

DBS IDEAL

Self-Service
Administration

Feb 2024



Table of Contents

New User Creation

| | |
|--|----|
| 01 Logging On For The First Time | 4 |
| 02 Creating New Users | 5 |
| 03 Creating New Users – By Access | 6 |
| For Enquiry User | |
| For Transaction Maker User | |
| For Transaction Approver User | |
| For Trade Finance Maker/Approver User | |
| For Securities Maker/ Approver User | |
| For Digital Custody Maker/ Approver User | |
| For India PCM View/ Approver User (India only) | |
| 04 A Faster Way To Create a New User | 23 |
| Copying an existing User Profile | |

User Management

| | |
|--|----|
| 06 Viewing / Modifying Existing User Profiles | 25 |
| 07 Deletion of Existing User Profiles | 27 |
| 08 Activation / Suspension of Existing Users | 29 |
| 09 Unlocking Security Devices | 30 |
| 10 Approving Requests | 31 |
| For designated approvers only | |

Company Management

| | |
|--|----|
| 11 Viewing Company's Profile | 33 |
| View company details, service information, payee details | |
| 12 Viewing Bank Account(s) Settings | 34 |
| 13 Managing Your Company's Approval Policies | 35 |
| Create new, view or manage existing approval policies | |



Table of Contents

Company Management

| | |
|---|----|
| 14 Managing Your Company’s Approval Groups | 39 |
| Create new, view or manage existing approval groups | |

| | |
|--|----|
| 15 Viewing Group Overview Details | 42 |
| View and access company profiles | |

Report Management

| | |
|------------------------------|----|
| 16 Generating Reports | 43 |
|------------------------------|----|

Frequently Asked Questions

| | |
|----------------|----|
| 17 FAQs | 49 |
|----------------|----|

01 Logging on for the first time

1 Go to <https://ideal.dbs.com/> and Enter in your log-in credentials

Enter in 6-digit registration code sent via mail for first time log in and click **Login**

Authenticate with digital token+



Use your IDEAL mobile app to verify your identity. [Learn More](#)

Click here to login seamlessly using digital token

Enter in 8-digit Security Access Code provided by your Digital / Physical Token and click **Submit**

2 Click on Company name > Admin Settings > Customer Self Administration

3 Arrive at the Self-Service Admin Dashboard



02 Creating New Users

1 Access **Users** tab and **Click** on **Create a new user**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help HIAO TING YU AA BBB CCCC PTE LTD Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

User Library

Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Export CSV Admin audit trail report

Create a new user

Filter by user or user ID Show additional filters

2 Enter in **User Particulars** of the user you would like to create

3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**

Copy from existing user

Select a user

All initial setting below will be taken from this user. You can modify these setting.

Set up entitlement manually

Company name (Org ID)

AA BBB CCCC PTE LTD (SGABCP01)

5 Click on **Yes** if created user is a designated contact person

Contact person

Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)

Yes No



03 Creating New Users – By Access

6

Enquiry access

Can this user **check/view** account info

Yes No

Custom Report Access

Can this user **check/view** custom reports

Yes No

Transaction access

user can **create or approve** payments (or payment templates)

Yes No

Trade Finance access

user can **create or approve** trade instruments(or trade instrument templates)

Yes No

Securities access

user can **create or approve** trade and corporate actions

Yes No

Digital Custody access

user can **create or approve** digital custody request

Yes No

→ The CSA admin can select the type of access to be granted for the new user

For India only

India PCM access

user can view or acknowledge trades

Yes No

03 Creating New Users – Enquiry User

Enquiry access

Can this user **check/view** account info

6a Click on Yes for Enquiry access and **specify** accounts

Yes No

Enquiry details

Advanced enquiry options can be used to customize enquiry access to cheque statuses, loans, and FX contracts.

Accounts

All 1 accounts

Show advanced enquiry detail

Cancel

Continue

Create a New User

Verify user details

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | | | | | | | | | |
|------------------------------|--|-----------------------|----------|------------------------------|------------------------------------|---------------|------------------------------------|---------------------|--|
| Company name (Ora ID) | AA BBB CCCC PTE LTD (SGABCP01) | | | | | | | | |
| Contact person | User is the official contact person or representative for DBS matters | | | | | | | | |
| Enquiry access | <p>Access of account statement</p> <table border="1"> <tr> <td>Account type/Services</td> <td>Accounts</td> </tr> <tr> <td>Current and savings accounts</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> </tr> <tr> <td>Cheque status</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> </tr> <tr> <td>FX contract enquiry</td> <td></td> </tr> </table> | Account type/Services | Accounts | Current and savings accounts | AA BBB CCCC PTE LTD-0721701138-SGD | Cheque status | AA BBB CCCC PTE LTD-0721701138-SGD | FX contract enquiry | |
| Account type/Services | Accounts | | | | | | | | |
| Current and savings accounts | AA BBB CCCC PTE LTD-0721701138-SGD | | | | | | | | |
| Cheque status | AA BBB CCCC PTE LTD-0721701138-SGD | | | | | | | | |
| FX contract enquiry | | | | | | | | | |

Click Submit upon verification

Cancel

Save as draft

Submit



03 Creating New Users – Enquiry User

iii Pending Approval user creation alert will pop up at the top of the page

Your request has been submitted



✔ User EUGENE TAN on 2018-09-17 has been created successfully with status Pending Approval.

Create another user

Finish



iv Click Finish to complete Enquiry User creation to send for approval

| Request | Affected user name (User ID) | Last action by | Status |
|--|---------------------------------|------------------------------------|------------------|
| <input type="checkbox"/> New user creation | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 16:03 , 17 Sep 2018 | Pending approval |

03 Creating New Users – Transaction Maker User

Transaction access

user can **create or approve** payments (or payment templates)

Yes No

6b

Click on Yes for Transaction access and Select the option for Transaction Maker

Transaction access details

- Transaction maker** - user can create payments (or payment templates)
- Transaction approver** - user can approve payments (or payment templates)
- Transaction Releaser** - user can release payments (after all the approvers have approved the payment)
- Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

i Select types of transactions (Payment / Payroll) and confidential Payroll viewing permissions for the intended Transaction Maker User

| | Transaction | | Template | |
|--|---|--------------------------|-------------------------------------|--------------------------|
| | Maker | Approver | Maker | Approver |
| <input checked="" type="checkbox"/> Payment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Accounts | All 1 accounts | | | |
| | Show advanced payment options | | | |
| <input checked="" type="checkbox"/> Payroll | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Accounts | All 1 accounts | | | |
| <input checked="" type="checkbox"/> View confidential payroll details Employee names and individual amounts can be viewed | | | | |
| | Show advanced payroll options | | | |
| <input checked="" type="checkbox"/> GIRO Payment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| AA BBB CCCC PTE LTD-0721701138-SGD | | | | |
| <input checked="" type="checkbox"/> MEPS | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| AA BBB CCCC PTE LTD-0721701138-SGD | | | | |
| <input checked="" type="checkbox"/> Account Transfer | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| AA BBB CCCC PTE LTD-0721701138-SGD | | | | |

Transaction management

- User can help approvers submit offline approval requests
- User can modify or edit transactions created by others
- User can delete transactions created by others
- User can upload transaction files to initiate transactions
- File upload only** - user cannot create transaction manually

ii Select/Restrict types of accesses for the intended Transaction Maker User

| File management | Maker | Approver |
|-----------------|-------------------------------------|-------------------------------------|
| File upload | <input checked="" type="checkbox"/> | |
| File services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

03 Creating New Users – Transaction Maker User

Payee (beneficiary) management

Can this user **create or manage** payees

Yes No

iii Select payee management parameters and Click Continue

| Payee (beneficiary) management details | Maker | Approver |
|--|--|--------------------------|
| <input checked="" type="checkbox"/> Local payee | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Foreign currency payment or international payee | <input type="checkbox"/> Payees created by this user requires approval | |

Cancel

Continue

iv Verify user details

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | |
|-------------------------------|---|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) |
| Contact person | User is the official contact person or representative for DBS matters |
| Transaction access | User · is a transaction maker |
| Payment | |
| Hide advanced payment options | |
| Payment type | Accounts |
| Transaction | Template |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD |
| Maker | Maker |
| MEPS | AA BBB CCCC PTE LTD-0721701138-SGD |
| Maker | Maker |
| Account Transfer | AA BBB CCCC PTE LTD-0721701138-SGD |
| Maker | Maker |
| Payroll | |
| Show advanced payroll options | |

v Click Submit upon verification

Cancel

Save as draft

Submit

03 Creating New Users – Transaction Approver User

Transaction access

user can **create or approve** payments (or payment templates)

Yes No

6b Click on Yes for Transaction access and Select the option for Transaction Approver

Transaction access details

- Transaction maker** - user can create payments (or payment templates)
- Transaction approver** - user can approve payments (or payment templates)
- User can **only** approve payments created by others (dual control)

You may also **Select** types of payments Approver User can Approve

Note: Dual admin control is required

i Select types of transactions (Payment / Payroll) and confidential Payroll viewing permissions for the intended Transaction Maker User

User belongs to the following group of approvers

Group A

This is used when an approval can be made by anyone in the same group of Approvers.

