

SERVING YOU BETTER THROUGH WORKDAY

As part of Public Sector Transformation, MPA will be transiting to a new cloud ERP system (Workday) on 27 June 2022. Here are the changes to look out for:

Customer Account



Customer Account Number

Existing 6-character customer account numbers will be changed to new 10-character Workday account numbers.

E.g. 12345X → C-12345678

Please quote your new customer account number when corresponding with MPA

Invoice / Credit Note



Invoice/Credit Note Number:

Existing 10-character numbers will be changed to 19-character Workday generated number.

E.g. Invoice 0501234567 →

MPA-CUI-CY2022-012345

CN 0501234568 →

MPA-CIA-CY2022-012346

Invoice/Credit Note Layout:

Existing layout for different invoices and credit notes will be merged into a single globalised format.

Statement of Accounts



Details on Statement of Accounts

New Statement of Accounts will be streamlined to reflect only invoice numbers and outstanding amount.

Payment (GIRO)



Frequency of GIRO Deduction

GIRO deduction will be performed **daily**, on the actual due date, instead of on a weekly basis. Please take this into consideration for your cashflow planning to ensure sufficient balance for the Giro deduction.

The first GIRO deduction will be on 30 June.

Reminder Letters



Reminder Letter

Separate letters will be issued for arrears based on ageing. Hence you may receive up to 3 letters monthly depending on the applicable levels:

- 1st Reminder for Level 1 Invoices outstanding by 1 to 30 days.
- 2nd Reminder for Level 2 Invoices outstanding by 31 to 60 days.
- 3rd Reminder for Level 3 Invoices outstanding by 61 days and beyond.

Please adhere to the credit terms to minimise such letters.

Questions?



Contact us:

via email at AR_mpa@mpa.gov.sg

via our hotline 1800 272 7777