

Onboarding Guide

Optus Procurement System

November 2025

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Welcome to the Optus Supplier Network

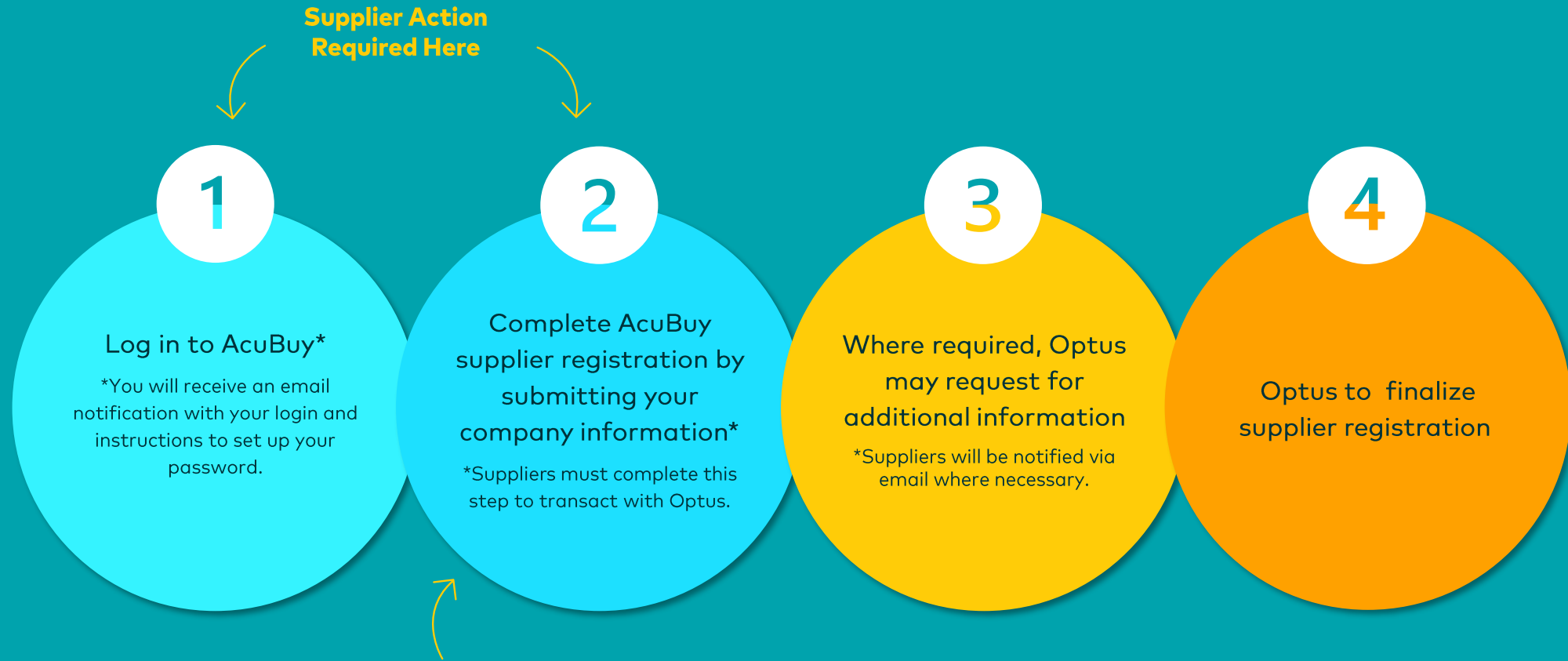
At Optus, we value our suppliers and consider them to be a key part of our operations. Our network of suppliers empowers us to deliver innovative products and services, ensuring Australians remain connected in today's digital landscape.

AcuBuy is the Optus procurement platform powered by Ivalua as the dedicated supplier platform. AcuBuy is a cloud-based platform that centralises and simplifies procurement activities. This is in line with the broader **Procurement Transformation Strategy** and the Optus commitment to working smarter, streamlining processes, and strengthening collaboration with our valued suppliers.



This pack contains **essential information** for new Optus Suppliers – how to onboard and register with Optus on AcuBuy, navigating first time login, completing company information, support options, and frequently asked questions.

Supplier Onboarding Overview



Please complete ASAP to ensure a smooth & efficient registration experience following the instructions in this pack



For a detailed list of required documents, please refer to the [Welcome Pack](#) listed under the [Supplier Resources](#) section [here](#)

AcuBuy Registration

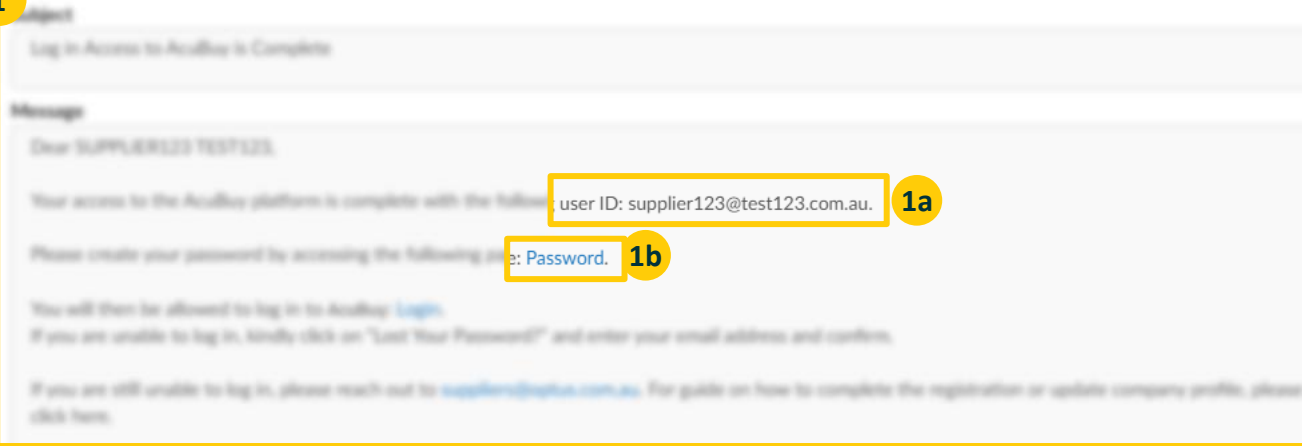
1. Set Password Login

2. Login to AcuBuy

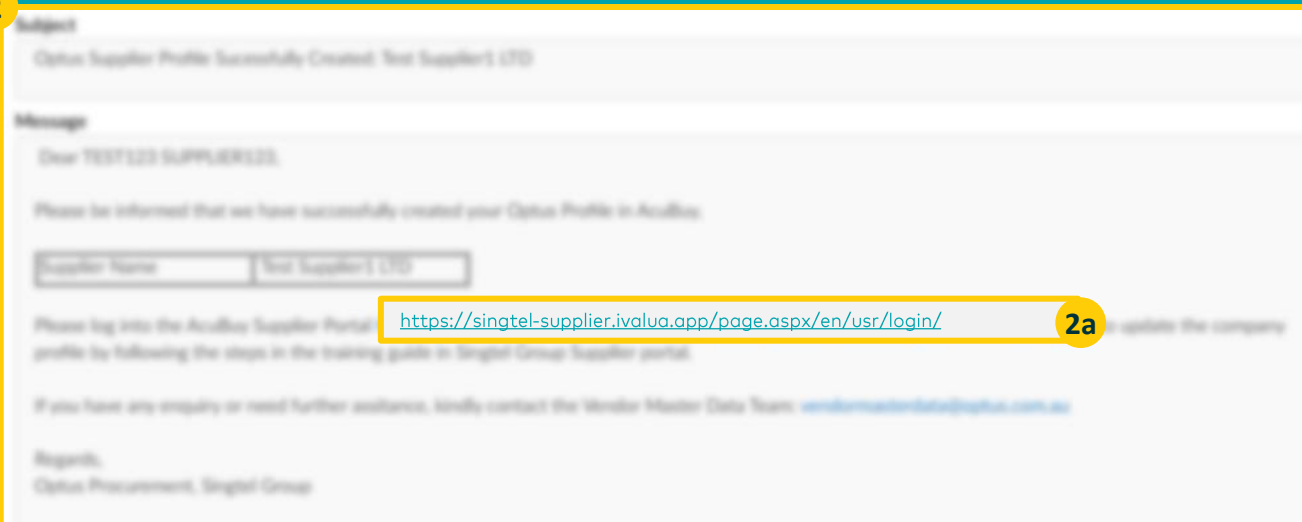
3. Update Company Information

4. Update Bank Information

1



2



Instructions start here:

How to: SET PASSWORD LOGIN

AcuBuy will send two email notifications at the same time to your inbox regarding a request for a new AcuBuy supplier account

1

Log in access email from [no-reply@acubuy.singtel.com](mailto:reply@acubuy.singtel.com) (action required)

1a

Your unique user ID will be displayed here, usually your email address

1b

To setup your password, click "Password" and follow the prompts

2

Acknowledgement notification email

2a

The AcuBuy Supplier platform link will be displayed here for your future reference. Please save this link for easy access in the future.

