Payee Information Management (PIM)
Quick Reference Guide for Payees
# Table of contents

## INTRODUCTION

A. Registration to Payee Information Management (PIM)
   (1) Basic Information
   (2) Bank Information and Registration Documents
   (3) Review and Register

B. Update Profile in Payee Information Management (PIM)

## APPENDIX 1. GLOSSARY OF PAYEE CATEGORIES (PIM)
Introduction

This user guide provides an overview and instructions on the Payee Information Management (PIM) registration process and updates on existing PIM profile. The Payee Information Management (PIM) is a registration portal for payees, with warranted transactions that are not subject to issuance of a purchase order (non-PO), of the Asian Development Bank (ADB).

Registration of Payees through the PIM is by invitation only. Upon receipt of a PIM invitation from the ADB, the Payee must register in the PIM portal immediately using the provided log-in credentials. This is to avoid any delay in setting up the payee’s account and to facilitate the timely payment of the claim or invoice. The invitation for payee registration is valid for 30 days from the date of invitation and expires thereafter. It is therefore important that the invitation to register is immediately responded to, and the PIM registration form is completed and submitted online. For existing Payees that require an update of their account information, Payees must access their account by using their log-in details. It is best that all information and documents required to support their PIM registration is completed immediately.

Processing of PIM requests, including the validation of bank account information may take up to 10 working days. Under exceptional circumstances, processing and registration may be expedited to meet the payment requirements, provided all information and documents required to support their PIM registration is completed.

Detailed instructions are provided in this user guide in registering a new account and updating the Payee’s PIM profile account. For assistance and clarification, please email iSupplier@adb.org or respective ADB contact person.

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1 Non-PO transactions - refer to transactions where the ADB is obligated to pay claims connected with ADB Staff benefits such as beneficiaries for housing loans, death claims; human resource activities (recruitment, interns and secondee) and engagements, agreements and provision of services that are not processed through the eProcurement system and may not necessarily fall for payment following the institutional procurement policy under AO 4.07. This will include but not limited to purchase of library materials (including books, periodicals, newspapers, etc.), legal services engaged by the Office of the General Counsel; confidential engagements with an exceptional agreement between OAI and CSPC and engagement of services made directly by user departments that require payment under the Oracle Payment System. See list of categories and glossary in Appendix 1.
A. Registration to Payee Information Management (PIM)

The registration feature in PIM is where Payees can create a record for their individual and business firm or entity profiles and enter bank information to be recorded in the database.

1. An email invitation to register in the PIM application is sent through the Payee’s email address. Follow the link and use the **Username** provided and temporary **Password**.

   ![Email Invitation]

   **Warning**

   The Payee must complete the PIM form within 30 calendar days. Failure to submit the completed registration within this period renders the invitation as automatically cancelled.
2. Once the PIM URL is clicked, the payee will be directed to ADB’s Login page. Enter the provided Username and temporary Password and click the [Login] button.

3. The Payee will be required to change the password upon first Log-in. Enter and confirm the new password and click the [Confirm Password] button.
**Note**

The Payee Information Management (PIM) will implement two-factor authentication (2FA) to strengthen account security by using a two-step verification process. Users that sign up for 2FA will be required to login in two easy steps.

1. Log in using the **Username** and **Password**.
2. Provide the **One-Time Pin (OTP)** sent to the registered email address.

To enable 2FA, please refer to the **Two-Factor Authentication (2FA) Quick Reference Guide**.

4. Once the Payee logs in PIM, the Overview page will be displayed. To register in PIM, click the **Registration** tab or click the **[Registration Form]** button.

5. The Registration form has 3 main pages: (1) **Basic Information**; (2) **Bank Information and Registration Documents**; and (3) **Review and Register** pages. Certain fields will vary depending on the Payee Type, Business Firm or Individual.
(1) Basic Information

6. On the **Basic Information** page, enter all mandatory information under the **Payee Information**, **Address Details**, and **Contact Details** sections.

7. In the **Involvement in ADB** section, click the **[Add Record]** button to add a new line. If the Individual Payee or personnel from the Business Firm is currently involved with ADB, enter Position/Title, Start and End Date. If there is a relative in ADB, specify the full name and the relationship to the Individual Payee or Personnel. Otherwise, specify “N.A.”.