Transaction type

Payment

Accounts

All 1 accounts

Show advanced payment options

Transaction

Template

Maker

Approver

Maker

Approver

Payroll

Accounts

All 1 accounts

View confidential payroll details

Employee names and individual amounts can be viewed

Show advanced payroll options

Transaction

Template

Maker

Approver

Maker

Approver

GIRO Payment

AA BBB CCCC PTE LTD-0721701138-SGD

MEPS

AA BBB CCCC PTE LTD-0721701138-SGD

Account Transfer

AA BBB CCCC PTE LTD-0721701138-SGD

03 Creating New Users – Transaction Approver User

ii Select Payee management settings for this new User

Payee (beneficiary) management

Can this user **create or manage** payees

Yes No

| Payee (beneficiary) management details | Maker | Approver |
|---|---|-------------------------------------|
| <input checked="" type="checkbox"/> Local payee | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Foreign currency payment or international payee | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| | <input checked="" type="checkbox"/> Payees created by this user requires approval | |

iii Acknowledge documentation requirements for submission, and Click Continue

All new approvers need to submit identity and proof of residential address documents to DBS

Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- Printed copy of this request (you can print a copy after submission of this request)
- Singapore Citizen / Permanent Resident**
Certified true copy of NRIC
Foreigner
Certified true copy of either
 - National ID with residential address, OR
 - Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

HSIATINGYU has read this requirement on 24 Sep 2018, 09:03

Print the cover letter here for document submission
Do submit within 90 days for processing

Cancel

Continue 

iv Verify user details

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

 Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

03 Creating New Users – Transaction Approver User

User entitlement
Parent company access

iv Verify user details (Cont'd) and **Click Submit**

| | | | |
|--|--|-------------|----------|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) | | |
| Contact person | User is the official contact person or representative for DBS matters | | |
| Transaction access | User · is a transaction approver · can only approve payments created by others (dual control) · Belong to Group A of approvers | | |
| Payment | | | |
| Hide advanced payment options | | | |
| Payment type | Accounts | Transaction | Template |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| MEPS | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Account Transfer | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Payroll | | | |
| Hide advanced payroll options | | | |
| Payroll type | Accounts | Transaction | Template |
| Payroll (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Payroll DBS (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Payee management | Payee maker and approver (Domestic and international) User can make and approve payee . - payee created by this user requires approval | | |

Note: Confidential Payroll details will be visible to this user

Payroll type
Payroll (Confidential payroll details are visible)
Payroll DBS (Confidential payroll details are visible)

Cancel Save as draft **Submit**

v Complete User creation request by submitting hard-copy supporting documents (for Approver) and **Click Finish**

Your request has been submitted

Print

User EUGENE TAN on 2018-09-24 has been created successfully with status Pending Approval.

All new approvers need to submit identity and proof of residential address documents to DBS

Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- Printed copy of this request (you can print a copy after submission of this request)
- Singapore Citizen / Permanent Resident**
Certified true copy of NRIC
- Foreigner**
Certified true copy of either
 - National ID with residential address, OR
 - Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Print the cover letter here for document submission
Do submit **within 90 days** for processing

Create another user **Finish**



03 Creating New Users – Transaction Approver User

vi Approver User creation request submitted with **Pending Approval** status reflected on the Dashboard tab

| | | | | |
|--------------------------|-------------------|-----------------------------|------------------------------------|------------------|
| <input type="checkbox"/> | New user creation | EUGENE TAN (EUGENETAN1) | HSIAOTINGYU 11:16 , 24 Sep 2018 | Pending approval |
|--------------------------|-------------------|-----------------------------|------------------------------------|------------------|

03 Creating New User – Trade Finance Maker/ Approver User

Trade Finance access

user can **create or approve** trade instruments(or trade instrument templates)

Yes No

6c Click on Yes for Trade Finance access

Transact access:

- View only
- Transaction maker
- Transaction approver

User belongs to the following group of approvers

Group A

i Select the option for **View only/ Transaction Maker/ Approver**

Cancel

Continue

ii Verify user details

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

Request for a security device



03 Creating New User – Trade Finance Maker/ Approver User

Trade product

Access of trade product **ii** **Verify user details (Cont'd) and Click Submit**

· Belong to Group A of approvers

[Hide trade product detail](#)

| Product type | Operation |
|--|--|
| Import LC Issuance: Documentary LC Application | Inquiry Create/ Modify/ Delete Template Create/ Modify/ Delete Approve/ Delete Offline Approve/ Delete |
| Import LC Issuance: Documentary LC Amendment | Create/ Modify/ Delete Approve/ Delete Offline Approve/ Delete |
| Import Bills under LC | Inquiry Create/ Modify/ Delete Approve/ Delete Offline Approve/ Delete |
| Standby Letters of Credit: Application | Inquiry Create/ Modify/ Delete Template Create/ Modify/ Delete Approve/ Delete Offline Approve/ Delete |

Cancel
Save as draft
Submit

Your request has been submitted

User Eugene Tan on 2022-11-24 has been created successfully with status Pending Approval.

All new approvers need to submit identity and proof of residential address documents to DBS
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this request (you can print a copy after submission of this request)
- 2) **Singapore Citizen / Permanent Resident**
Certified true copy of NRIC

Foreigner
Certified true copy of either
- National ID with residential address, OR
- Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Print the cover letter here for document submission
Do submit within 90 days for processing

(for approvers only)

03 Creating New User – Securities Maker/ Approver User

Securities access

user can **create or approve** trade and corporate actions

Yes No


6d Click on Yes for Securities access

i Select the option for **View only/ Transaction Maker/ Approver** and **specify accounts**

Transact access

- View only
- Transaction maker
- Transaction approver

Accounts

All 15 accounts 

Note: If BP is selected then the user will have same entitlements granted for all future Securities Custody Accounts created under the BP

Cancel

Continue 

ii Verify user details

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

 1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

 Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|---|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |
| | Request for a security device |



03 Creating New User – Securities Maker/ Approver User

User entitlement

ii Verify user details (Cont'd) and **Click Submit**

Parent company access

Company name (Org ID) Customer Name of TDS_Cust_ID:3163507915 (SPSG04)

Securities access

User can view only
User is Maker
User is Approver

Hide Securities Account detail

Accounts

- BP0017301-SGD
- DBSESG01-SGD
- DBSESGSG-SGD
- PERGOCOM-INR
- BP0000099-SCA-171281-0-001-FULL NAME-SG0600000303-SGD
- BP0000099-SCA-171281-0-001-FULL NAME-SG060000030311-SGD
- BP0000830-SCA-SG1300288786-FULL NAME-SG1300288786-SGD
- PHEIMAMP-SCA-SG1300288793-FULL NAME-SG1300288793-SGD
- BP0000830-SCA-SG1300288805-FULL NAME-SG1300288805-SGD
- BP0000830-SCA-SG1300288812-FULL NAME-SG1300288812-SGD
- PHEIMAMP-SCA-SG1300293070-FULL NAME-SG1300293070-SGD
- BP0000099-SCA-SG1400383862-FULL NAME-SG1400383862-SGD
- BP0000830-SCA-SG1600522031-FULL NAME-SG1600522031-SGD
- digitPortfolio Retail-SG1730100001-SGD
- SIMCAHPL-INR

Cancel
Save as draft
Submit



Your request has been submitted

User Eugene Tan on 2022-11-24 has been created successfully with status Pending Approval.

