Ariba User Guide – Supplier Bank Collection	
Applies To:	Internal NUS Users and Suppliers
Version:	1
Revision Date:	31 August 2026

Table of Contents

1.0 Quick Overview

1.1. This document provides guidelines for suppliers on how to add or modify payment details through their Ariba account .

1.2. There are three standard payment methods available:

- **[G] GIRO - Local Transfer** for SGD currency.
- **[C] Telegraphic Transfer** for any telegraphic transfer to Banks located outside of Singapore OR to Singapore Banks but in currency other than SGD.
- **[F] PayNow Fast** for local bank payment via PayNow.

2.0 Scenario 1: Submit a New Bank Detail

2.1 Receive Bank Collection Email Notification.

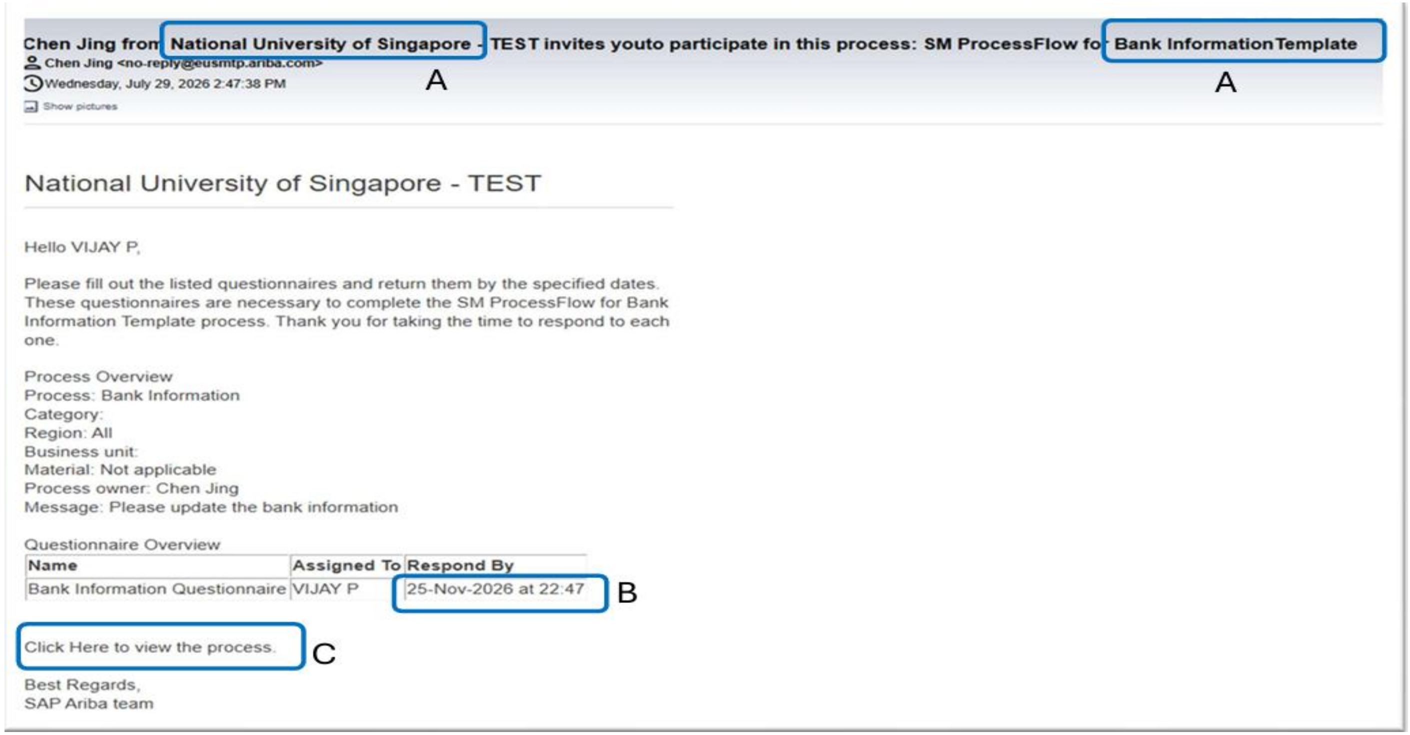
2.1.1 Once supplier registration is completed in Ariba, an email notification for Bank Collection will be triggered immediately and sent to all email contacts registered under the Organization Profile.