8. Once the form is properly filled out, click **[Save Changes]** to save and then click **[Next]** to go to the next page. Other buttons available are:
   - **Cancel**: When clicked, this will warn the user and will cancel any changes made upon confirmation.
   - **Step 1 of 3**: A drop-down list that indicates the page number.
(2) Bank Information and Registration Documents

9. The next page is the Bank Information and Registration Documents page. Bank details must be entered during registration. There will be system validations on the bank information to minimize possible data entry errors. Here are important details when entering the payment information:
   a. Only electronic payment method is allowed. Check payments are not allowed.
   b. The bank account name must be the same as the Payee Name. If not, justification should be provided through the required attachment.
   c. Only one active set of payment information is allowed per currency. However, the payee is allowed to enter up to 2 bank accounts, provided these bank accounts are in different currencies.
   d. Only ADB-allowed currencies are displayed in the drop-down list.
   e. Intermediary Bank Details are required if the bank account is a foreign currency bank account, and account not opened and maintained through Philippine banks.

In the Payment Details section, enter all mandatory information.
   a. Currency of Payment/Invoice and Bank Account: This drop-down list box enables the user to choose the applicable currency to be associated with the current set of payment information details.
   b. Country: Country where the bank account is maintained.
   c. Bank Account Number/IBAN: Bank Account Number or International Bank Account Number (IBAN).
   d. Bank Account Name: Enter the account holder’s complete name. Account Name should exactly match the Payee Name. If the name is not the same, a required attachment is needed before proceeding to the next page.
   e. Bank Account Owner’s Address: This is the account owner’s address that is in the same location where the bank account was enrolled.

To enter new bank information in different currency, click the [Add another Bank Account for a Different Currency] button.

10. In the Supporting Documents section, the payee must submit the required attachments to authenticate the profile. Ensure all uploaded documents are readable. If not written in the English language, an official English translation must be provided. The file size limit per attachment is 5 MB and ADB reserves the right to delete large or redundant attachments. To add an attachment, click the [Add Attachment] button.

11. Once the form is properly filled out, click [Save Changes] to save and then click [Next] to go to the next page. Other buttons available are:
   - Back: This will go back to the previous page and warn the user that it will cancel any changes made.
   - Cancel: When clicked, this will warn the user and will cancel any changes made upon confirmation.
   - Step 1 of 3: A drop-down list that indicates the page number.
12. The last page is the **Review and Register**, it will display all the information from steps 1 and 2 to allow the Payee to review entries prior to registration. If there is a need to update any of the fields, the Payee can return to either Step 1 or Step 2 page by clicking on the appropriate button.

![Review and Register Page](image-url)
13. In the **Certification** section, all Certification Checkboxes must be ticked.

14. In the **Note to ADB** section, this is an optional value and any information entered by the Payee will be displayed and recorded during registration.

15. Click **[Save Changes]** to save and then click **[Register]** to submit your registration. Other buttons available are:
   - **Back**: This will go back to the previous page and warn the user that it will cancel any changes made.
   - **Cancel**: When clicked, this will warn the user and will cancel any changes made upon confirmation.
   - **Step 1 of 3**: A drop-down list that indicates the page number.

16. After clicking on **[Register]**, a confirmation message will be displayed. Click **[OK]** to return to the PIM dashboard. The Payee will receive an email notification after submission.
B. Update Profile in Payee Information Management (PIM)

The Update feature in PIM is where the Payee can change and update the Payee Information, Address Details, Contact Details, Involvement in ADB, Payment and Bank Details, and Supporting Documents. The Payee can cancel the update altogether, temporarily save the changes, or submit all changes made.

1. An email invitation to update the profile in the PIM application is sent through the Payee’s email address. Follow the link and use the **Username** provided and existing **Password** for PIM. If the Payee is inactive, use the temporary password provided from the email invitation.

   Dear Maria Isabel Dela Cruz,

   **Request to Update Profile**

   Please update the information below for Payee MARIA ISABEL DELA CRUZ in ADB’s Payee Information Management (PIM).
   Requested Information: Change in Address Details
   Please click this link to update Payee Profile using the credentials below: [PIM Update Profile]

   **Username**: MDELACRuz@EMAIL.COM
   **Password**: Please use your existing password for PIM

   Please submit the completed profile update **to ADB within 30 days** from date of notification. Failure to do so will render the request as automatically cancelled.

