

[CONFIDENTIAL – FOR INTERNAL USE ONLY]

GENERAL QUESTIONS

- 1. What is the purpose of the Preferred Supplier Application module?**

The purpose of this module is for allowing companies to apply to become a preferred supplier of Suntec Singapore.
- 2. Who initiates a new application in the Preferred Supplier Application module?**

This module will be initiated by the vendor.
- 3. What documentations are required for the application?**

Following documentations are required:

 - ACRA Business Profile
 - Letter of Indemnity
 - Bank Guarantee
- 4. How long does approval take?**

Applications take an estimated 21 calendar days from the time of the submission to process.
- 5. Is there any application fee?**

Yes. There is an application fee of \$1,000 fee for each application. Fee is subjected to prevailing GST.
- 6. Is the application fee refundable?**

The application fee will be refunded if the application is declined. There is no refund for withdrawn applications or applications that are accepted.
- 7. How long does the refund take?**

The refund will take up to 60 calendar days.
- 8. What is the flow for this module?**

The flow is as follows:

 - Vendor to start a new application and fill out the required details, attach documentation and pay the application fee
 - Upon submission the application will be routed to Suntec's Senior Director, Operations for approval
 - If approved, the application will be routed to Suntec's Senior Director, Finance for final approval
 - Once approved, the vendor will be notified
- 9. How will applicants be updated on the progress of their application?**

Updates will be sent to the specified email provided during the application process
- 10. What are the benefits of being an approved supplier?**

As an approved supplier, you will be permitted to operate and supply to the Centre. In additional, you will be featured in the [Preferred Partners Guide](#), which is accessible to all event organisers.

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11. Why would an application be declined?

Suntec Singapore reserves the right to decline an application in line with its internal business processes, without providing any explanation.

12. If an application has been declined, can a new application be submitted?

Yes, a freight forwarder can re-apply after 12 months. Do take note that an application fee will be taken for each submission / re-submission.

13. Once a vendor has been approved, how long does the approval status last?

Vendors who obtain approval will have approved status for 24 months. A new application should be submitted prior to the lapse date, to ensure an uninterrupted continuation of their status.

14. Can I operate as a supplier in the Centre if I am not an approved supplier?

Only appointed suppliers are permitted to operate within the Centre.

15. Where can I find more technical information?

Please click [here](#) for more technical information.

16. What are the next steps once an application is approved?

For approved applications, the supplier will be contacted to undertake a mandatory one-time safety briefing at the Centre.