2.1.2 The email contents include:

a) Keywords: “National University of Singapore” and “Bank Information Template”.

b) The expiration date of the Bank Information Questionnaire shown in the Respond by field.
Reminder emails will be sent every 7 days until the questionnaire expires, prompting the Supplier to complete the bank details.

c) An accessible URL that directs the supplier to the Bank Information Questionnaire.

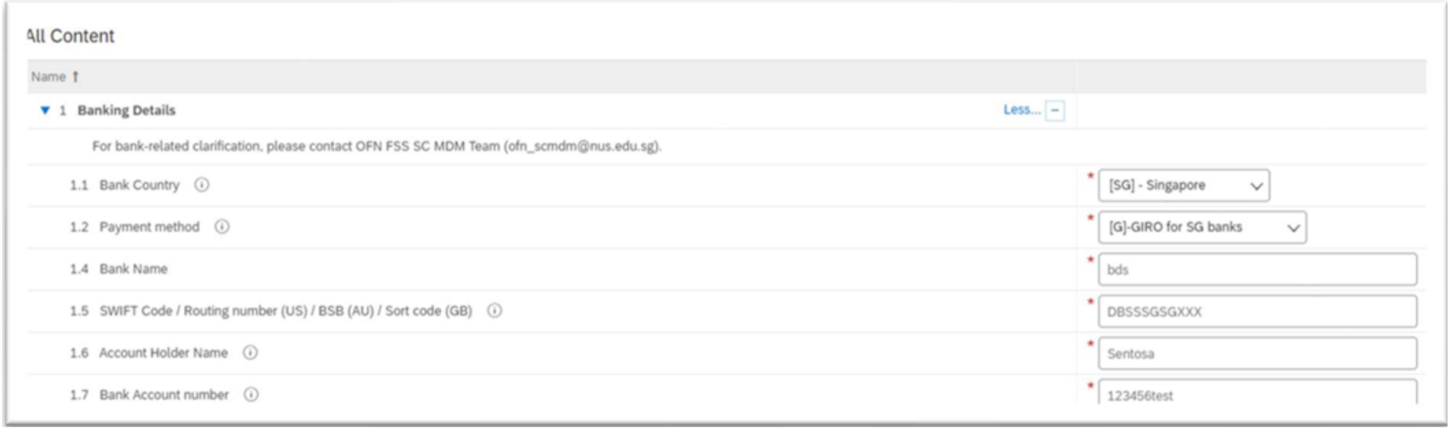


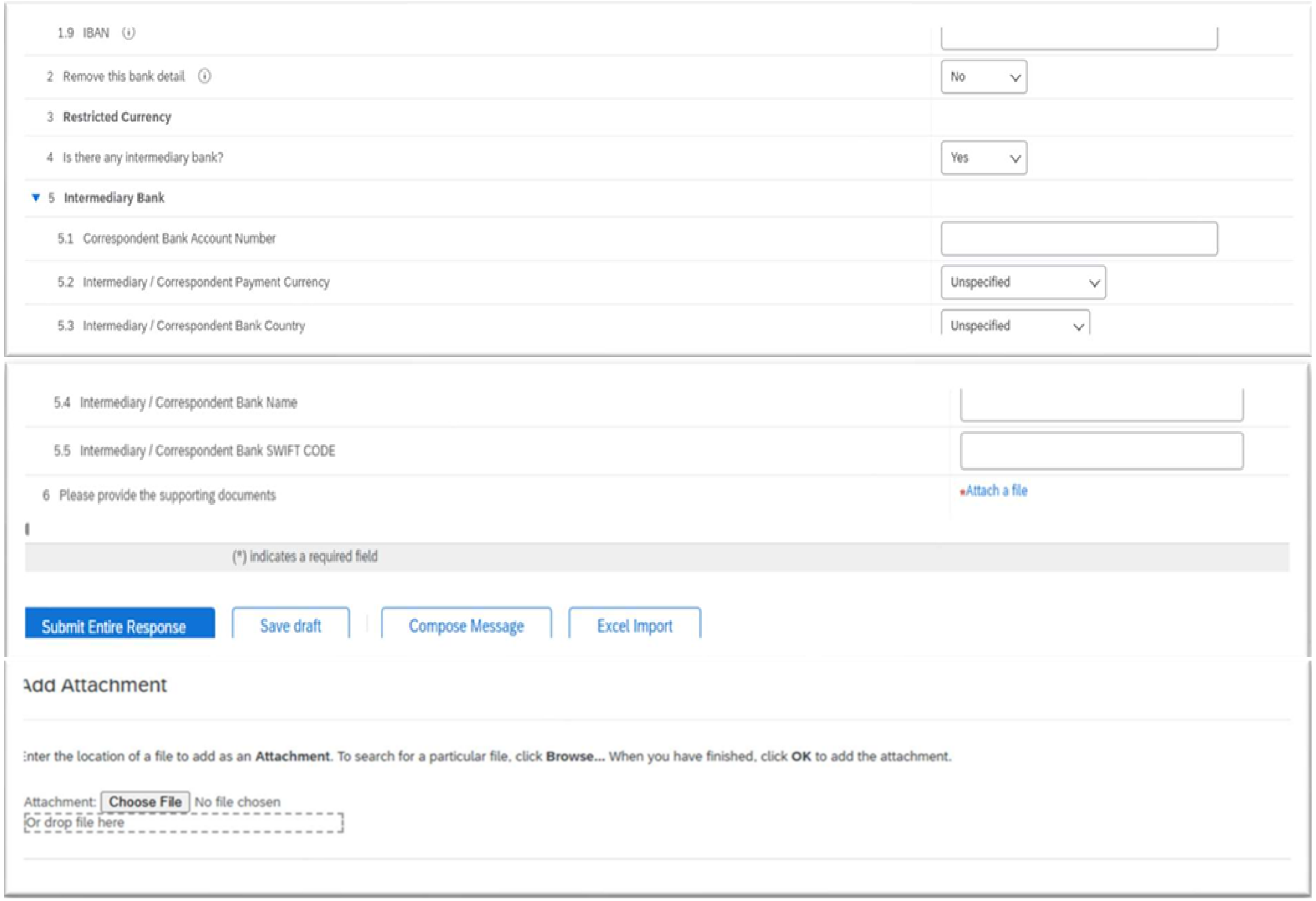
2.1.3 Alternatively, the Bank Information Questionnaire can be accessed directly in Ariba through:

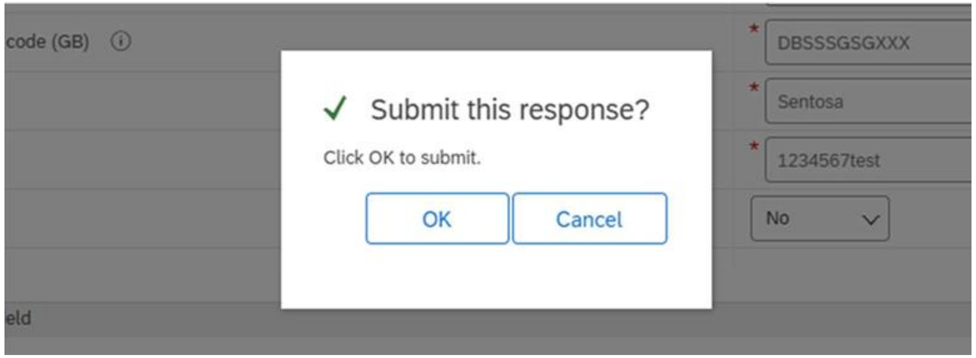
Proposals - Questionnaires & Contracts* ▶ *Bank Information Questionnaire

2.2 Complete and submit the questionnaire

2.2.1 Fill in the necessary information for the questionnaire per the guideline below (refer to the table in the following pages) and submit the response




1.9 IBAN
2 Remove this bank detail
No
3 Restricted Currency
4 Is there any intermediary bank?
Yes
5 Intermediary Bank
5.1 Correspondent Bank Account Number
5.2 Intermediary / Correspondent Payment Currency
Unspecified
5.3 Intermediary / Correspondent Bank Country
Unspecified
5.4 Intermediary / Correspondent Bank Name
5.5 Intermediary / Correspondent Bank SWIFT CODE
6 Please provide the supporting documents
*Attach a file
(*) indicates a required field
Submit Entire Response
Save draft
Compose Message
Excel Import
Add Attachment
Enter the location of a file to add as an Attachment. To search for a particular file, click Browse... When you have finished, click OK to add the attachment.
Attachment: Choose File No file chosen
Or drop file here