➔ Continue onto the next page

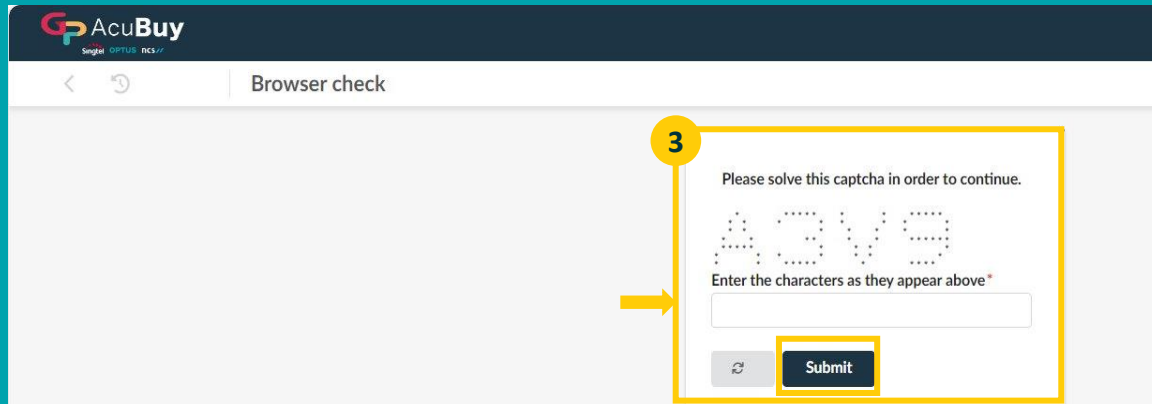
AcuBuy Registration

1. Set Password Login

2. Login to AcuBuy

3. Update Company Information

4. Update Bank Information



AcuBuy
Singtel OPTUS ncs

Browser check

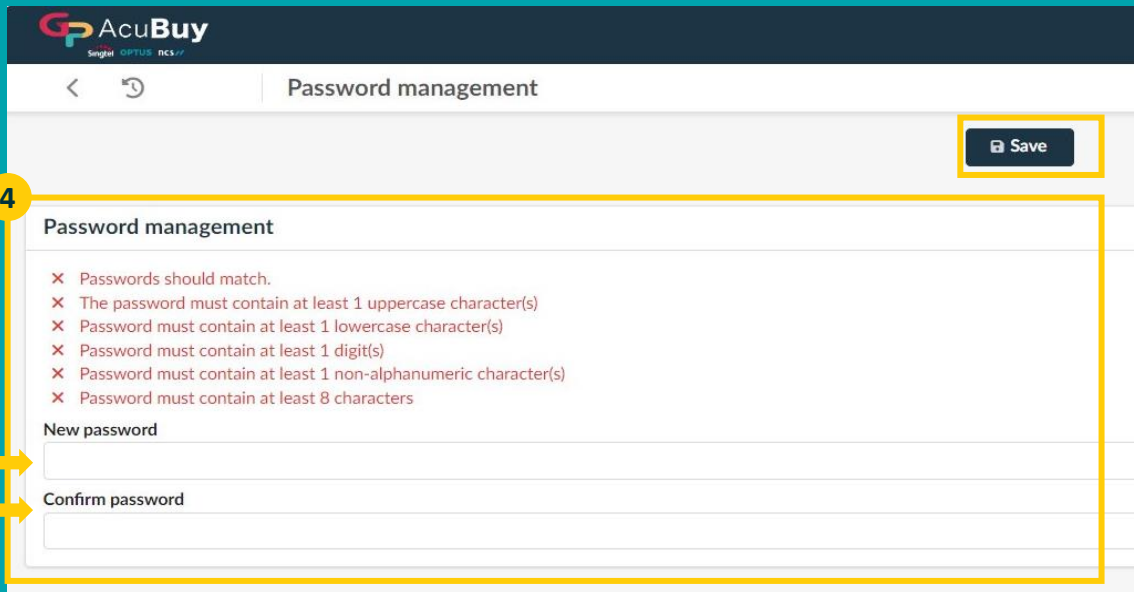
3

Please solve this captcha in order to continue.

A3V9

Enter the characters as they appear above*

Submit



AcuBuy
Singtel OPTUS ncs

Password management

Save

4

Password management

- × Passwords should match.
- × The password must contain at least 1 uppercase character(s)
- × Password must contain at least 1 lowercase character(s)
- × Password must contain at least 1 digit(s)
- × Password must contain at least 1 non-alphanumeric character(s)
- × Password must contain at least 8 characters

New password

Confirm password

How to: SET PASSWORD LOGIN

Once directed to the AcuBuy Supplier platform:

3

Enter the captcha and click the "Submit" button

4

Create a secure password for your account by following the character requirements. This will serve as your AcuBuy login password.