All new approvers need to submit identity and proof of residential address documents to DBS
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this request (you can print a copy after submission of this request)
- 2) **Singapore Citizen / Permanent Resident**
Certified true copy of NRIC

Foreigner
Certified true copy of either
- National ID with residential address, OR
- Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Print the cover letter here for document submission
Do submit within 90 days for processing

(for approvers only)



03 Creating New User – Digital Custody Maker/ Approver User

Digital Custody access

user can **create or approve** digital custody request

Yes No

6e Click on Yes for Digital Custody access

i Select the option for **View only/ Transaction Maker/ Approver** and **specify accounts**

Transact access

- View only
- Transaction maker
- Transaction approver

Accounts

All 15 accounts v

Note: If BP is selected then the user will have same entitlements granted for all future Securities Custody Accounts created under the BP

Cancel

Continue

ii Verify user details

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

Request for a security device



03 Creating New User – Digital Custody Maker/ Approver User

User entitlement

ii Verify user details (Cont'd) and **Click Submit**

Parent company access

| | |
|------------------------|---|
| Company name (Org ID) | Customer Name of TDS_Cust_ID:3163507915 (SPSG04) |
| Contact person | User is not the official contact person or representative for DBS matters |
| Digital Custody access | <div style="border: 1px solid #ccc; padding: 5px;"> User can view only User is Maker User is Approver </div> <p style="text-align: right; color: #e91e63; font-size: small;">Hide Digital Custody Account detail </p> <hr/> <p style="font-size: small;">Accounts</p> <p>PERLA KELLER BRYAN MATTEO-100009-SGD</p> |

Cancel

Save as draft

Submit

Your request has been submitted

User Eugene Tan on 2022-11-24 has been created successfully with status Pending Approval.

All new approvers need to submit identity and proof of residential address documents to DBS
 Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this request (you can print a copy after submission of this request)
- 2) **Singapore Citizen / Permanent Resident**
 Certified true copy of NRIC

Foreigner
 Certified true copy of either
 - National ID with residential address, OR
 - Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Print the cover letter here for document submission
 Do submit **within 90 days** for processing
 (for approvers only)

03 Creating New User – India PCM View/ Approver User (India only)

India PCM access

user can view or acknowledge trades

Yes No

6f Click on Yes for India PCM

Transact access

View only

Transaction approver

Accounts

All 3 accounts

i Select the option for **View only/ Approver** and specify accounts

All IDEAL approvers and their authorization limit must be in accordance to the operating mandate of the account with the necessary KYC documents in place. Hence if the user you are adding is:

- Not an existing approver in the account operating mandate, and/or;
- Authorization Limit for the user exceed the limit in the account operating mandate.

then a change of operating account mandate is required to add the new approver as an authorized signatory and for setup as an IDEAL approver.

Please submit the documents below to your nearest branch for the setup to be completed:

1. Printed copy of this request (you can print a copy after submission of this request)
2. Customer request on letterhead requesting for the change of mandate.
3. Executed board resolution for the mandate change.
4. Appropriate KYC documents for new approvers (if not already sent)

Print the cover letter here for document submission
Do submit **within 90 days** for processing

14JUNE08 has read this requirement on 22 Feb 2023, 16:04

(for approvers only)

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

Cancel

Continue

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

ii 2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|---|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |
| | Request for a security device |

03 Creating New User – India PCM View/ Approver User (India only)

User entitlement

ii Verify user details (Cont'd) and **Click Submit**

Parent company access

| | |
|---|--|
| Company name (Org ID) | INSCORE4 (INPRAJ01) |
| Contact person | User is not the official contact person or representative for DBS matters |
| India PCM access | <div style="border: 1px solid #ccc; padding: 5px;">User can view only User is Approver</div> |
| Hide PCM Account detail | |
| Accounts | <div style="border: 1px solid #ccc; padding: 5px;">-DBSBK0000081-INR -DBSBK0000082-INR -DBSBK0000083-INR</div> |

Cancel

Save as draft

Submit

Your request has been submitted

User Eugene Tan on 2022-11-24 has been created successfully with status Pending Approval.

All new approvers need to submit identity and proof of residential address documents to DBS
Please send us the following documents to avoid any delay in your IDEAL Approver setup.

- 1) Printed copy of this request (you can print a copy after submission of this request)
 - 2) **Singapore Citizen / Permanent Resident**
Certified true copy of NRIC
- Foreigner**
Certified true copy of either
- National ID with residential address, OR
- Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

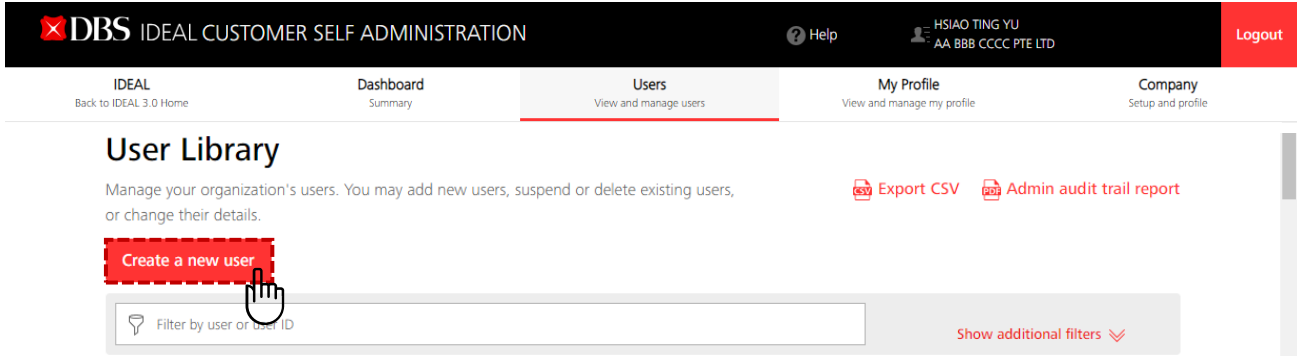
Print the cover letter here for document submission
Do submit within 90 days for processing

(for approvers only)



04 Creating New Users – Copying an Existing User Profile

1 Access Users tab and Click on Create a new user



2 Enter in User Particulars of the user you would like to create

3 Enter in IDEAL Settings of the user you would like to create.

4 Select the option to “Copy from existing user” and Click continue to complete User Set-up

Step 3: User Entitlement

Copy from existing user

Set up entitlement manually

ADMINONLY@SGABCP01 REGINA LOH

All initial setting below will be taken from this user. You can modify these setting.

REGINA LOH(ADMINONLY) entitlement has been pre-populated below.

Parent company access

Company name (Org ID)

AA BBB CCCC PTE LTD (SGABCP01)

Contact person

Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)

Yes No

Enquiry access

Can this user **check/view** account info

Yes No

Transaction access

user can **create or approve** payments (or payment templates)

Yes No

Transaction access details

Transaction maker - user can create payments (or payment templates)

Note: User entitlement list will be copied and automatically expanded for review. You may further edit these entitlements

Cancel

Continue

04 Creating New Users – Copying an Existing User Profile

Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details
User particulars

Edit

| | |
|-------------------------|-----------------------------------|
| Full name | Eugene Tan |
| Contact details | eugenetan@abc.com +65 87016970 |
| Nationality/citizenship | ***** |
| Identity type | P - Passport Number: 11****2A |
| Date of birth | 2*****7 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENETAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) | | | | | | | | |
|---------------------------------|--|--------------|----------|---------------|----------|--------------|------------------------------------|-------|-------|
| Contact person | User is the official contact person or representative for DBS matters | | | | | | | | |
| Transaction access | User · is a transaction maker | | | | | | | | |
| Payment | | | | | | | | | |
| Hide advanced payment options ^ | | | | | | | | | |
| Transaction management | <table border="1"> <thead> <tr> <th>Payment type</th> <th>Accounts</th> <th>Transaction</th> <th>Template</th> </tr> </thead> <tbody> <tr> <td>GIRO Payment</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> <td>Maker</td> <td>Maker</td> </tr> </tbody> </table> | Payment type | Accounts | Transaction | Template | GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker |
| Payment type | Accounts | Transaction | Template | | | | | | |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker | | | | | | |
| | <p>User</p> <ul style="list-style-type: none"> · can modify or edit transaction created by others · can delete transaction created by others · can upload transaction files to initiate transactions <p>File management</p> <table border="1"> <tr> <td>File upload</td> <td>Maker</td> </tr> <tr> <td>File services</td> <td>Maker</td> </tr> </table> | File upload | Maker | File services | Maker | | | | |
| File upload | Maker | | | | | | | | |
| File services | Maker | | | | | | | | |
| Payee management | <p>Payee maker (Domestic)</p> <p>User can make payee .</p> | | | | | | | | |

Cancel

Save as draft

Submit

6 Pending Approval user creation alert will pop up

Your request has been submitted

Print

User EUGENE TAN on 2018-09-18 has been created successfully with status Pending Approval.