Field Name	Requirement	Instruction
Bank Country	Mandatory	CitiBank Sanctioned Countries are not available in the selection list as payment is not allowed. Please provide alternative bank
Payment method	Mandatory	• Choose **[G] Local Transfer** for SGD currency. • Choose **[C] Telegraphic Transfer** for any telegraphic transfer to Banks located outside of Singapore OR to Singapore Banks but in currency other than SGD. • Choose **[F] PayNow Fast** for local bank payment via PayNow.
Bank Name	Mandatory	Enter the bank name.

Field Name	Requirement	Instruction

SWIFT Code / Routing number / BSB / Sort code	Mandatory	Use upper case only.
		
		• For payment to **SG GIRO**, fill in the SWIFT code for the GIRO bank with “**XXX”** at the end.
		• For payment to SG with PayNow, enter “**PAYNOW_UEN”**.
		• For beneficiaries without Swift Code, please take note of the following instructions, where applicable
		  ○ For payments using international routing number to country US, enter “**FW”** before International Routing Number, for example “**FW123456789”**
		  ○ For payment using Sort Code to country GB, enter “**SC”** before Sort code, for example “**SC123456”**.
		  ○ For payment using BSB number to country AU, enter “**AU”** before the BSB, for example “**AU123456”**

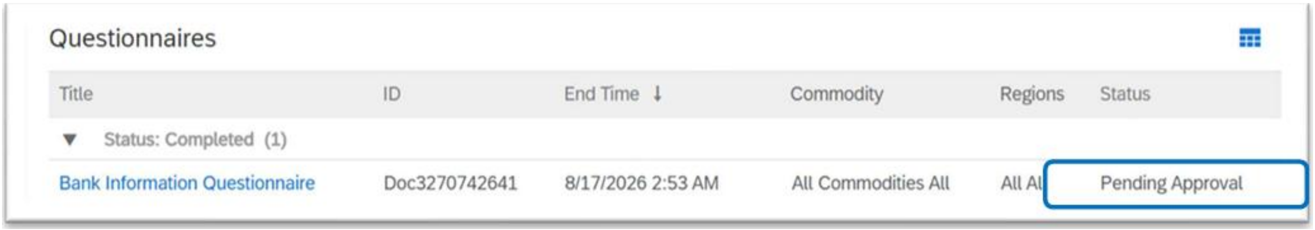
Account Holder Name	Mandatory	Input the name as shown in the official bank document.
Bank Account number	Mandatory	• Bank account number to exclude spacing and hyphens “-“. • For payments to SG GIRO, exclude branch code for all local banks except HSBC, OCBC and SBI. • For payments to SG with PayNow, provide the UEN. • For payments to country Canada (CA), include Bank Code (4-digits) + Transit/Branch Code (5-digits) + Account Number. Exclude spacing and hyphens “-“.
Remove this bank detail	Yes / No	Select **Yes** if the old payment method is no longer required.

Field Name	Requirement	Instruction
IBAN	Conditional	Applicable only to countries where IBAN is mandatory. Exclude spacing and hyphens "-".
Restricted Currency		
Account Name for restricted currency only	Optional	• Telephone (TEL) is required for below Countries: - BD - Bangladesh - CN - China - KR - South Korea - MY – Malaysia - TW – Taiwan - BR – Brazil - PK-Pakistan • IFSC (Indian Financial System Code) is required for IN – India • SKN (National clearing system) is required for ID – Indonesia • Purpose code (6 digits) is required for TH – Thailand • Bank Code (CITAD) is required for VN - Vietnam • BK CODE: xxxx; BR CODE: xxx is required for LK-SRI LANKA
Pakistan Tax Identification No.	Conditional	Applicable only for payment in Pakistani Rupee.
Intermediary Bank		
Is there any Intermediary Bank?	Yes / No	Complete the intermediary bank section if applicable, including correspondent bank account number, payment currency, bank country, bank name and SWIFT code.
Correspondent Bank Account Number	Conditional	