Click the "Save" button

➡ Continue onto the next page

AcuBuy Registration

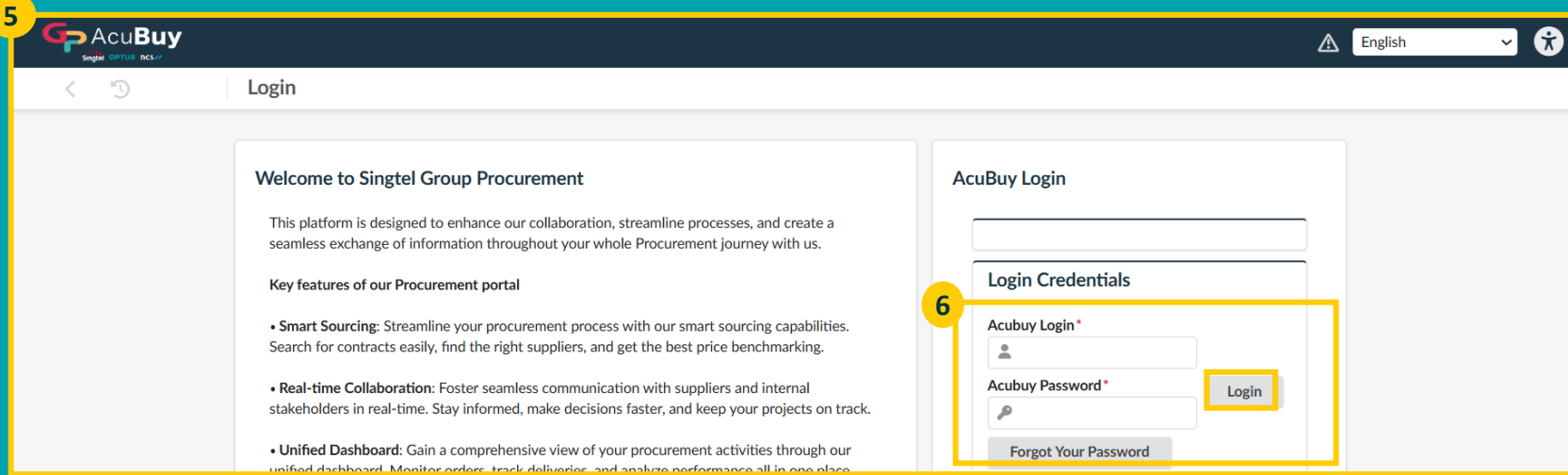
1. Set Password Login

2. Login to AcuBuy

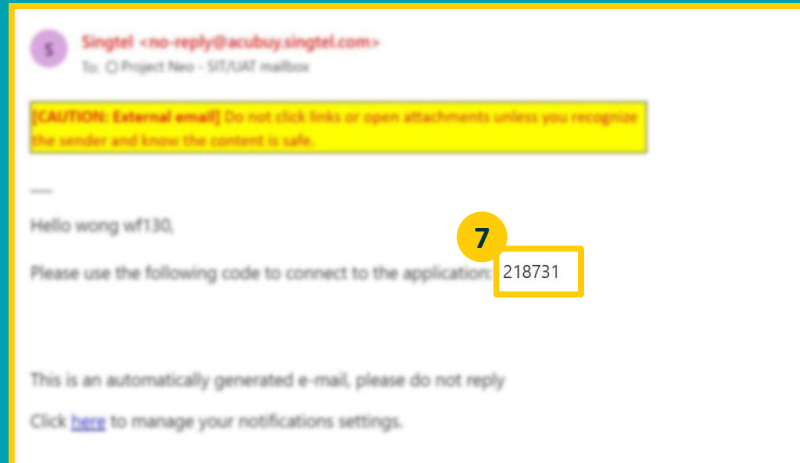
3. Update Company Information

4. Update Bank Information

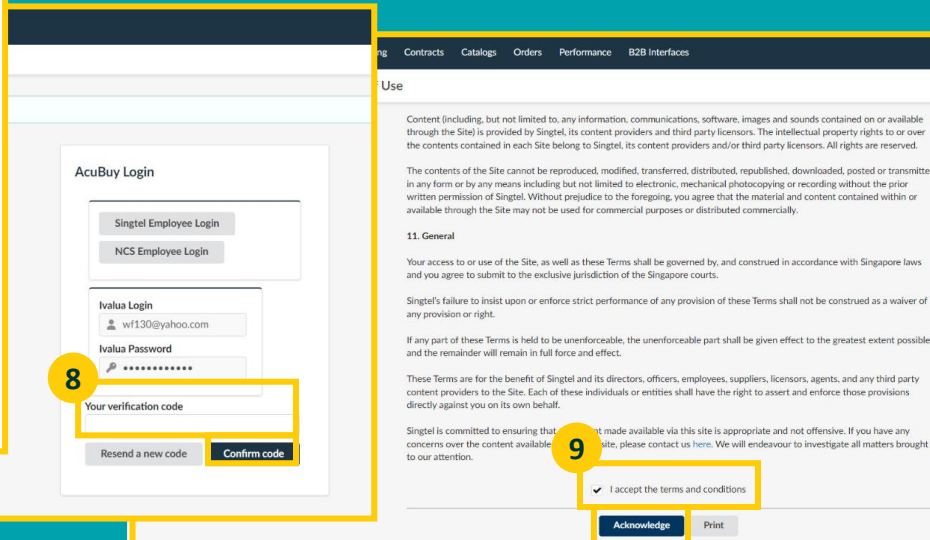
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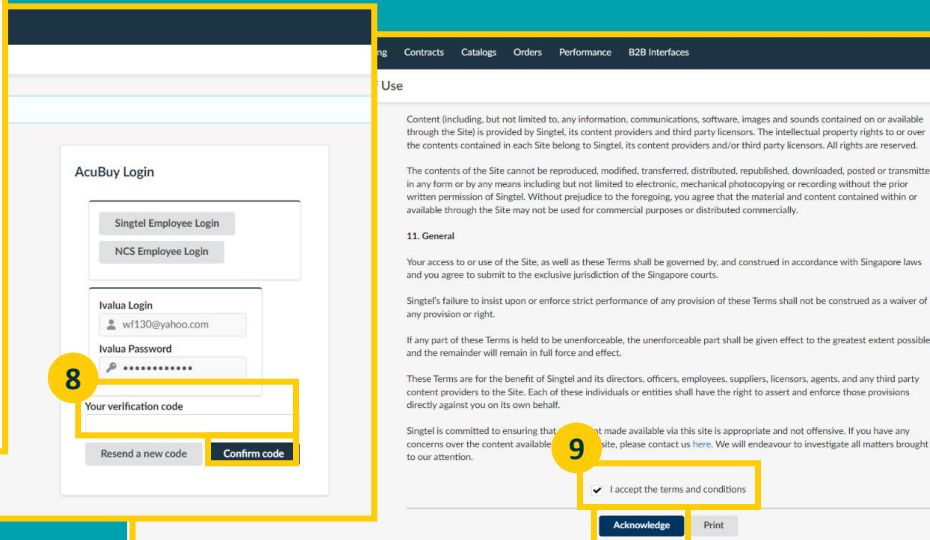
7



8



9



How To: LOG INTO ACUBUY

- 5** Open an internet browser and go to the AcuBuy login page at <https://singtel-supplier.ivalua.app/page.aspx/en/usr/login/> OR click the link provided in your invitation email to access the site directly
- 6** Enter your AcuBuy Login and Password, then click "Login"
- 7** Open your company email and copy the 2FA (two-factor authentication) code
- 8** Return to the AcuBuy Supplier Platform, paste the code into the 'Your verification code box, and click the 'Confirm code' button
- 9** To proceed, review and accept the **General Terms of Use** by ticking the checkbox at the bottom of the page (for first time log in)

Click on the "Acknowledge" button

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AcuBuy Registration

1. Set Password Login

2. Login to AcuBuy

3. Update Company Information

4. Update Bank Information

How to: UPDATE COMPANY INFORMATION

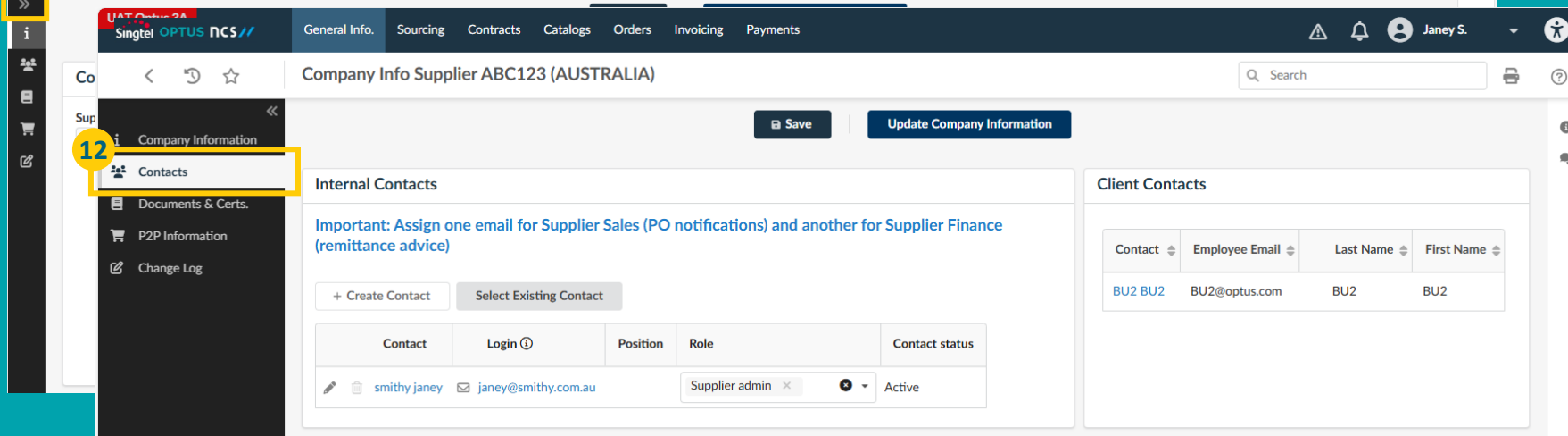
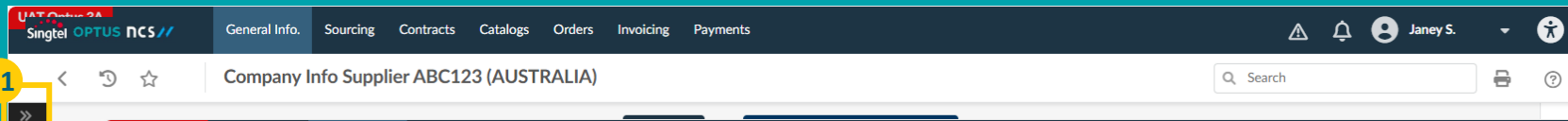
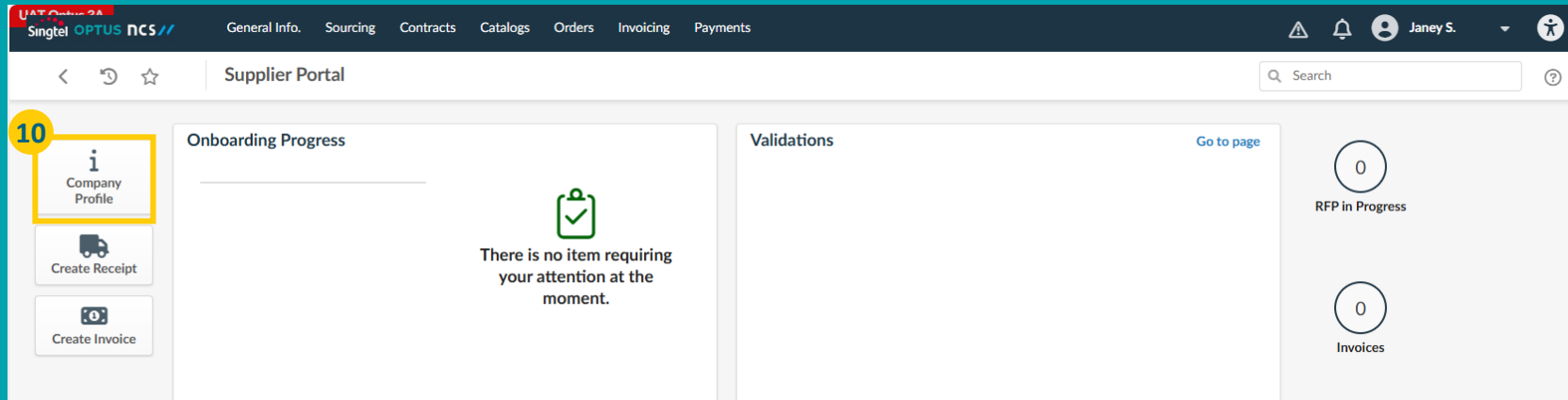
It is important to complete all company details and ensure the information is up to date:

