to obtain instantaneous answers to some of your queries.

### C O N T E N T S

- Q1:** Is it important to provide our GST registration number? How do we do so?
- Q2:** Can foreign employees from an ACRA-registered organisation log in using their SingPass?
- Q3:** I am from a non-ACRA registered organisation, and I would like to apply for a AGD password to log-in to Vendors@Gov. Besides the password application form, do I have to submit any additional documents for registration?
- Q4:** I am a supplier of the Statutory Boards or schools, and I have previously submitted my organisation details to them; why do I have to submit my details to the Accountant-General's Department again?
- Q5:** I do not know which department I should be billing to. Who should I contact for help?
- Q6:** What should I indicate under the "attention to" field when submitting e-invoices?
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- Q8:** After submitting e-invoices, do I still need to issue hardcopy invoices to my clients?

### Q1: Is it important to provide our GST registration number? How do we do so?

As you may be aware, the GST Act requires GST-registered suppliers to display their GST registration number on every tax invoice; failing which, clients have the right not to accept such a tax invoice.

In order for your GST registration number to be displayed on your e-invoice, you will have to provide a **one-time** update via the online Vendors@Gov portal ([www.vendors.gov.sg](http://www.vendors.gov.sg)).

Steps to provide GST registration number:

1. Log-in to [www.vendors.gov.sg](http://www.vendors.gov.sg) (To find out "How to log-in", please refer to our e-invoice newsletter issue #1)
2. Select "Update Bank Details" from the left hand panel
3. Select "Yes" radio button to indicate that you are a GST-registered supplier
4. Enter your GST-registration number (excluding the hyphens)
5. Click on "Submit button"
6. Your GST registration number will be successfully updated into our financial system only on the following day.

Name Status	:	Approved
GST Registered *	:	<input checked="" type="radio"/> Yes <input type="radio"/> No
GST Registration No *	:	<input type="text" value="M112374909"/>
Name 1 *	:	<input type="text" value="Vendor Name"/>
Name 2	:	<input type="text"/>

Upon successful update, you could view your GST registration number from the "Update Bank Details" panel at any point of time.

### Q2: Can foreign employees from an ACRA-registered organisation log in using their SingPass?

Yes. The following groups are eligible to apply for SingPass:

- Singapore citizen or permanent resident;
- Employment or dependent pass holder;
- S-Pass holder;
- Entrepreneur Pass holder;
- Selected work permit holder

For more information on how to apply for SingPass, please refer to the following SingPass website <http://www.singpass.gov.sg/sppubsvc/req1.html>.

You could authorise your foreign employees to log-in to Vendors@Gov with their individual SingPass via EASY. For more information, please refer to our e-invoice newsletter #1.

**Q3: I am from a non-ACRA registered organisation, and I would like to apply for a AGD password to log-in to Vendors@Gov. Besides the password application form, do I have to submit any additional documents for registration?**

If you have received payments from the Accountant-General's Department within the past two years, we would have your details in our system. Hence, there is no need to furnish further information besides the password application form.

Otherwise, please submit the duly completed, original Direct Credit Authorisation (DCA) Form to the Accountant-General's Department together with your password application form. The DCA form is downloadable from the right hand panel of Vendors@Gov home page.



**Login ID  
Application?/  
Reset password?**

Vendors@Gov Webpage and  
Application Form/Password Reset  
Form



**Payments through  
IBG?**

Direct Credit Authorisation (DCA)  
Form



**Q4: I am a supplier of the Statutory Boards or schools, and I have previously submitted my organisation details to them; why do I have to submit my details to the Accountant-General's Department again?**

Although invoicing the Government has been centralised at Vendors@Gov online portal, payments remain decentralised at the individual Statutory Boards or schools. Meaning which, you will continue to receive payments directly from your client Statutory Board or school to your nominated bank account with them. If you had provided a different bank account to Accountant-General's Department via Vendors@Gov, monies will not be credited into this bank account.

**Q5: I do not know which department I should be billing to. Who should I contact for help?**

We have mentioned in our e-invoice newsletter #2 that you should contact your client agency directly to find out the department which you should be billing to.

If you liaison officer at your client agency is unable to advise you on their department / department code; please kindly request them to check with their respective finance department. The Accountant-General's Department will be unable to advise you on such matters.

**Q6: What should I indicate under the "attention to" field when submitting e-invoices?**

The "Attention To" field is a reference field to assist your client in identifying the officers who is in the position to verify if goods and services have been duly delivered. Very often, this would be your liaison officer at your clients' end.

To ensure that your e-invoice could be expeditiously acted upon by your client, it would be useful if you could indicate the department or unit of your liaison officer in addition to his/her name.

**Q7: How do I submit invoice supporting documents to my clients?**

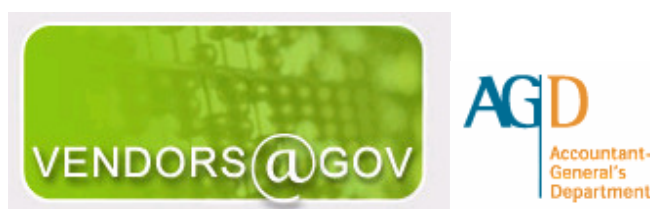
At present, supporting documents cannot be submitted via Vendors@Gov. If required or requested by your clients, you may submit supporting documents via a separate channel (eg. email) directly to your clients.

**Q8: After submitting e-invoices, do I still need to issue hardcopy invoices to my clients?**

No, you do not need to issue hardcopy invoices if invoices have already been submitted electronically.

If your client agency requests for hardcopy invoices, you should feedback to AGD Helpdesk by clicking the "Contact Us" button via Vendors@Gov.

*A message from the Accountant-General's Department*



**For more information or to contact us, please visit the Vendors@Gov portal at [www.vendors.gov.sg](http://www.vendors.gov.sg).**

**<This is an automated email. Please do not reply to this email address. >**