Field Name	Requirement	Instruction
Intermediary / Correspondent Payment Currency	Conditional	
Intermediary / Correspondent Bank Country	Conditional	
Intermediary / Correspondent Bank Name	Conditional	
Intermediary / Correspondent Bank SWIFT CODE	Conditional	
Attachments		
Please provide the supporting documents	Mandatory	Please provide official Bank document (incl. Bank header, Account Holder Name and Account number)

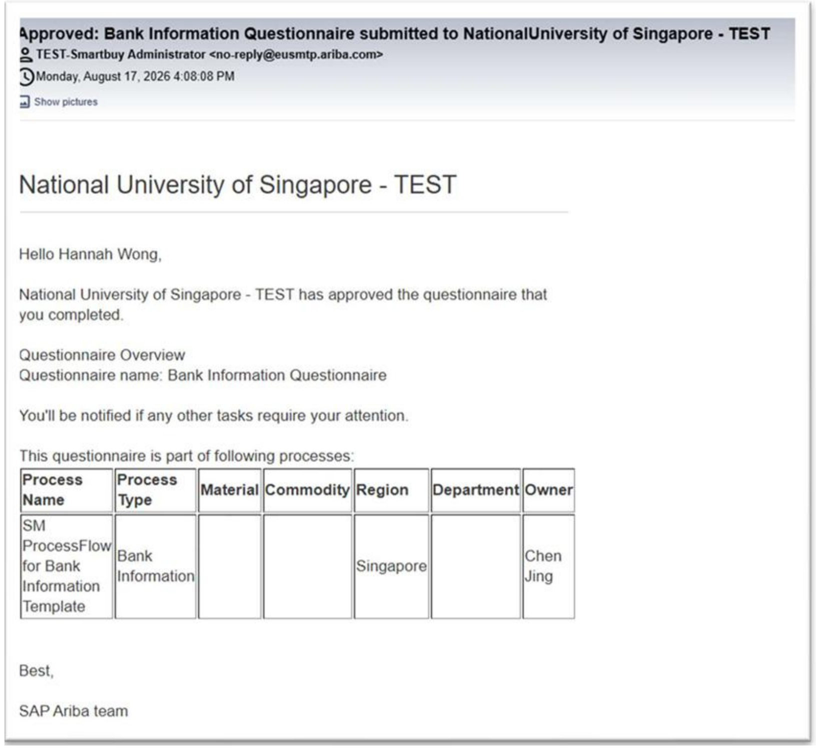
2.3 Pending Approval

2.3.1 Once submitted, the status will change from “**Not responded**” into “**Pending Approval**”



2.4 Approved Status

2.4.1 Once approved, an email notification will be sent to the supplier, and the questionnaire status will show Approved.



Approved: Bank Information Questionnaire submitted to NationalUniversity of Singapore - TEST
TEST-Smartbuy Administrator <no-reply@eusmtp.ariba.com>
Monday, August 17, 2026 4:08:08 PM
Show pictures

National University of Singapore - TEST

Hello Hannah Wong,

National University of Singapore - TEST has approved the questionnaire that you completed.

Questionnaire Overview
Questionnaire name: Bank Information Questionnaire

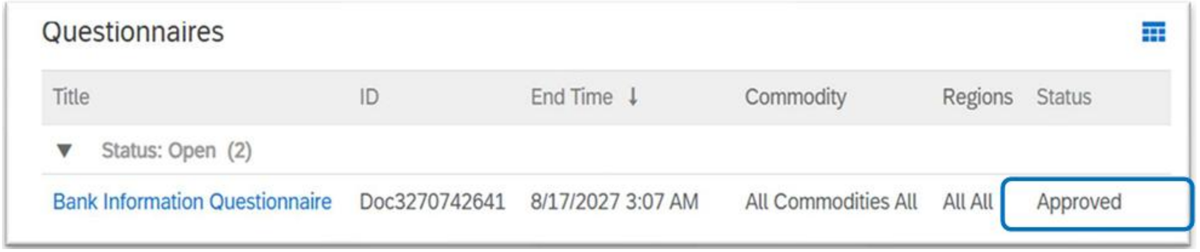
You'll be notified if any other tasks require your attention.