7 Click Finish to complete "Copy from existing user"

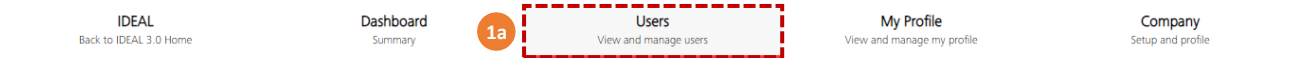
Create another user

Finish



06 Viewing / Modifying Existing Users

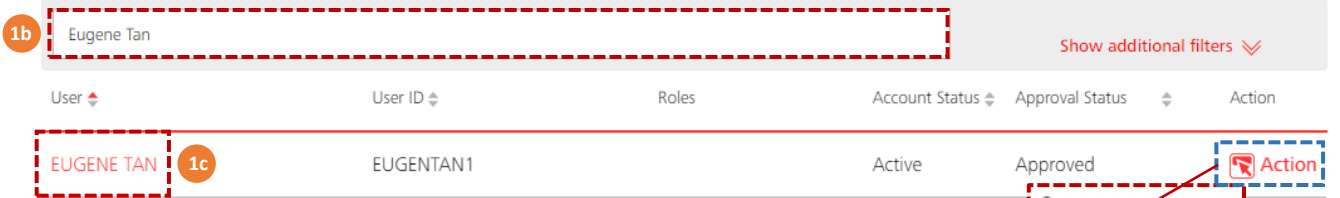
- 1a Access the Users tab to view all Users within your organisation
- 1b Search for existing user in the Search Bar
- 1c Click on User to View User settings



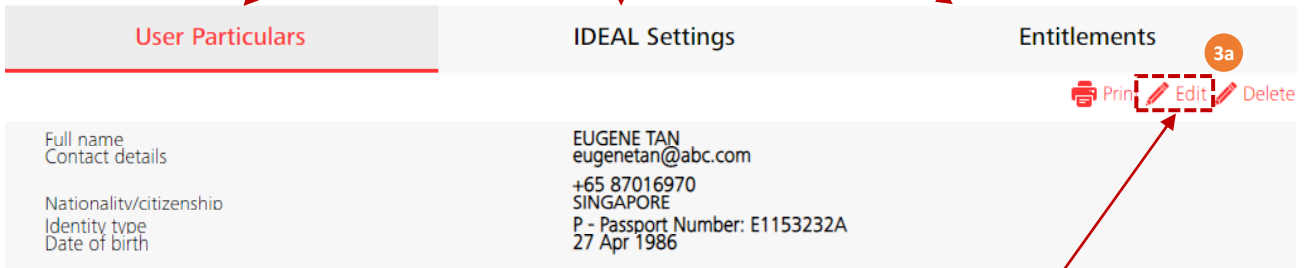
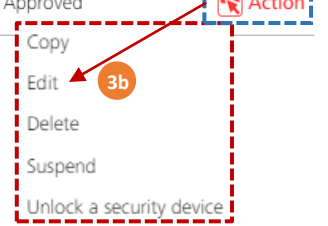
User Library

Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report



- 2 Click on User Particulars, IDEAL Settings or Entitlements for Viewing



- 3a Click on Edit to **Modify** User Particulars, IDEAL Settings or Entitlements in the “Edit a User” screen and modify User profile

Edit a User

Edit an existing user and access to IDEAL.



OR

- 3b Click on Action and **Click** Edit to access User modification page **directly**
- 4 Click on Continue after necessary modifications have been made

Cancel Continue



06 Viewing / Modifying Existing Users

5 Verify modified user details and Click Submit

Edit a User

Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

| | |
|---|--|
| Full name Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | |
|--|--|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) |
| Contact person | User is the official contact person or representative for DBS matters |
| Transaction access | User <ul style="list-style-type: none"> · is a transaction approver · can only approve payments created by others (dual control) · Belong to Group A of approvers |
| Payment | |
| Hide advanced payment options | |
| Payment type | Accounts |
| Transaction | Template |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD |
| Approver | Approver |
| Payroll | |
| Hide advanced payroll options | |
| Payroll type | Accounts |
| Transaction | Template |
| Payroll (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD |
| Approver | Approver |
| Payee management | Payee maker and approver (Domestic and international) User can make and approve payee . - payee created by this user requires approval |

Cancel

Save as draft

Submit

6 Pending Approval user modification alert will pop up

Your request has been submitted

Print

User EUGENE TAN on 2018-09-24 has been modified successfully with status Pending Approval.

7 Click Finish to submit Modify User Request for approval

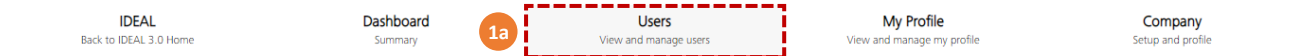
Create another user

Finish



07 Deleting Existing Users

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar
- 1c Click on User’s ID to View User settings



User Library

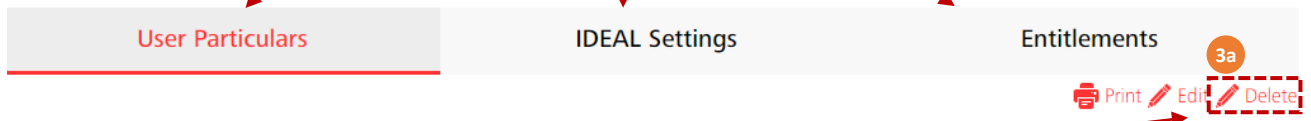
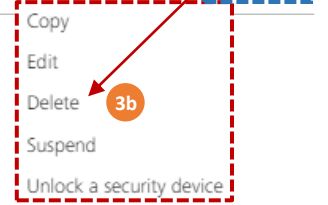
Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |

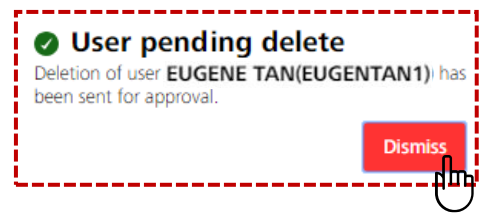
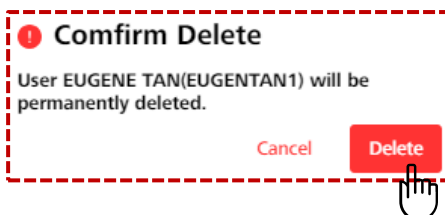
- 2 Click on User Particulars, IDEAL Settings or Entitlements for Viewing



- 3a Click on Delete to Delete User

OR

- 3b Click on Action and Click Delete to delete User directly from User Search page
- 4 Click on Delete and Dismiss when “Confirm Delete” pop-up appears



Note: Deletion of Users is an irreversible function



08 Suspending Existing Users

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar

IDEAL Back to IDEAL 3.0 Home Dashboard Summary **1a** Users View and manage users My Profile View and manage my profile Company Setup and profile

User Library

Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report

1b Eugene Tan Show additional filters

| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |

- Copy
- Edit
- Delete
- Suspend
- Unlock a security device

- 2 Click on Action and Click Suspend to Suspend User

- 3 Click Confirm and Dismiss when Suspend user pop-ups appear

1 Suspend user

Organisation: SGABCP01
User ID: EUGENTAN1
Full name: EUGENE TAN

Cancel Confirm

→

2 User pending suspension

Suspension of user EUGENE TAN(EUGENTAN1) has been sent for approval.