Contacts

- 10** On the left side of the homepage, click on the "Company Profile" tile
- 11** On the left side bar click on the arrows to expand the view
- 12** Click on "Company Contacts"

Important: As a supplier, you are responsible for keeping your company users up to date.

➔ Continue onto the next page



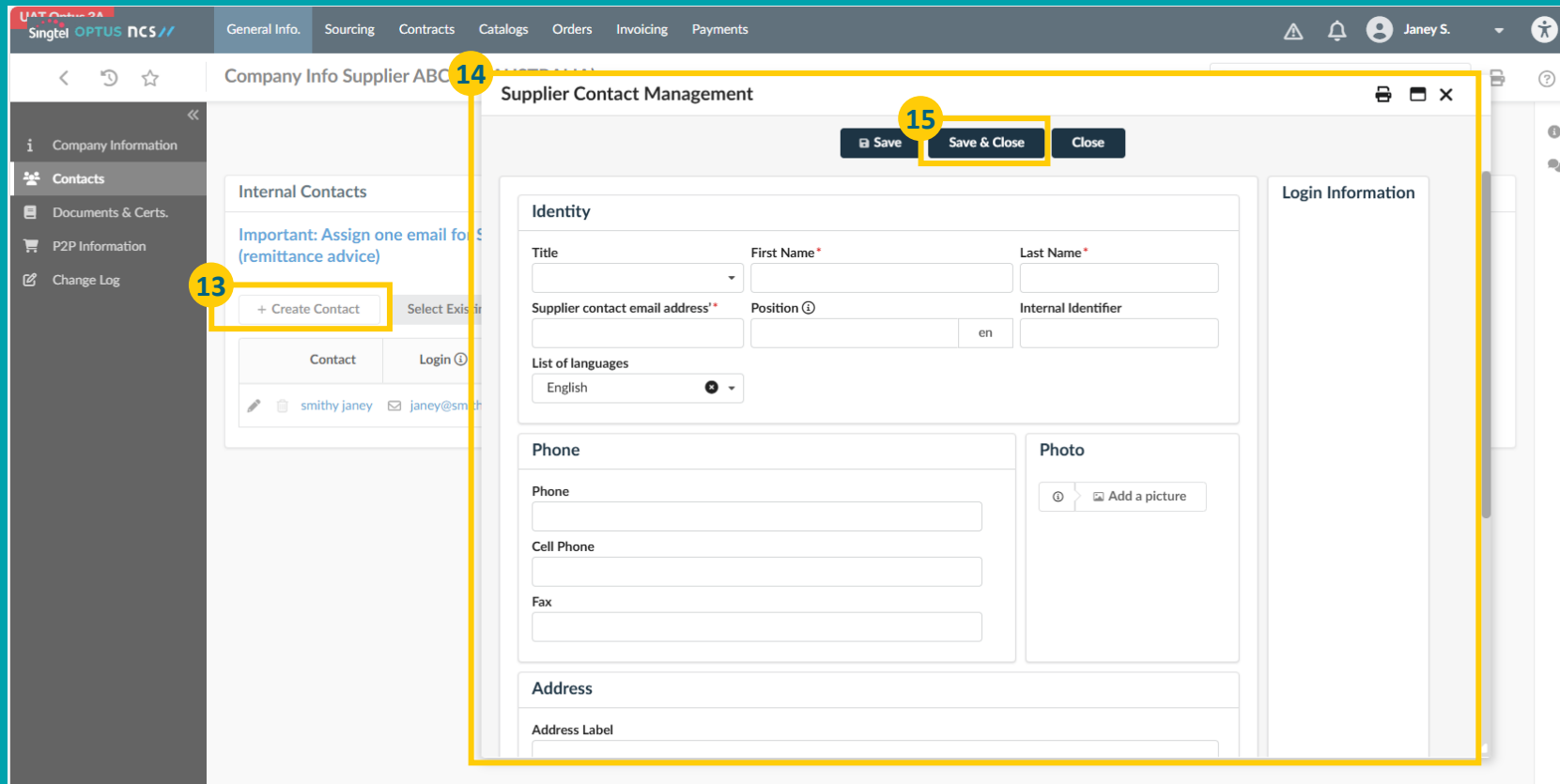
AcuBuy Registration

1. Set Password Login

2. Login to AcuBuy

3. Update Company Information

4. Update Bank Information



How to: UPDATE COMPANY INFORMATION

There are three supplier roles that need to be assigned to contact(s)*

- **Supplier Admin Role** – Administrator with access to update the Company Profile
- **Supplier Sales Role** – For receiving Purchase Orders
- **Supplier Finance Role** – For submitting invoices and bank remittance

*All three roles can be assigned to a single contact.

If additional contacts are not required, proceed to step 22

To create additional contacts:

13 Click on the "+ Create Contact" button to setup more users

14 Complete all the information marked with "*"

15 Click the "Save & Close" button

➡ Continue onto the next page

AcuBuy Registration

1. Set Password Login
2. Login to AcuBuy
3. Update Company Information
4. Update Bank Information

How to: UPDATE COMPANY INFORMATION

- 16 For each new user, click on their email to open a pop-up and trigger the login setup email
- 17 This is the default email required to send to new supplier users so they can set up their login
- 18 Click "Send Message" to send the email
- 19 Look out for the information banner indicating that the invitation email was successfully sent
- 20 Click "Close" once complete to return to the Contacts page