This questionnaire is part of following processes:

Process Name	Process Type	Material	Commodity	Region	Department	Owner
SM ProcessFlow for Bank Information Template	Bank Information			Singapore		Chen Jing

Best,

SAP Ariba team

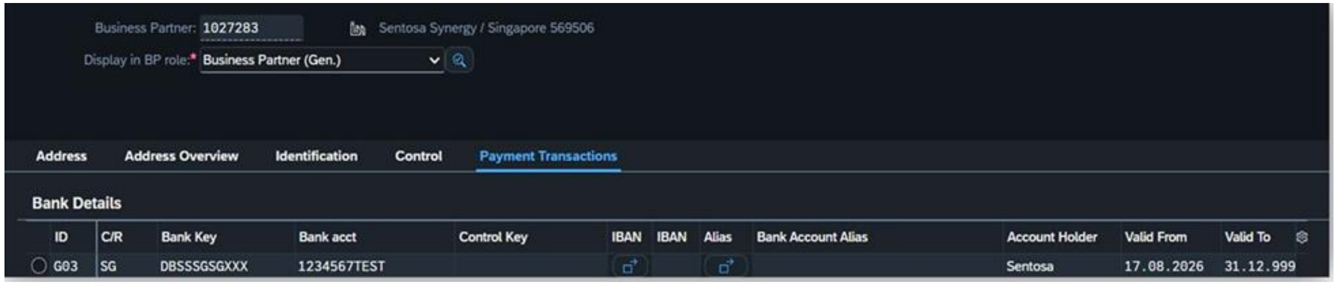


Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (2)					
Bank Information Questionnaire	Doc3270742641	8/17/2027 3:07 AM	All Commodities All	All All	Approved

2.5 Back-end System update automatically

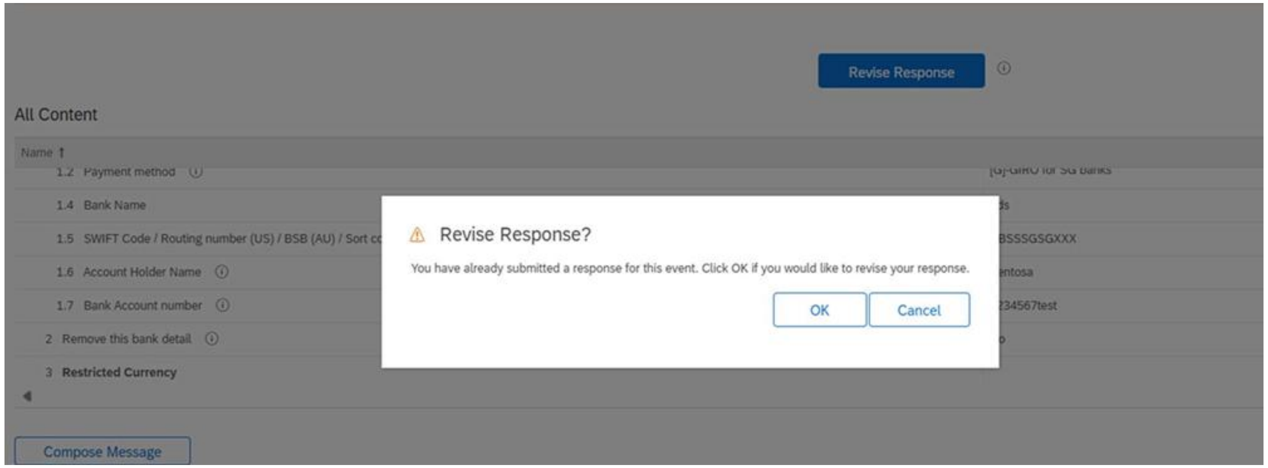
2.5.1 Approved bank details will be updated to the back-end SAP system