   **How ADB uses the information in PIM**
   The information provided herein and its attachments, if any, will be treated as confidential and intended only for the use of the Asian Development Bank in evaluating the Payee for profile updates and to facilitate payment of ADB-warranted transactions. Nothing herein shall be construed as automatically accrediting the Payee for the supply of goods and services.

   **Misrepresentation or providing false information**
   ADB’s policy requires Payees, who were requested to update their profiles, to observe the highest standard of ethics. The information that you will provide must be true and factual. If ADB determines at any time that false information has been provided, ADB may declare ineligibility of the Payee to participate and transact with the organization for a stated period or indefinitely.

   Please do not reply to this system-generated message.

   If you have any further questions or require additional information, please contact [Supplier@adb.org].

   Thank you.
2. Once the PIM URL is clicked, the payee will be directed to ADB’s Login page. Enter the provided **Username** and existing **Password** and click the [Login] button.

3. Once the Payee logs in PIM, the Overview page will be the initial screen that the Payee will see. To update the requested information in PIM, click the **Update Payee Profile** tab or click the [Update Payee Profile] button.
4. Under the **Payee Details**, **Address Details**, and **Contact Details** sections, some of the fields are editable. Enter new values and update as needed.

5. In the **Involvement in ADB** section, the Payee can add a new record by clicking on the [Add Record] button. An existing involvement record can also be updated by changing the End Date, Relative in ADB, and Currently Engaged in the Firm columns.

6. Under the **Payment Details** section, the Payee can add new Bank Account information as long as it is in a different currency. The Payee is not limited to just two bank accounts anymore, they can add more than two as long as all the active bank accounts uses different currencies.
Note
If a new bank is added by the Payee using a currency that already exists, the old bank of that same currency has to be deactivated. The Payee will be prompted to end-date an existing bank account or deactivate a newly-added bank account of the same currency.

7. Under the Supporting Documents section, submission of required documents is mandatory if an update is made in the Payee’s profile.

For Individuals, here are the acceptable files/records:
   a. Valid ID
      ▪ Passport valid within 6 months
      ▪ Driver’s license
      ▪ Certified true copy of birth certificate
   b. Proof of ADB-warranted transaction
      ▪ Invoice
      ▪ Contract
      ▪ Work Order

For Business Firm, here are the acceptable files/records:
   a. Copy of Business Registration Certificate (Amended Articles of Incorporation)
   b. Proof of ADB-warranted transaction:
      ▪ Invoice
      ▪ Contract
      ▪ Work Order
   c. Legal document certifying signatory of the firm:
      ▪ Special Power of Attorney
      ▪ SEC Secretary’s Certificate
      ▪ SEC General Information Sheet containing name of authorized signatory (for entities registered in the Philippines)
      ▪ Official List of Officers containing name of authorized signatory
      ▪ Official Letter of Authorization or Certification from the Firm
8. In the **Certification** section, all Certification Checkboxes must be ticked.

9. In the **Note to ADB** section, this is an optional value and any information entered by the Payee will be displayed and recorded.

10. Click **[Save Changes]** to save and then click **[Submit Updated Details]** to submit. You can also click **[Cancel]** to cancel any changes made in the form.

11. After submitting the updated profile, a confirmation message will be displayed. The updated profile has been submitted to ADB for further review and checking. Click **[OK]** to return to the PIM dashboard screen. The Payee will receive an email confirmation after submission.
## Appendix 1. Glossary of Payee Categories (Payee Information Management)