➡ Continue onto the next page

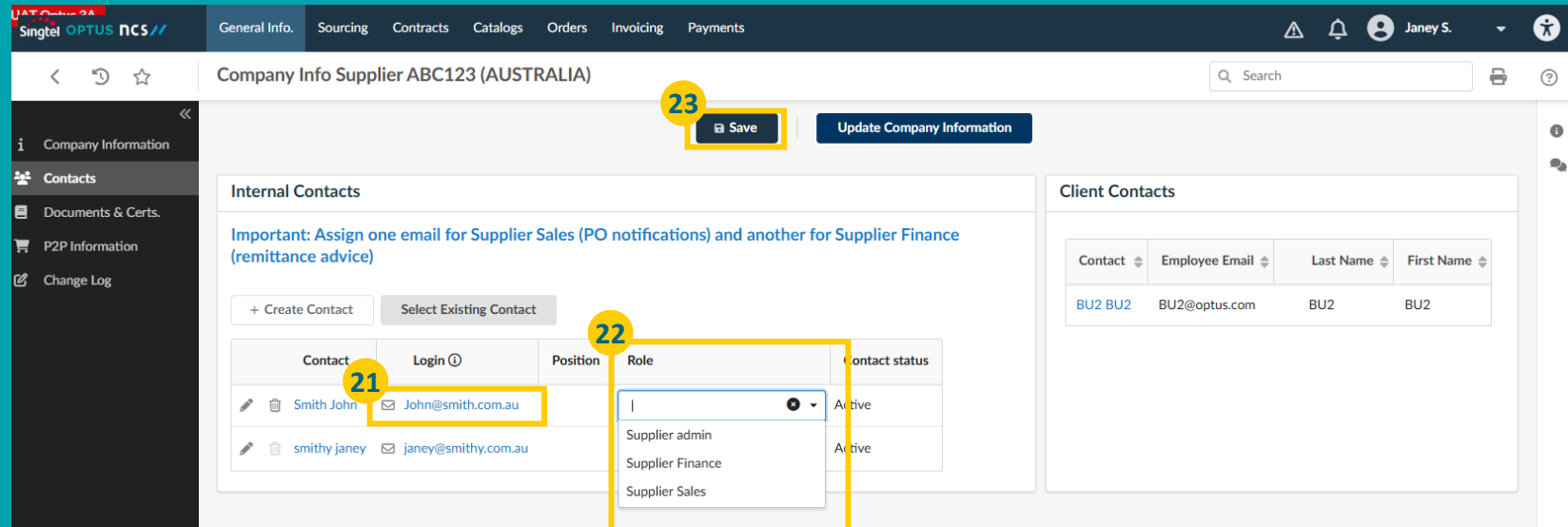
AcuBuy Registration

1. Set Password Login

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Company Info Supplier ABC123 (AUSTRALIA)

Save Update Company Information

Internal Contacts

Important: Assign one email for Supplier Sales (PO notifications) and another for Supplier Finance (remittance advice)

+ Create Contact Select Existing Contact

Contact	Login	Position	Role	Contact status
Smith John	John@smith.com.au		Supplier admin	Active
smithy janey	janey@smithy.com.au		Supplier Finance	Active

Client Contacts

Contact	Employee Email	Last Name	First Name
BU2 BU2	BU2@optus.com	BU2	BU2

How to: UPDATE COMPANY INFORMATION

21

After the email has been sent, the login email for the user will be displayed

22

Assign the correct role for your contacts. To do this, click on the dropdown and select the relevant roles

- Please ensure that the roles 'Supplier Sales' and 'Supplier Finance' and 'Supplier admin' are assigned to the contacts (Note multiple roles can be assigned to a single contact)

23

Important: Click on 'Save'

➔ Continue onto the next page

AcuBuy Registration

1. Set Password Login

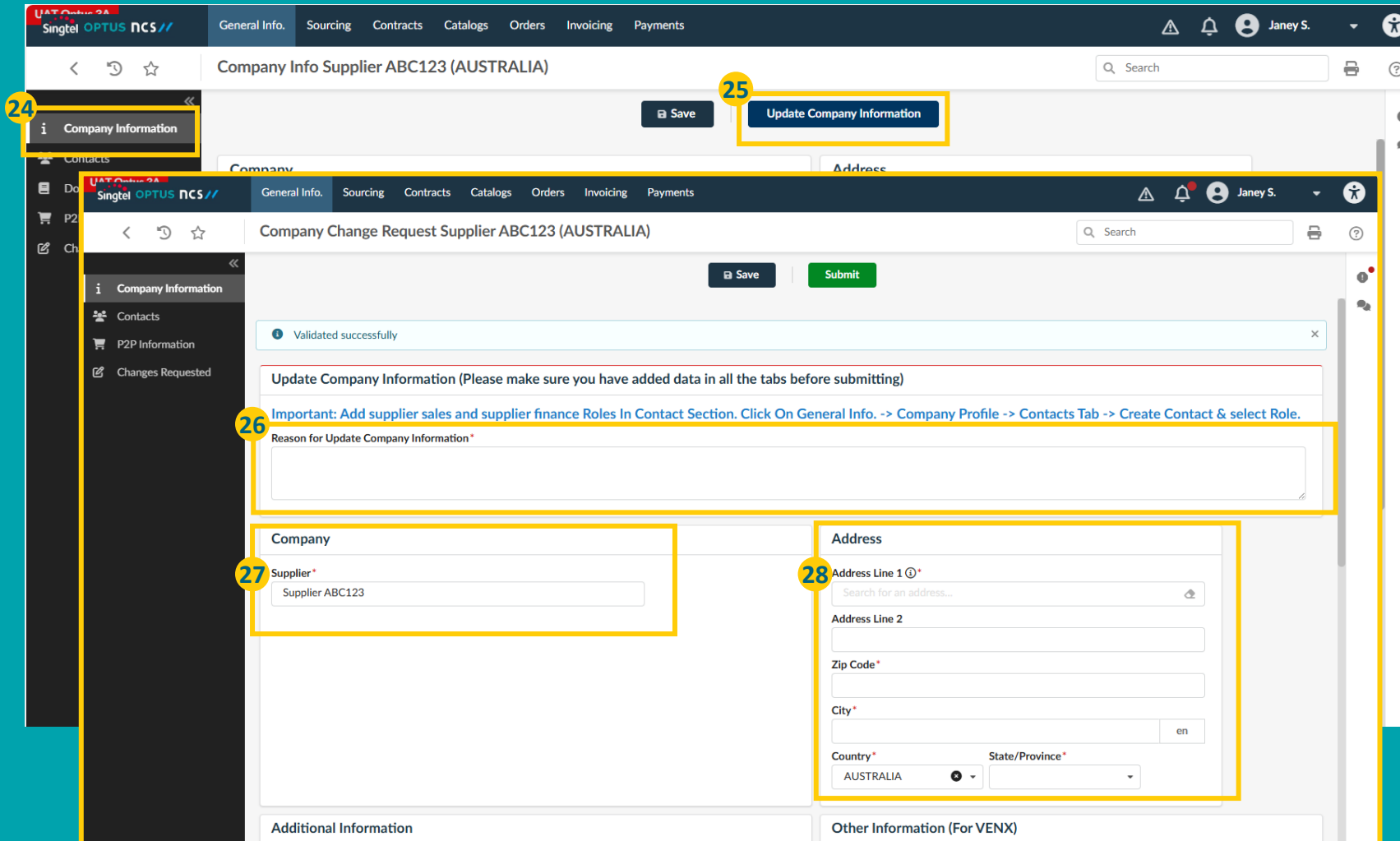
2. Login to AcuBuy

3. Update Company Information

4. Update Bank Information

How to: UPDATE COMPANY INFORMATION

Update Further Company Information



24 On the left sidebar, click "Company Information"

25 Click "Update Company Information" to make the form editable

26 Fill in the "Reason for Update Company Information" box, for example: "First Time Login, setting up profile"

27 "Supplier Name" – Verify that your company's name is accurate and matches the official Business Registration document, and amend as required