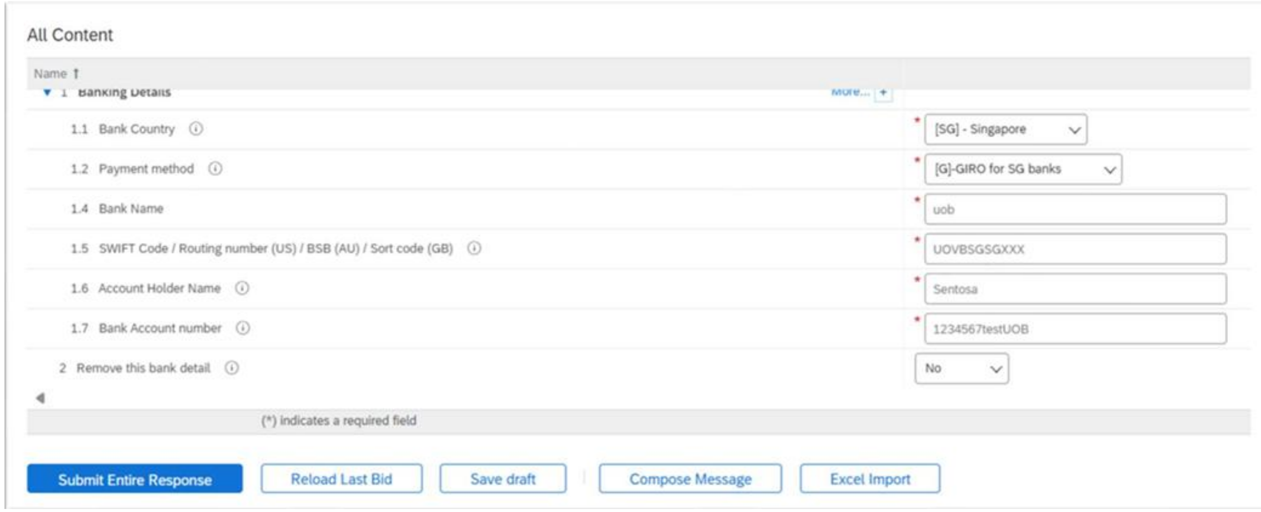


3.0 Scenario 2: Revise Bank Details for the Same Payment Method

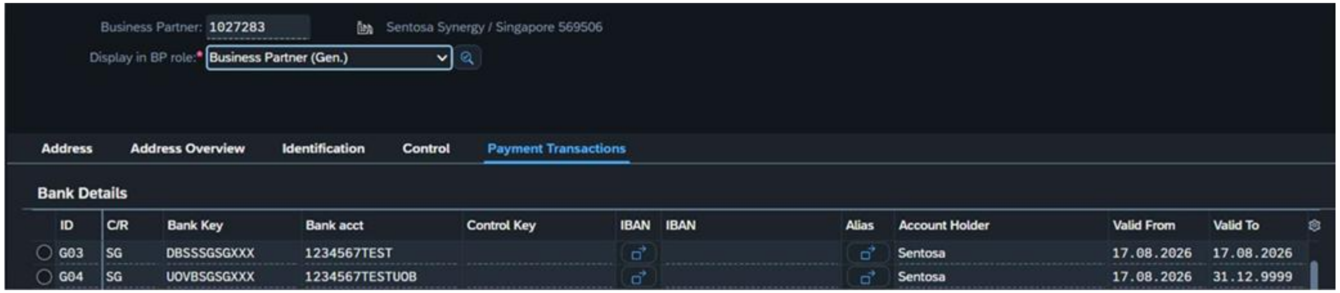
If the supplier wishes to change bank details while retaining the same payment method

3.1 Open the same Bank information Questionnaire,
3.2 Select **Revise Response** in the questionnaire. This restarts the review process.
3.3 Update the bank details while keeping the same payment method
3.4 Submit the revised response.





3.5 Once approved, the old bank details will be automatically deactivated, and the new bank details will be added accordingly.