Dismiss

- 4 User suspend request has been submitted for approval

| | | | |
|---------------------------------------|----------------------------|------------------------------------|------------------|
| <input type="checkbox"/> Suspend user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 18:26 , 24 Sep 2018 | Pending approval |
|---------------------------------------|----------------------------|------------------------------------|------------------|

Cancel Continue



08 Activating Existing Users

- 1a Access the Users tab
- 1b Search user to be re-activated in the Search Bar

| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Suspend | Approved | Action |

Account Status should reflect Suspend

Copy
 Edit
 Delete
 Re-activate
 Unlock a security device

- 2 Click on Action and Click on Re-activate to activate suspended User
- 3 Click Confirm and Dismiss when Re-activate user pop-ups appear

Re-activate user

Organisation: SGABCP01

User ID: EUGENETAN1

Full name: EUGENE TAN

→

User pending re-activation

Re-activation of user EUGENE TAN (EUGENETAN1) has been sent for approval.

- 4 User re-activate request has been submitted for approval

| Request | Affected user name (User ID) | Last action by | Status |
|---|------------------------------|------------------------------------|------------------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENETAN1) | HSIAOTINGYU 11:08 , 26 Sep 2018 | Pending approval |



09 Unlocking Security Devices

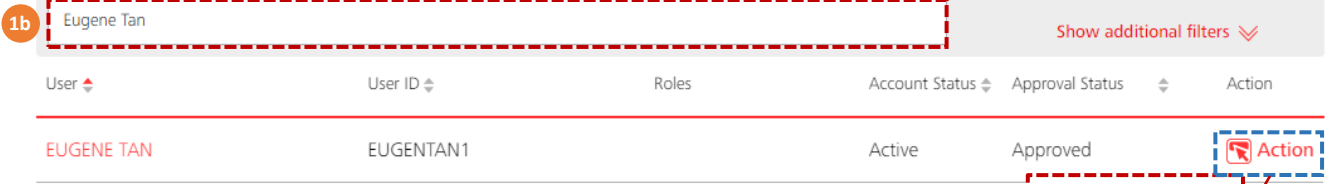
- 1a Access the Users tab
- 1b Search user whose security device requires to be unlocked in the Search Bar



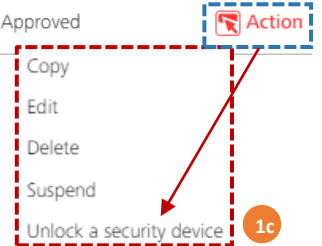
User Library

Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report



- 1c Click on Unlock a security device
- 2 Enter in unlock challenge code and Click Confirm



Unlock security device

Organisation SGABCP01
User ID EUGENTAN1
Full name EUGENE TAN
Security Device Serial Number 1234567890

This unlock challenge code will be the 8-digit code displayed on the locked security device

Unlock Challenge Please enter the challenge as displayed on the security device which needs to be unlocked

The system will generate an unlock code which needs to be entered into the locked security device. The owner of the security device will be required to enter a new pin for the security device once it is unlocked successfully.



- 3 Unlock security device request will be sent for approval and the Designated Approver(s) will receive an SMS notification

✓ User pending unlock security device

Unlock Security Device for user EUGENE TAN(EUGENTAN1) has been sent for approval.



10 Approving Requests

- 1 After maintenance request (Create / Modify / Suspend / Re-activate) has been submitted, the designated Approver will be able to **Access All Pending Approval Requests** via the Dashboard tab

Note: This is the Approver's view

IDEAL Back to IDEAL 3.0 Home | **Dashboard** Summary | Users View and manage users | My Profile View and manage my profile | Company Setup and profile

▼ My outstanding requests(10) [Admin audit trail report](#)

Show all (10) | My approval (4)

Show all (10)
 Saved (0)
 Pending approval (5)
 Partially approved (0)
 Rejected (1)

Pending document check (0)
 Pending bank processing (0)
 Bank rejected (0)
 Completed (4)
 Approved (0)

Filter by request, affected user name, user ID, or last action by [Show additional filters](#)

| Request | Affected user name (User ID) | Last action by | Status |
|---|------------------------------|---------------------------------|------------------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 11:08 , 26 Sep 2018 | Pending approval |

- 2 Click on type of Request to Delete, Reject or Approve submitted request

Re-activate suspended user request

Status Pending approval
Initiated by USER02, 26 Sep 2018 17:44hrs
Last action by USER02, 26 Sep 2018 17:44hrs
Organisation ID SGABCP01
Full name EUGENE TAN
Login status Active

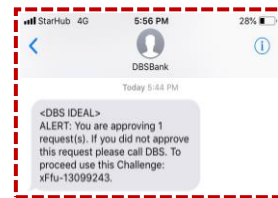


- 3 Follow the Approval steps and **Click Approve** to approve request

Confirm Approval

Following request/s will be approved:

Re-activate user for EUGENTAN1 - EUGENE TAN
Approve



- 1 Send Challenge to your registered smartphone

Get Challenge via SMS

- 2 Enter the Challenge into either of these security tokens to generate a Response

Digital Token Instructions



Security Device Instructions



- 3 Enter Response

13909243

Cancel

Approve



10 Approving Requests

- 4 Approve request notification pop-up will appear and approval status on the Dashboard tab will reflect “Completed” and the new user profile will be updated in the bank’s system

✔ Request approved

Re-activate user for EUGENTAN1 - EUGENE TAN is Completed

Dismiss



| Request | Affected user name (User ID) | Last action by | Status |
|---|---------------------------------|------------------------------------|-----------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 18:22 , 26 Sep 2018 | Completed |

Note: Users granted with Approval rights are not able to approve their own requests

11 Viewing Company's Profile

- 1 Access **Company** tab and **Click on Company Profile** to view company details

Company settings
Use this screen to view and manage your company setup

Company Profile | Bank Account Settings | Approval Policies | Approval Gr...

| | |
|-----------------|--------------------------------|
| Company name | RMG CORP |
| Organisation ID | STARSHIP |
| Holding company | Yes |
| Mailing address | BLK01 #11-11 JOO CHIAT ROAD |
| Post code | 420001 |
| Mailing country | SINGAPORE |
| Status | Active Corporation |
| Last modified | ASADM1, 26-Dec-2018, 15:29 |

Click on Print to save Company Profile as PDF or print

- 2 Scroll down to view **Company's contact person(s)**

Company contact person

| Contact information | Contact Name | Office Phone no. Fax no. | Mobile no. | Email Address |
|---------------------|--------------|-----------------------------|------------|-------------------|
| | Billy Chang | | 6590123779 | billychang@db.com |

- 3 Scroll down to view **Company's Service / Approval Information and Payee / Beneficiary Categories and Details**

Service information

Approval control: Single control - Approvers with right entitlement can approve their own payments

Approvers who can approve their own payments: ApproveOwnApprover IBM LM MKR2 (IBMLMKR2), ApproveOwnApprover IBM LM CKR2 (IBMLMKR1), ApproveOwnApprover IBM LM CKR1 (IBMLMKR1), ApproveOwnApprover IBM LM MKR1 (IBMLMKR1)

Other approvals

| Type of approval | No of approvers required | Approvers enabled |
|---|--------------------------|--|
| Payee / beneficiary approval | 2 | IBM LM MKR2 (IBMLMKR2), IBM LM CKR2 (IBMLMKR1), IBM LM CKR1 (IBMLMKR1), IBM LM MKR1 (IBMLMKR1) |
| IDEAL Customer Self Administration approval | 1 | IBM LM MKR1 (IBMLMKR1), Mary Yong (STARSHIP01), sgdsqds (111111111), Tets data (COROPAY) |