28 Complete the details for "Address"

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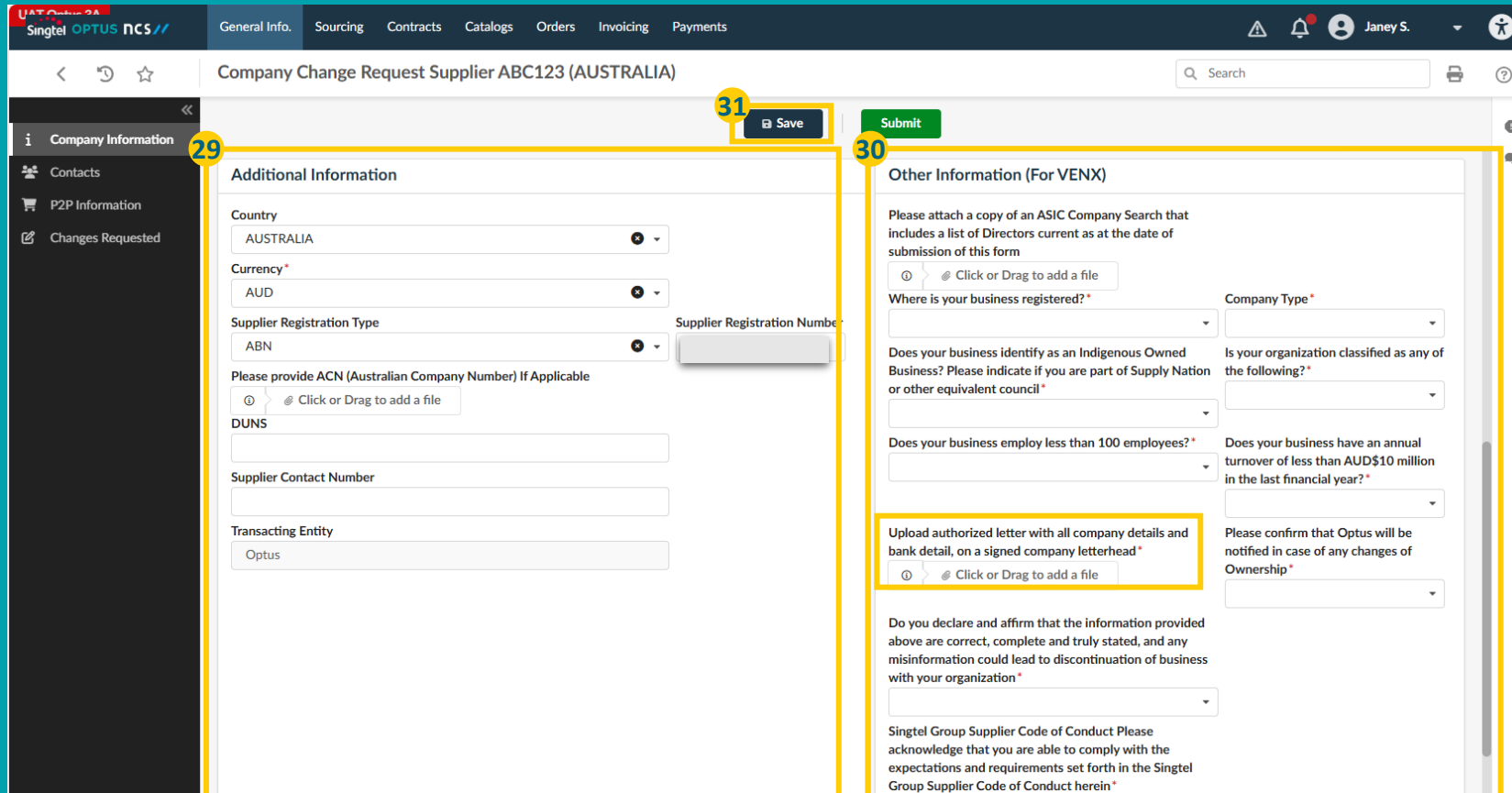
AcuBuy Registration

1. Set Password Login

2. Login to AcuBuy

3. Update Company Information

4. Update Bank Information



How to: UPDATE COMPANY INFORMATION

Update Additional Information

29 Verify, update, or replace the company's "Additional Information"

30 Complete the company's "Other Information"

Reminder: You are required to attach a vendor letter. The requirements are as follows:

Vendor Letter
On signed company letterhead – include company details (ABN, address, and contact details) and bank details.
Must be a wet-signed document in PDF format

31 Click "Save" at the top of the page

Reminder: All fields marked with a red asterisk "*" are mandatory and must be completed

➡ Continue onto the next page

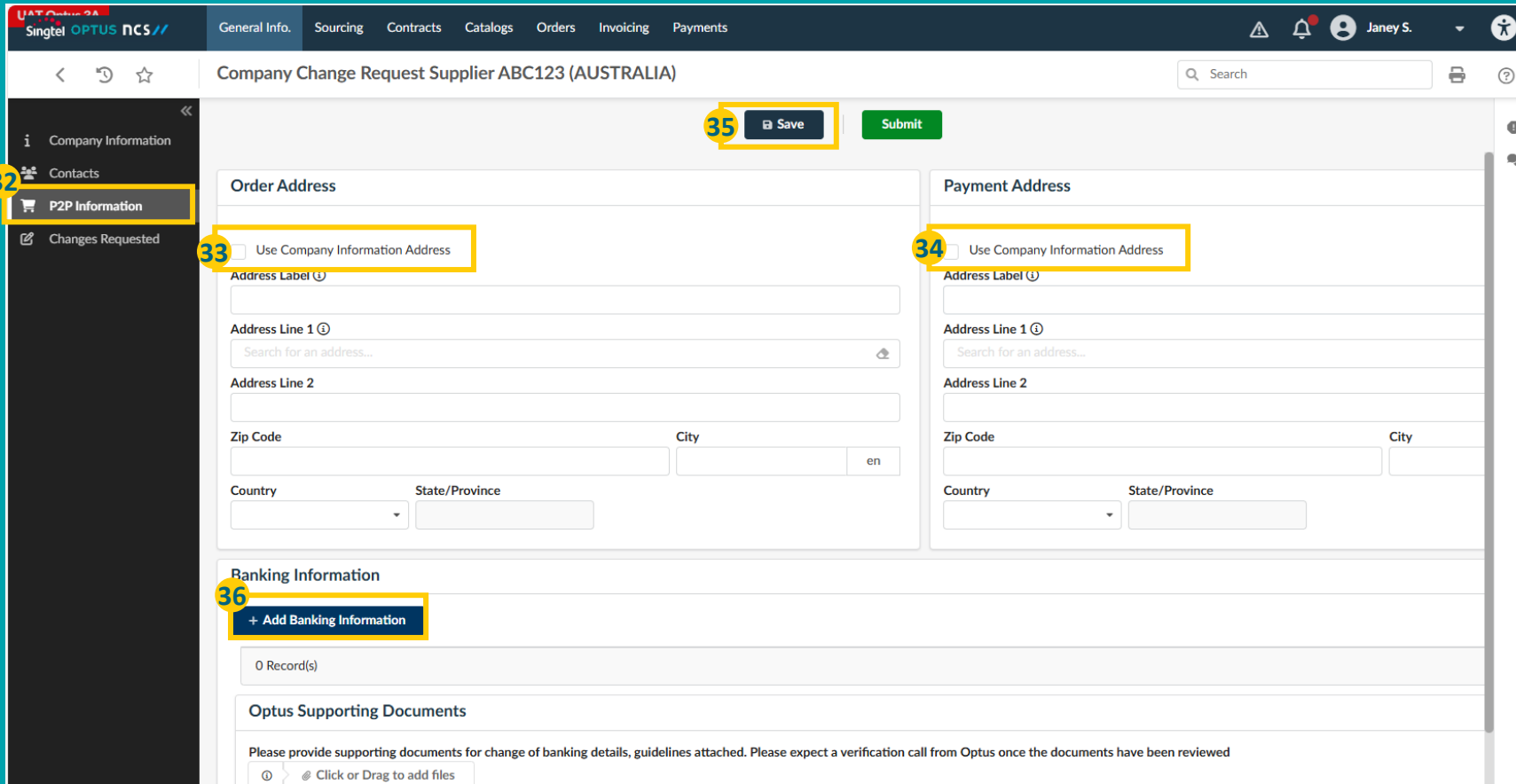
AcuBuy Registration

1. Set Password Login

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Company Change Request Supplier ABC123 (AUSTRALIA)

Order Address

☐ Use Company Information Address

Address Label ⓘ

Address Line 1 ⓘ
Search for an address...

Address Line 2

Zip Code City en

Country State/Province

Payment Address

☐ Use Company Information Address

Address Label ⓘ

Address Line 1 ⓘ
Search for an address...

Address Line 2

Zip Code City

Country State/Province

Banking Information

0 Record(s)

Optus Supporting Documents

Please provide supporting documents for change of banking details, guidelines attached. Please expect a verification call from Optus once the documents have been reviewed

Click or Drag to add files

How to: UPDATE COMPANY INFORMATION

P2P Information

32

On the left side bar, click on the "P2P Information" tab with the shopping cart icon

33

Complete your "Order Address" OR tick the check box to use the registered company address (optional)

34

Complete your "Payment Address" OR tick the check box to use the registered company address (optional)

35

Click on "Save"

36

Click on the "Add Banking Information" button. This will open a pop up . Complete all the information and click save.