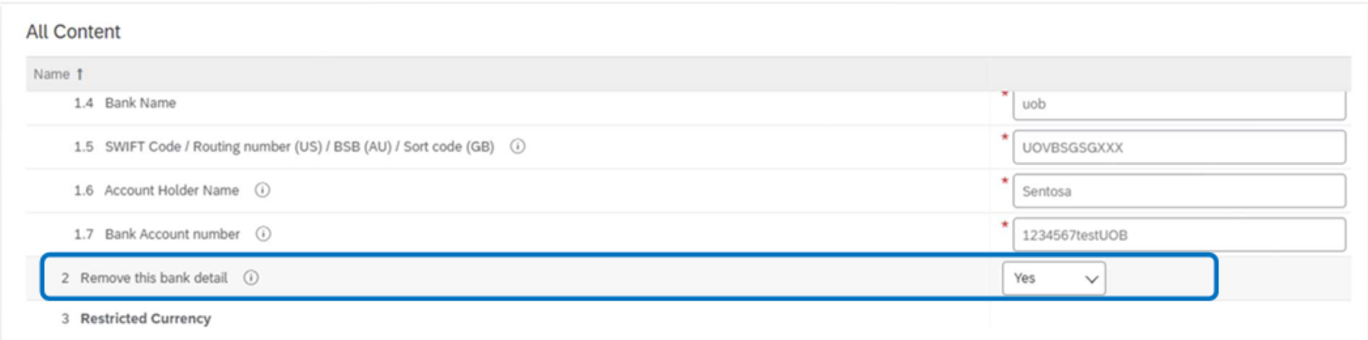


4.0 Scenario 3: Deactivate the old bank detail only

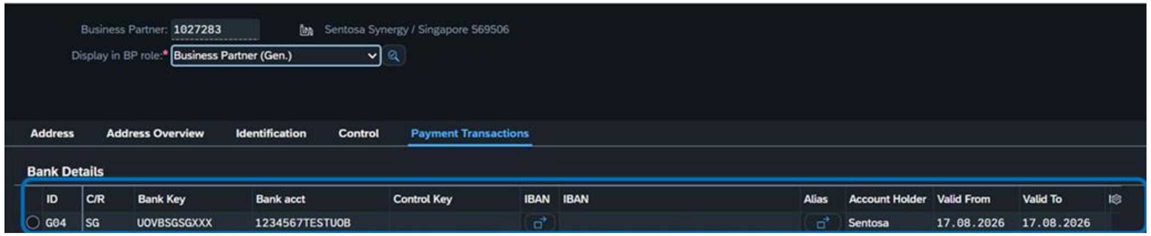
4.1 If the Supplier wishes to deactivate the specific bank details, select Revise Response in the same questionnaire

4.2 Select Yes for the field "Remove this bank detail".

4.3 This restarts the review process



4.4 Once approved, the corresponding bank details will be deactivated in SAP



5.0 Scenario 4: Add a different payment method

5.1 Please submit an Enquiry via Supplier external portal to contact OFN FSS SC MDM Team for assistance

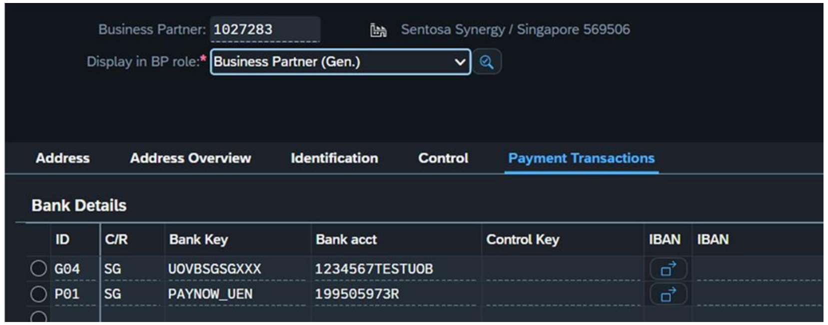
5.2 Provide the company information as per the Ariba profile, including

- Entity Name
- ANID Number

5.3 A new questionnaire will be triggered

5.4 Follow **Scenario 1** to submit the new payment method and details

5.5 Once approved, the new payment method will be added accordingly



6.0 Additional Information

6.1 Reminder emails will be sent every 7 days until the questionnaire expires

6.2 The reminder email will prompt the supplier to complete the Bank Information Questionnaire before the stated response deadline.

6.3 For bank-related clarification, contact the OFN FSS SC MDM Team at ofn_scmdm@nus.edu.sg

Reminder: Complete questionnaire from National University ofSingapore - TEST by Thu, 26 Nov, 2026

TEST-Smartbuy Administrator <no-reply@eusmtp.ariba.com>

Monday, August 10, 2026 2:17:17 PM

Show pictures

Hello [redacted]

National University of Singapore - TEST is waiting for your response. Please complete the questionnaire by Thu, 26 Nov, 2026.

Questionnaire Overview
Questionnaire name: Bank Information Questionnaire
Respond by: Thu, 26 Nov, 2026
Comments: None provided at this time.

Click Here to view the questionnaire.

This questionnaire is part of following processes:

Process Name	Process Type	Material	Commodity	Region	Department	Owner
SM ProcessFlow for Bank Information Template	Bank Information			All		Chen Jing

Best,