View and Update Vendor Details
User Guide

Learn how to view and update vendor details at Vendors@Gov.
Note

1. Update of vendor details will **not** be available between 1830hrs to 0700hrs, daily for system maintenance.

2. Update vendor details is only applicable to existing vendors. New vendors are required to ‘Create New Vendor’ record.

3. You will **not** be able to update your vendor record details if:
   - You have registered a Telegraphic Transfer (TT) bank account. **Update of vendor record details are **not** applicable for vendors that have registered their payment mode as Telegraphic Transfer (TT) in the Government Financial System. Both GST and bank details will **not** be visible in Vendors@Gov. If you would like to update your vendor record details, please approach the liaison officer at your client agency to update or submit this request to AGD at the Government Financial System (NFS@Gov).
   - 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 **not** 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 SETID (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).**
View and Update Vendor Details

Step 1 – Login to Vendors@Gov portal. For more information on how to login, please refer to ‘Login/Create New Vendor User Guide’.

Step 2 – Navigate to ‘Update Vendor Details’ to view or update your vendor record details.

Step 3 – To update your vendor record details, please amend the information at the required field(s).

My Account
Update Vendor Details

Update Contact Details
This section allows you to update the address, telephone no. and email address of your vendor record. For more information, please refer to our Online Help: https://internet-stq.vendors.gov.sg/Help/FAQs.aspx#para2

- Please key in a valid email address in order to receive future remittance advices via email.

* Address: 

* City: 

State: 

Country: Singapore

* Postal Code: 

* Email Address: 

* Phone No: 

Fax No: 

Note:
- Fields marked with * are mandatory.
- This e-Service will take about 5 minutes to complete.
- This application will be sent to the agencies for further processing and the timeframe is around 1 working day.

Address, City, Postal Code – Enter your ACRA/UEN registered 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.

Phone No., Fax No. – Enter your contact information.
View and Update Vendor Details

**Update Bank Details - Interbank Giro Information**

This section allows you to update the name, GST registration no. and bank account of your vendor record. For more information, please refer to the Online Help at [https://internet-stg.vendors.gov.sg/Help/FAQs.aspx#para2](https://internet-stg.vendors.gov.sg/Help/FAQs.aspx#para2)

- For UEN-registered entities, please key in your exact entity name as stated on the UEN website (www.uen.gov.sg)
- For Sole-Proprietors, the bank account provided should be registered under the Company's name
- For Individuals, please key in your name as per your NRIC
- Please submit DCA form with the bank endorsement to AGD if you belong to any of the following groups:
  - (i) UEN type is others
  - (ii) Your bank account is not with POSB, DBS, OCBC, UOB, FEB or Citibank

**Vendor ID:** 123456789A

**Vendor Record Status:** Submitted

* GST Registered: [ ] Yes [ ] No

* GST Registration Number: 

* Name: 

* Bank: 

* Branch: --Please Select Branch--

* Account Number: 

**Vendor ID field is not editable.** If you are transacting as:
- An **UEN registered organization**, the vendor ID will be your organization’s UEN.
- A **local Individual**, the vendor ID will be your NRIC.
- A **foreign individual**, the vendor ID will be your FIN or Passport number.
- An **organization without UEN**, the vendor ID will be your GeBIZ Trading Partner Reference No. (Eg: Y123456) or client agency issued vendor ID.

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

For more information on your **Vendor Record Status**, please [click here](https://internet-stg.vendors.gov.sg/Help/FAQs.aspx#para2).

If you are GST Registered, select GST Registered option as ‘Yes’. Then, enter your GST registration number (Please enter only the numbers and omit the ‘-’ dash).

If you are not GST Registered, select GST Registered option as ‘No’.

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Note:
- Fields marked with * are mandatory.
- This e-Service will take about 5-10 minutes to complete.
- This application will be sent to the agencies for further processing and the timeframe is around 3 working days.
Step 4 – After updating the vendor record information, click ‘Next’, ‘Agree’ and ‘Confirm’ to submit your vendor record request. Please allow up to 3 working days for the system to process your request. You can only submit e-Invoices after your vendor record status is ‘Approved’.
Important Bank Information

1. Vendors who are receiving payments via Electronic Fund Transfer (EFT) must have a registered bank account listed in the Vendors@Gov approved banks.

2. 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.

3. For vendors who have submitted a DCA form, please ensure that your vendor record information updated at the Vendors@Gov portal are identical to the details written on 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
MayBank Bank code: 7302 – Malayan Banking Berhad
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 three numbers of your OCBC account number are branch codes. Your OCBC account number should either be 10 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 (Eg: 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 accounts)
# Vendor Record Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Vendors will be able to submit e-Invoices to government agencies in Vendors@Gov portal after their vendor record is approved.</td>
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</tbody>
</table>
| 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 at Vendors@Gov.  
2. You have selected the correct login option. For more information on how to login, please refer to ‘Login/Create New Vendor 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 not 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 not 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 (IGB) 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 not 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. |
| Submitted  | Your vendor record request has been successfully submitted for processing. Please allow up to 3 working days for your vendor record approval.                                                                                                                                                                                                                                                                                                                                 |