➔ Continue onto the next page

AcuBuy Registration *(Submission)*

How to: SUBMIT YOUR INFORMATION

37 After saving and exiting the banking information, ensure that the details have been saved and are displayed here

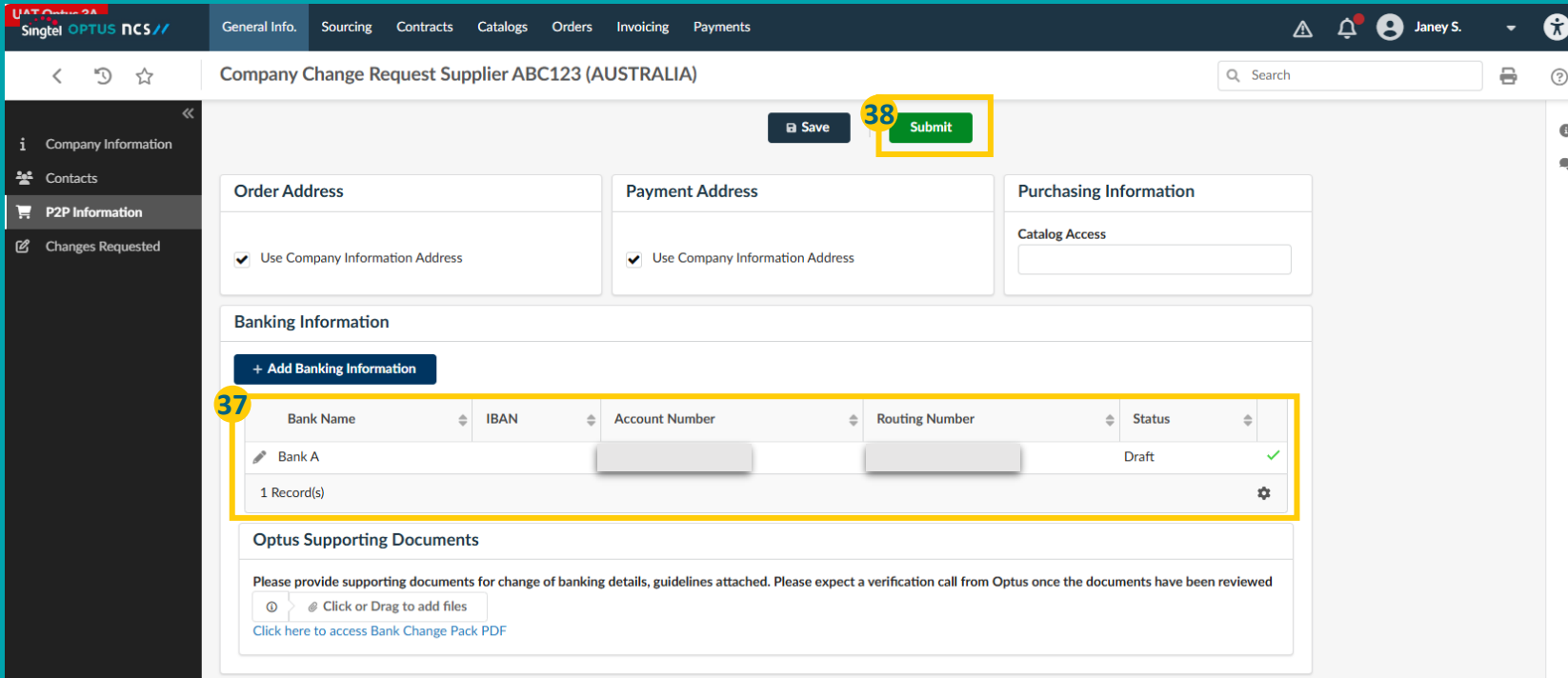
Submission of all details:

38 Once all mandatory fields are completed, such as company information and bank information, click "Submit" to send the details to the Optus team for review

39 Ensure the data is saved and validated successfully

Note: If you click "Submit" and the submission is unsuccessful, the system will display an error message directing you to the areas requiring attention. After completing all mandatory fields, click "Submit" again and look for the "Validated successfully" message

➔ Continue onto the next page



Company Change Request Supplier ABC123 (AUSTRALIA)

Save Submit

Order Address Payment Address Purchasing Information

Use Company Information Address Use Company Information Address

Banking Information

+ Add Banking Information

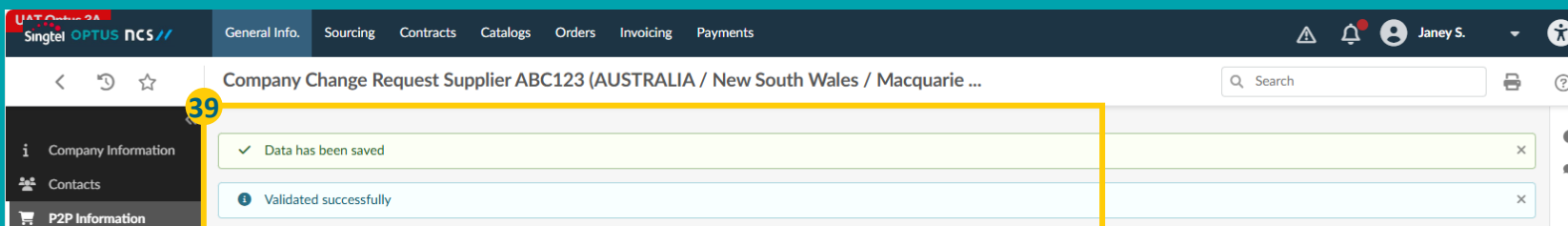
Bank Name	IBAN	Account Number	Routing Number	Status	
Bank A				Draft	✓
1 Record(s)					⚙

Optus Supporting Documents

Please provide supporting documents for change of banking details, guidelines attached. Please expect a verification call from Optus once the documents have been reviewed