Billing account for IDEAL fees: SGD

Payee / Beneficiary category

| Payee / Beneficiary Categories | Category ID | Category Name | Payee / Beneficiaries | Approval Status | Last Modifier |
|--------------------------------|-------------|------------------|-------------------------|-----------------|---------------|
| | 01 | Grup 1 Suppliers | 17 Payees View details | Approved | ADNAN2 |
| | 02 | Others | 388 Payees View details | Approved | ITGADM4 |

Click on User ID to zoom into User's profile

17 payee details

Filter by payee name, account number, amount

| No. | Payee Name | Account Number | Bank ID |
|-----|------------|----------------|-------------|
| 1 | Payee 1 | 2837294727 | CITIAUS0XXX |
| 2 | Payee 2 | 23940274829 | CITIAUS0XXX |
| 3 | Payee 3 | 324289282 | CITIAUS0XXX |
| 4 | Payee 4 | 236478869 | 016 |

Click on "View details" to view payee / beneficiary details

12 Viewing Company's Bank Account(s)

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Bank Account Settings** tab and view Bank Account Settings

Company settings
Use this screen to view and manage your company setup

Company Profile | **Bank Account Settings** | Approval Policies | Approval Group

Filter by account number, account name, bank code, currency, service subscribed

Approval status: Show all
Approval type: Show all

Utilize filters to zoom into a particular bank account

Show All accounts, sort by Account name

ACCT NAME-2889000178-SGD

| | | | |
|------------|------------------------|--------------------------|-----------------|
| MCA Active | 7172 (001) | bank, 17:13, 18 May 2017 | Approved |
| Status | Bank Code(Branch Code) | Last modified | Approval status |

show more details

Services Subscribed

| | | | |
|------------------------------|---------------------------|----------------------------------|------------------------------|
| Enquiry | Payments | Payroll | Collection |
| Current and savings accounts | SG - Account Transfer | SG - Management Payroll DBS | SG - Bulk Collection |
| Cheque status | SG - Bulk Payment | SG - Management Payroll DBS - 02 | SG - Bulk Collection DBS |
| Loan enquiry | SG - Bulk Payment DBS | SG - Management Payroll | SG - Express Bulk Collection |
| | SG - Bill Payment | SG - Management Payroll - 02 | SG - FAST Collection |
| | SG - Demand Draft | SG - Payroll | |
| | SG - Express Bulk Payment | SG - Payroll - 02 | |
| | SG - FAST Payment | SG - Payroll DBS | |
| | SG - GIRO Payment | SG - Payroll DBS - 02 | |
| | SG - MEPS Payment | | |
| | SG - Telegraphic Transfer | | |
| | Intra Company Transfer | | |
| Others | | | |
| SG - Cheque Express | | | |
| SG - Corporate Cheque | | | |
| Cross Border ACH | | | |
| On-Demand Sweep | | | |

Click on **Show more details** to view subscribed services within the Bank Account



13 Creating a New Approval Policy

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab and **Click** on **Create a new policy**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help PRATEEK JAYANT JOBALIA CHEN AUFEI (12) Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Company settings

Use this screen to view and manage your company setup

Company Profile Bank Account Settings **Approval Policies** Approval Groups Trade Finance Settings

Create a new policy

Cash management approval policy
Trade finance approval policy

Company search Show All, Show All, Show All

Cash Trade

Show all policies, sort by Policy name

- 2 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab and **Click** on **Create a new policy – Cash management approval policy**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Create a New Approval Policy - Cash Management

Use this screen to setup a new authorisation policy

1. Input Details 2. Verify Details 3. Submit for Approval

Step 1: Approval policy details

Policy name

Approval Policy 1
13 characters left

Policy description

Payment Approval Policy A
35 characters left

Approval policy for

Per payments Files

- 3 **Key in** Policy name and Policy description and **Select** approval policy to be created for **Payments** or **Files**

13 Creating a New Approval Policy – Approval Policy Per Payments

1 Select accounts, payment types and set amount tiers and approval flows and **Click** continue for **Approval Policy Per Payments**

Select Accounts for approval policy creation

Select payment types for approval policy and Click 'show more options' to Select detailed applicable payment types

Select Currency and Define amount tiers by inputting From and To amounts

Select approval order and approval flow

Select Approval Groups

Click to add amount tiers

Continue

13 Creating a New Approval Policy – Approval Policy For Files

- 1 Select for **Approval Policy for Files** and select approval policy by **File total** or **File highest amount**

IDEAL Back to IDEAL 3.0 Home

Dashboard Summary

Users View and manage users

My Profile View and manage my profile

Company Setup and profile

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

Approval policy for

Per payments Files

File total - based on the total amount needed by the file

File highest amount - based on the highest amount transaction within the file

Create approval policy by File total or File highest amount

Step 2: Set amount tiers and approval flows

Currency

SGD

From amount(SGD) **To amount(SGD)**

0

Select Currency and Define amount tiers by inputting From and To amounts

Set the approval flow for this amount range

Approval order

Unordered approval flow Ordered approval flow

Approval flow

Select the authoriser groups need in approval flow.