<table>
<thead>
<tr>
<th>No</th>
<th>Payee Category</th>
<th>Glossary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ADB Annual Meeting (Hotel, Mover, Printing, Resource Speaker, Shipment)</td>
<td>Covers payees engaged for the annual meeting events and associated services that were not engaged through corporate procurement. This will include payments, but not limited to, hotels and venues at the host country, movers and logistics firms, printing companies; and AM resource speakers.</td>
</tr>
<tr>
<td>2</td>
<td>ADB Benefits (ADB Beneficiary, Housing Loan, School (for IS dependents only))</td>
<td>Covers payments to: (a) designated beneficiaries for claims in case of death of an ADB staff; (b) staff or property owner or authorized seller from proceeds of staff housing loan and in line with AO 3.08; and (c) schools for tuition and school fees for dependents of International staff (AO 3.06).</td>
</tr>
<tr>
<td>3</td>
<td>ADB Cash Custodian</td>
<td>Covers allocation and replenishment of petty cash fund (PCF) being managed by the respective ADB staff custodian in line with the approved PCF guidelines of designated departments.</td>
</tr>
<tr>
<td>4</td>
<td>ADB External Candidate (Intern, Secondee)</td>
<td>Refers to payees with claims and reimbursements of external applicants, connected with a job interview, such as, but not limited to airfare, transportation and accommodation (AO 2.03); and individuals under the ADB internship program and secondments to ADB, such as provisions for stipends and allowances.</td>
</tr>
<tr>
<td>5</td>
<td>ADB Spouse</td>
<td>Refers to claims of an ADB Spouse as per AO. 3.03 or for warranted reimbursements.</td>
</tr>
<tr>
<td>6</td>
<td>ADB Staff Welfare &amp; Recreation</td>
<td>Payees for claims and expenses associated with the ADB recreational activities such as (i) sports and hobby clubs activities; and (ii) informal staff gatherings as defined under AO 3.19. This will include costs associated with food and catering services, venue, retreat speaker and events management.</td>
</tr>
<tr>
<td>7</td>
<td>ADB Tribunal</td>
<td>Refers to members of the ADB Tribunal in line with AO 2.07 and the associated payment of fees, stipends and allowances.</td>
</tr>
<tr>
<td>8</td>
<td>Advertisement</td>
<td>Refers to entities that provide newspaper and ad campaign services for posting advertisements related to recruitment, bidding for corporate procurements and promoting ADB to external clients.</td>
</tr>
<tr>
<td>9</td>
<td>Events Management (not for Annual Meeting or Retreat)</td>
<td>Refers to entities providing events management services for ADB activities and events funded under the Administrative Expense budget (except for Annual Meetings and retreats), this may also include, but not limited to, payment of claims or fees for the venue, and services engaged associated with the event.</td>
</tr>
<tr>
<td>No</td>
<td>Payee Category</td>
<td>Glossary</td>
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</tr>
<tr>
<td>10</td>
<td>Emergency Procurement (when eProc is not available)</td>
<td>Refers to entities or individuals providing goods and services procured following the CSPC Emergency Procurement Guidelines, where registration under PIM is the most viable option to expedite procurement and payment processing.</td>
</tr>
<tr>
<td>11</td>
<td>External Training</td>
<td>Refers to entities and educational institutions that provide training and advance learnings for staff for funding under the External Training Budget in line with AO 2.12.</td>
</tr>
<tr>
<td>12</td>
<td>Information Resources (Library, Records)</td>
<td>Covers payees for procurement and subscription to information resources and engagement of services following AO 4.08 (Information Resources and Services).</td>
</tr>
<tr>
<td>13</td>
<td>Interpretation/Translation/Transcription</td>
<td>Refers to individuals and entities engaged directly by departments to perform interpretation, translation and transcription services.</td>
</tr>
<tr>
<td>14</td>
<td>Legal Firm</td>
<td>Refers to legal firms and entities engaged directly by the Office of the General Counsel for payment of legal fees and costs as per terms and conditions of the contract.</td>
</tr>
<tr>
<td>15</td>
<td>Logistics (Shipping, Transportation, Freight, Mail) and Printing</td>
<td>Refers to firms that provide transportation, shipping, moving and freight and mail services connected with staff appointment and relocation.</td>
</tr>
<tr>
<td>16</td>
<td>OAI Investigative Services</td>
<td>Refers to the confidential procurement and engagement of services to support OAI's work programs and requirements, in line the exceptional arrangement and approval to perform self-procurement following AO 4.07 and memo dated 27 October 2017.</td>
</tr>
<tr>
<td>17</td>
<td>Others (Finance and Audit, Insurance &amp; Appraisal, Health Insurance, Membership in Organizations)</td>
<td>Refers to services (listed in parenthesis) engaged directly by respective departments and offices that are to be funded through the Administrative Expense Budget accounts and for payment through the Oracle Accounts Payable System.</td>
</tr>
<tr>
<td>18</td>
<td>RM Imprest Fund Account</td>
<td>Refers to registration of a field office (Resident Mission and Resident Office) to cover payment of expenses connected with the establishment cost, for processing at the ADB Headquarters Office.</td>
</tr>
</tbody>
</table>