


# SERVING YOU BETTER THROUGH WORKDAY

As part of Public Sector Transformation, MPA will be transiting to a new cloud system (Workday) from 27 June 2022. Look out for these changes:

Before go-live period


As we prepare for Workday Go-Live on 27 June, there will be a **cutoff for various business processes** which will be done in stages. We seek your understanding to take note of the following last submission dates and perform the necessary actions as required.

#### For Action:

 Account opening submissions and Requests for refund and account closing via MPA website will be cut off on **28 May**. Submission after 28 May will be processed after Workday go-live.

 Value date for final GIRO deduction will be on **6 June**. GIRO deductions will resume after Workday go-live.

#### For Information:

 Final cycle for Invoices, Credit Notes and Statement of Accounts will be on **7 June**. They will resume after Workday go-live.

After go-live, with effect from 27 June 2022

Changes\* include the following:

Customer Account



10-character Customer Account Number

Invoice / Credit Note



Invoice/Credit Note Number and Layout

Statement of Accounts



Details on Statement of Accounts

GIRO Payment



Daily GIRO Deduction

Reminder Letters



Change of content in Reminder Letter

#### Questions?



Contact us:  
via email at [AR\\_mpa@mpa.gov.sg](mailto:AR_mpa@mpa.gov.sg)  
via our hotline 1800 272 7777

\* Details will be shared in June