Click or Drag to add files

Click here to access Bank Change Pack PDF

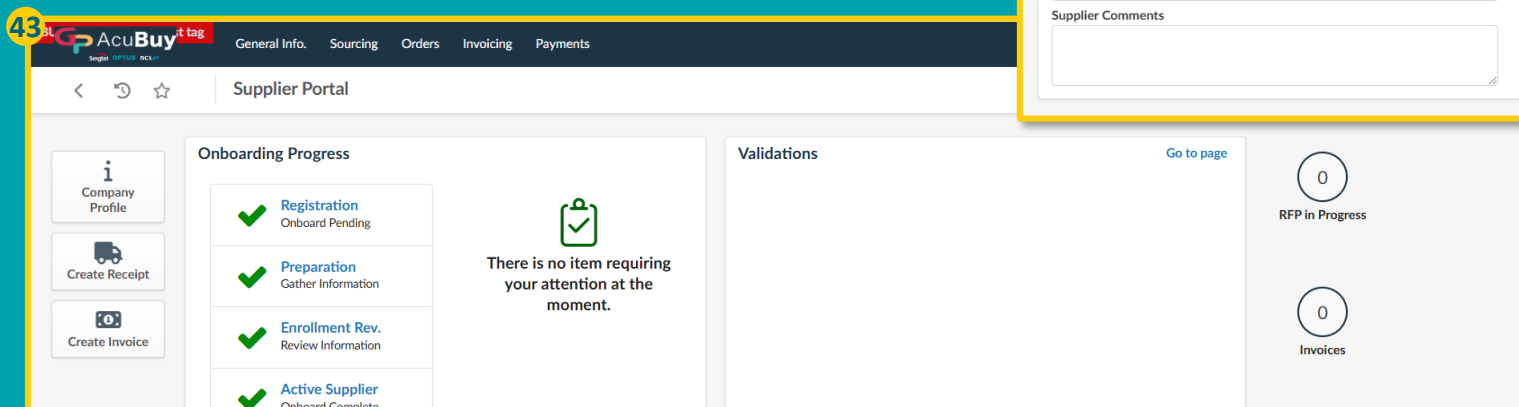
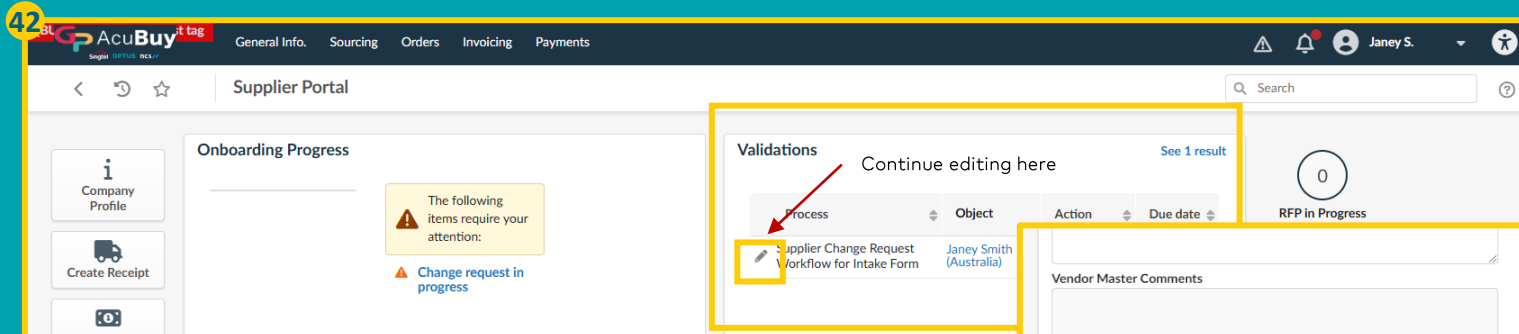
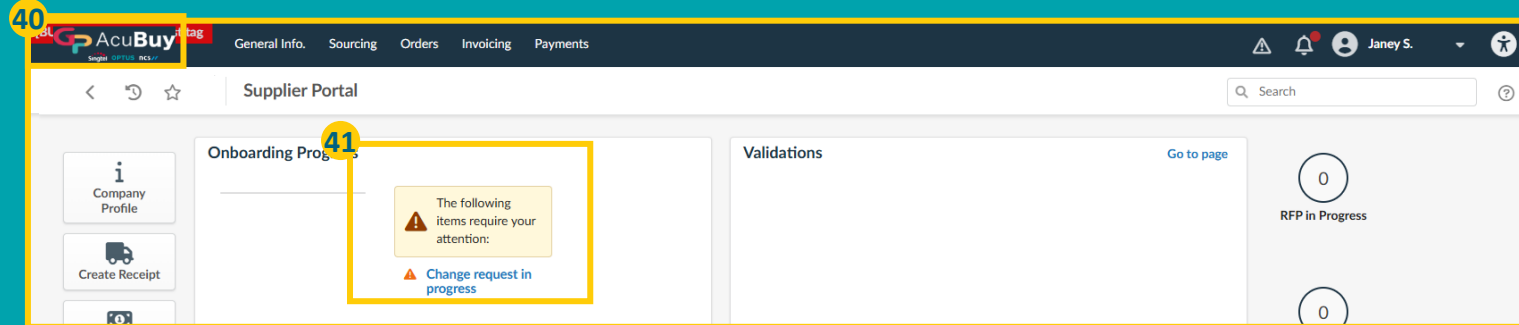


Company Change Request Supplier ABC123 (AUSTRALIA / New South Wales / Macquarie ...)

✓ Data has been saved

Validated successfully

AcuBuy Registration *(Submission)*



Confirmation of Submission & Responding to Further Information Request

- 40** Click on the top left logo to navigate to the homepage
- 41** If the submission was successfully submitted, there should be a "Change request in progress" the next time you login to your account.
- 42** An object in "Validations" indicates an outstanding task, such as if the form was previously saved and closed without submission, or if the Optus team requires more information after initial submission. Click the pencil icon to access the form. Click Submit once necessary changes are completed.
- 43** Once the submission has been finalised by the Optus team, your homepage will be updated.

What's Next?

Important: After a successful submission, the Optus team may need to request for additional details. You will be notified via email, and the action will be present in Validations. The Optus team will provide their feedback in the Banking Information Record above the supplier text box.

Instructions end here.

☒ End of AcuBuy Registration

Frequently Asked Questions – General

- What is AcuBuy and Ivalua?

Optus is transitioning to a new eProcurement Platform AcuBuy (Ivalua) to better support efficient and accurate purchasing processes. AcuBuy is the Optus procurement platform powered by Ivalua as the dedicated supplier platform. AcuBuy is a cloud-based platform that centralises and simplifies procurement activities.

- Is there any cost for registering with Ivalua for an AcuBuy account?

As an Optus supplier, there are no costs associated to registering with Ivalua to use the AcuBuy platform.

- My company details have changed. How do I update my company/contacts/billing information etc?

Please refer to the “Update Details Guide” designed to walk you through updating your company details.

Frequently Asked Questions – Account

- [Where do I find my login credentials for the AcuBuy Account?](#)

For your login username, all suppliers are sent an introductory email with the subject "Login To AcuBuy" containing your original username, which is typically your email address. You will then need to create a strong password following the instructions in the email to login/set up your account.

- [I have forgotten my password](#)

If you have forgotten your login password, please navigate to the AcuBuy login page, click on "Forgot Your Password" and follow the prompts to reset your password.

- [The account admin is leaving or has left the company. How can I or my colleagues gain access to the AcuBuy account?](#)

Prior to departure, it is the responsibility of the supplier admin to reallocate admin access to a separate company contact. First, log into your AcuBuy account, navigate to General Info > Contacts > Internal Contacts. Here, register a new contact or assign an existing contact admin access by selecting "Supplier Admin" under the role column.

- [If I already have an existing Ariba account, do I need to register and sign up for an AcuBuy Account?](#)

Yes, suppliers with an existing Ariba account with Optus will need to register for an AcuBuy Account in line with Optus Procurement migrating away from Ariba and towards Ivalua as our new procurement system. Please check your email inbox for an email with instructions to set up your new AcuBuy credentials. Your company details will be migrated across from Ariba into AcuBuy.

For further assistance, please send an email to suppliers@optus.com.au

Frequently Asked Questions – AcuBuy Registration

- I did not receive an AcuBuy email to register for AcuBuy. Where is it?

Please check your spam/junk inbox for emails from no-reply@acubuy.singtelgroup.com. Contact suppliers@optus.com.au if you require further assistance.

- Is there a time frame for completing the New Supplier Registration?

It is recommended to complete the New Supplier Registration as soon as possible after receiving the "Login to AcuBuy email". Once completed, it is only then that the Optus team can continue to set up the account. Suppliers must complete the New Supplier Registration to transact with Optus.

- I have a blocking alert about editing contacts and I can't submit my company information?

Please click "save" as necessary to save your progress. Click on the top left "AcuBuy" on the screen to take you back to the home screen. On the left of the home screen, click on Company Profile tile and on the left side of the screen, select the "Contacts" tab. Please edit contacts and assign roles here. Click "Save". Navigate back to the homepage, under "Validations" tile, click on the pencil to access your company information. Blocking alert should be fixed now. Select "Submit".

- Can I complete the New Supplier Registration in multiple sittings?

It is recommended to complete the New Supplier Register in one sitting. However, if you need to revisit the form before submission, ensure that your progress is saved by clicking the "Save" button at every stage of the form. To revisit the form, login to your AcuBuy account and select the pencil icon in the object line under "Validations" (see step 42).

- Optus has requested additional clarification for my supplier details. Where can I find the details for this request?

Please navigate to your company profile > P2P Information > Banking Information > Edit your banking record by clicking the pencil icon. You can view the details left by the Optus team in the "Vendor Master Comments" box (see step 37).

- How will I know that my AcuBuy Registration is successfully completed?

Once you have successfully completed the AcuBuy Registration steps up until step 40, the Optus team will need to process the request. At this stage, the Optus team may require further information and redirect the request back to you as at step 42. After all details have been collected and finalised by the Optus team, you will receive an email from no-reply@acubuy.singtelgroup.com notifying you that your profile has been successfully created.

Where to go for support?

The contact team would differ depending on the support areas required:

- The [Optus Suppliers](#) Portal is a great place to start for additional resources and guidance.
- If you are participating in an RFX event, please reach out to the event manager/coordinator using the Discussion tool in the proposal
- If you wish to contact an Optus representative, please send an email to suppliers@optus.com.au