Verifier needed before all approvers Releaser needed before all approvers

Select

Select approval order and approval flow

Select Approval Groups

+ Add alternative approve flow

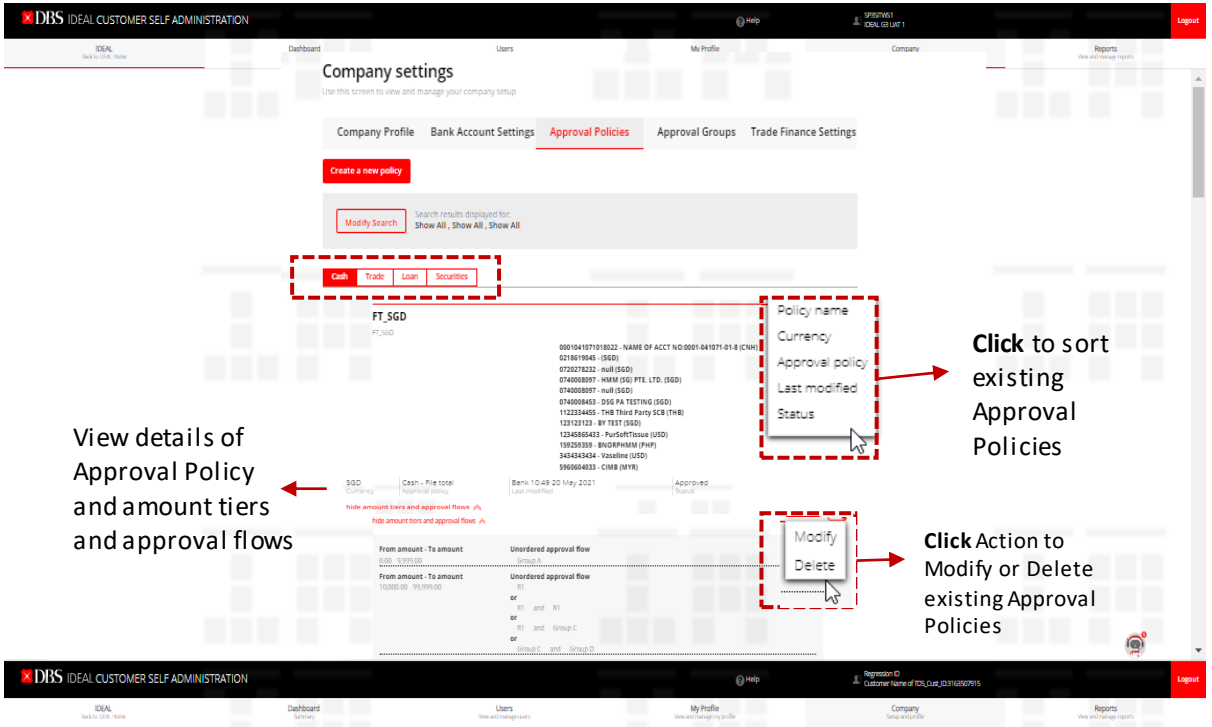
+ Add another amount tier

Click to add amount tiers

Cancel Continue

13 Managing Existing Approval Policies

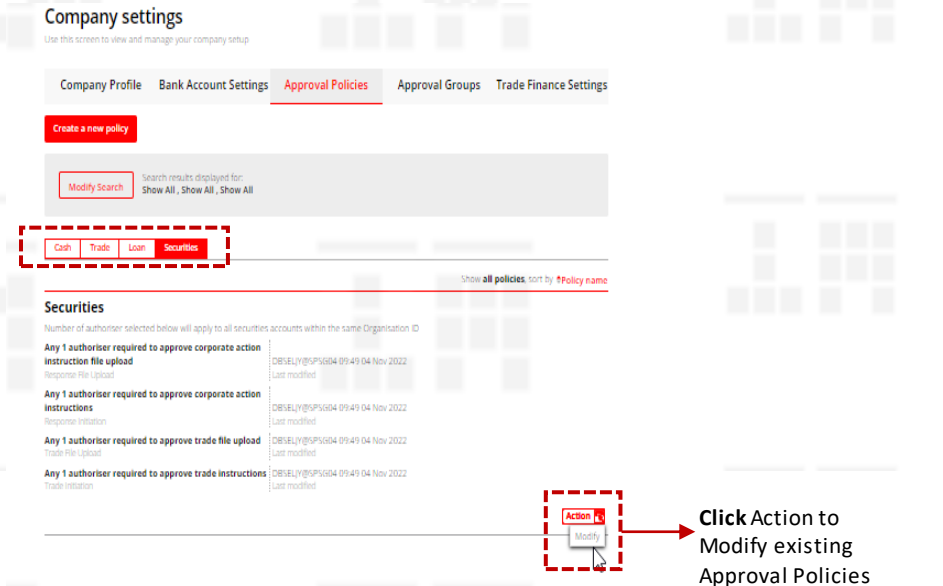
- 1 - Access **Company** tab and **Click on Company Profile** to Access the **Approval Policies** tab to view existing Approval Policies



View details of Approval Policy and amount tiers and approval flows

Click to sort existing Approval Policies

Click Action to Modify or Delete existing Approval Policies



Click Action to Modify existing Approval Policies (for loan and securities only can modify)



14 Creating a New Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Create a new group**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Company settings

Use this screen to view and manage your company setup

Company Profile Bank Account Settings Approval Policies **Approval Groups** Trade Finance Settings

Create a new group

Filter by group name, username, user ID, or last action by

View up to 10 per page 100 per page

- 2 **Enter** in Group name and Group type and **Add** users into the Approval group

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Create a New Approval Group

Use this screen to create a new approval group.

1. Input Details 2. Verify Details 3. Submit for Approval

Step 1: Approval group details

Group name

12 characters left

Group type

Approver

Verifier

Releaser

Step 2: Add users to group

A user can only belong to a single group. Once approved, the selected users will be transferred to this group.

Users

Select users

Cancel Continue

14 Creating a New Approval Group

3 Verify Details and Click Submit

DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL: Back to IDEAL 3.0 Home | Dashboard: Summary | Users: View and manage users | My Profile: View and manage my profile | Company: Setup and profile

Create a New Approval Group

User this screen to create a new approval group.

1. Input Details | **2. Verify Details** | 3. Submit for Approval

Print / Edit

Once approved, 1 users will be transferred to Approval Group 1.

Group name: Approval Group 1
Group type: Approver
Group users: Mary Young (Transfer from Group A)

Cancel | **Submit**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL: Back to IDEAL 3.0 Home | Dashboard: Summary | Users: View and manage users | My Profile: View and manage my profile | Company: Setup and profile

Create a New Approval Group

User this screen to create a new approval group.

1. Input Details | 2. Verify Details | **3. Submit for Approval**

Print

Approval group has been submitted

Approval Group Test1 on 2019-04-16 has been created successfully with status Pending Approval.

Group name: Approval Group 1
Group type: Approver
Group users: Mary Young (Transfer from Group A)

Click Finish to complete Approval Group creation or Click Create another Group

Create another Group | **Finish**



14 Managing an Existing Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Action** to modify or delete approval group

The screenshot shows the DBS IDEAL Customer Self Administration interface. The top navigation bar includes the DBS logo, user name (EUGENE LIM TZE WEI), and a 'Logout' button. The main navigation tabs are IDEAL, Dashboard, Users, My Profile, and Company. The 'Company' tab is active, showing 'Company settings'. The 'Approval Groups' sub-tab is highlighted with a red dashed box and a hand cursor. Below the sub-tabs is a 'Create a new group' button and a search filter. A table lists approval groups, with the 'Action' column for 'Group A' highlighted with a red dashed box and a hand cursor.

| Group name | Group type | Users | Status | Last action by | Action |
|------------|------------|-------|----------|---------------------------|-------------------------------|
| Group A | Approver | | Approved | Bank 09:20 15 Mar 2019 | Action Mod Delet |



15 Viewing Group Overview Details

- 1 Access **Company** tab and **Click** on **Group Overview** to Access the **Group Overview**

IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Group Overview

Use this screen to view your corporation's group structure

| Company name | Organisation ID | Location | Address |
|------------------------------------|-----------------|---------------|---|
| Parent company Parent Company 1 | ORG 1 | DBS SINGAPORE | 12 MARINA BOULEVARD MARINA BAY FINANCI... |
| Subsidiary company 1 | ORG 2 | DBS SINGAPORE | #07-09 2 CHANGI BUSINESS PARK CRESCENT D... |
| Subsidiary Company 2 | IND ORG 1 | DBS INDIA | 124 TESTING ADDRESS MUMBAI 150 ADDRESS ... |
| DBS-IDEAL COM 5 | HKTSHD2 | DBS HONG KONG | 11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ... |

- 2 **Click** on individual company names to access selected company profile.

Note: You may access selected company profiles only if you are an administrator for that company



16 Generating Reports

1 To generate admin reports, go to **Reports** on the top banner

The screenshot displays the DBS IDEAL Customer Self Administration interface. The top navigation bar includes 'IDEAL', 'Dashboard', 'Users', 'My Profile', 'Company', and 'Reports'. The 'Reports' menu item is highlighted with a red dashed box. Below the navigation bar, the 'Administration Reports' section is visible, with a sub-header 'Define, schedule, and generate admin reports.' Below this, there are two buttons: 'Available Reports (0)' and 'Published Reports (0)'. A search bar is present with the placeholder text 'Filter by report name, remarks'. Three report cards are listed, each with a 'Create new' button: 'IDEAL Authorisation Policy Report', 'User Setup Report', and 'Company Detail Report'. Each report card also includes a 'Show saved reports' link with a dropdown arrow. A red dashed box highlights the report cards, and a red arrow points from the bottom of this box to the explanatory text below.

→ User can create a one time report or schedule a timely report

16 Generating Reports

1a User Setup Report

Administration Reports
Define, schedule, and generate admin reports.

Available Reports (17) Published Reports (36)

Filter by report name: remains

IDEAL Authorisation Policy Report
Details of approval/authorisation policies/profiles that have been set up, including approver group members. [Create new](#)

Show saved reports

User Setup Report
Details of selected users, including their accesses and entitlements. [Create new](#)

Hide saved reports 16 items Expand all View up to 10 per page 100 per page

| <input type="checkbox"/> | Name | Modified | Last Published | Action |
|--------------------------|-----------------|-------------|--------------------|--------|
| <input type="checkbox"/> | USERREPORT91OCT | 31 Oct 2022 | 31 Oct 2022, 09:20 | Action |
| <input type="checkbox"/> | D4SB36913 | 28 Oct 2022 | 28 Oct 2022, 18:48 | Action |
| <input type="checkbox"/> | TESTNOW2 | 28 Oct 2022 | 28 Oct 2022, 18:44 | Action |
| <input type="checkbox"/> | TESTNOW | 28 Oct 2022 | 28 Oct 2022, 18:24 | Action |
| <input type="checkbox"/> | NewSPSReport | 28 Oct 2022 | 28 Oct 2022, 10:39 | Action |

i Create new to generate report.

Create a New Report

Customise and schedule your report

- 1. Input Details
- 2. Verify Details
- 3. Submit for Approval

Step 1: Report details

Report type User Setup Report

Report name 2 characters left

Organisations Select organisations
Customer Name of TDS_Cust_ID:3163507915

User list Search / select users
SPSG04/V01
SPSG04/V03

Accounts Search / select accounts
-BP0017301-SGD
-DBSESG01-SGD
BP0000099-SCA-171281-0-001-FULL NAME-SG060000030911-SGD
RONALD PADGETT ALLEN KING-0001003579160022-EUR
RONALD PADGETT]OSHUA HANSON-0001003578129022-HKD

User role Search / select user role
Maker
Approver

Function access Search / select function access
View balances
Payments
Payroll

ii Enter Report Details in fields provided accordingly.

16 Generating Reports

iii Select Report Date which you would like to publish/create.

Step 2: Schedule details

Report creation One-off / ad-hoc

Report date

< December 2022 >

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 01 | 02 | 03 |
| 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 01 | 02 | 03 | 04 | 05 | 06 | 07 |

iv Enter Password to encrypt report > Click Save and publish report

Step 3: Format & Password

Report format PDF

Password required to open document

Password must

- ✓ be at least 8 characters long
- ✓ have a number
- ✓ have both UPPERCASE and lowercase letters
- ✓ have a symbol

Remarks

350 characters left

Cancel Save and publish report

16 Generating Reports



CREATNEWREPORTW120221206110626853.pdf

E.g. Sample of User Setup Report

DBS IDEAL ■ User Setup Report

Page 1 of 5
Printed by: ISCKMK76@SPSG04, 06 Dec 2022, 10:47:55(SGT)

| User ID | Full name / Contact details | Role / Token serial number | Account status |
|--------------|--------------------------------------|---|----------------|
| 1. SPSG04V01 | SPSG04V01 , sparkautolead@dbs.com | Maker Approver - Group A Verifier Releaser Admin Enquiry Physical Token :0036503179 | Active |
| 2. SPSG04V03 | SPSG04V03 , sparkautolead@dbs.com | Enquiry Physical Token : | Active |

User Information

1.SPSG04V01

| | | |
|--|--|---|
| <p>User particulars</p> <p>Contact details sparkautolead@dbs.com</p> <p>Nationality/citizenship *****</p> <p>Identity type/no. :</p> <p>Date of birth</p> | <p>IDEAL settings</p> <p>User ID SPSG04V01</p> <p>Language English (UK)</p> <p>Security device (token) Physical token Serial number 0036503179</p> | <p>Activity status Active</p> <p>Last modified 22-Jul-2021 , 16:24</p> <p>Temporary access Until</p> |
|--|--|---|

Entitlement

This user has a complex entitlement setup. We are unable to populate the respective information(C104)

16 Generating Reports

E.g. Sample of Company Setup Report



companysetup202220221221112011068.pdf

| DBS IDEAL ■ Company Setup Report | | Page 1 of 15 Printed by: ISCKMK76@SPSG04, 21 Dec 2022, 11:19:51 (SGT) | |
|--|---|--|------------------------|
| Group overview | | | |
| Company Name | Organisation ID | Location | |
| Parent company Customer Name of TDS_Cust_ID: 3163507915 | Customer Name of TDS_Cust_ID:3163507915 | SPSG04 | DBS Singapore |
| | | CUSTSG1 | DBS Singapore |
| | | ONCAVMFD | DBS Singapore |
| | | VICKERSH | DBS INDONESIA |
| | | AVRISTAS | DBS INDONESIA |
| | | CH000007 | DBS HONGKONG BRANCH |
| | | NF000001 | DBS HONGKONG BRANCH |
| | | NF000002 | DBS HONGKONG BRANCH |
| | | NF000003 | DBS HONGKONG BRANCH |
| | | NF000004 | DBS HONGKONG BRANCH |
| | | NF000005 | DBS HONGKONG BRANCH |
| | | NF000006 | DBS HONGKONG BRANCH |

Parent company

| Corporation ID SPSG04 | Corporation Name Customer Name of TDS_Cust_ID:3163507915 | | | | |
|---|---|---------|---------|------------|--------|
| Address TEST ADDRESS 1 TEST ADDRESS 2 Sing TEST ADDRESS 4 TEST ADDRESS 5 | | | | | |
| Accounts and services type enabled | | | | | |
| Accounts | Enquiry | Payment | Payroll | Collection | Others |
| SIMCAHPL(INR) | ✓ | | | | |
| ABCD 0039224346(SGD) | ✓ | ✓ | ✓ | ✓ | ✓ |
| ABCD 0039224354(SGD) | ✓ | ✓ | ✓ | ✓ | ✓ |

16 Generating Reports

- To generate **Admin audit reports**, Access the Dashboard tab and **Click Admin audit trail report**

DBS IDEAL CUSTOMER SELF ADMINISTRATION Help HSIAO TING YU AA BBB CCCC PTE LTD Logout

IDEAL Dashboard Users My Profile

Back to IDEAL 3.0 Home Summary View and manage users View and manage my profile

▼ My outstanding requests(11)

Admin audit trail report



- Admin audit trail report will be downloaded in PDF format.

Example:



auditTrailRpt.pdf

auditTrailRpt.pdf 1 / 34 80%

Pending Document Check Audit Trail Report

Printed by:SP3SITWS1@SP3SIT To :17-Nov-2022

Date Range From :01-May-2018

| Request Date | Request ID | Request Type / Action Type | Affected User | Request made by | Logged in user name | Current Status |
|----------------------------|---------------------|----------------------------|---------------|------------------|---------------------|-------------------------|
| 20-Mar-2020 15:17:55 (SGT) | 20200320151755033 | Edit Policy-Create | Loans | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Pending bank processing |
| 20-Mar-2020 15:19:11 (SGT) | 20200320151755033 | Edit Policy-Approve | Loans | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Pending bank processing |
| 23-Mar-2020 10:56:33 (SGT) | CU20200323105633516 | Create User-Create | ML_Test01 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Approved |
| 23-Mar-2020 10:56:56 (SGT) | CU20200323105633516 | Create User-Approve | ML_Test01 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Approved |
| 23-Mar-2020 10:57:49 (SGT) | CU20200323105633516 | Create User-Verify | ML_Test01 | SP3SITU46@SP3SIT | Bank | Approved |
| 23-Mar-2020 10:58:48 (SGT) | CU20200323105633516 | Create User-Verify | ML_Test01 | SP3SITU46@SP3SIT | Bank | Approved |
| 23-Mar-2020 14:08:02 (SGT) | CU20200323140802480 | Create User-Create | LML_Test02 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Approved |
| 23-Mar-2020 14:08:32 (SGT) | CU20200323140802480 | Create User-Approve | LML_Test02 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Approved |
| 23-Mar-2020 14:23:36 (SGT) | CU20200323142336061 | Create User-Create | LML_TEST04 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Pending bank processing |
| 23-Mar-2020 14:24:07 (SGT) | CU20200323142336061 | Create User-Approve | LML_TEST04 | SP3SITU46@SP3SIT | SP3SITU46@SP3SIT | Pending bank processing |
| 30-Mar-2020 10:13:00 | CU2020033010130 | Create User-Create | SP3SITMKB7? | SP3SITCHK63@SP3 | SP3SITCHK63@SP3 | Cancelled |



17 Frequently Asked Questions

Q How many approvals are required for a maintenance request to be fully approved?

A: The number of approvals required is as per the administrator setup form. IDEAL Customer Self Administration module requires a minimum of one administrator to approve the request. Companies can choose to have a more stringent approval requirement, if needed. IDEAL Customer Self Administration module supports a maximum of 5 levels of approval.

Q Why is the challenge code sent to my mobile phone. Can it be sent to my email instead? Is it possible to show it on the screen?

A: In our ongoing effort to make banking simple and secure for our customers, it is required that all requests triggered from IDEAL Customer Self Administration module are authorised via a challenge code triggered to the administrators registered mobile only. IDEAL Customer Self Administration module will also send real-time notifications to administrator when any new request is triggered or approved by them.

Q Will I be notified when I approve a new maintenance request?

A: Yes. DBS will notify administrator when he/she approves a request to add/edit/delete any user. The notification is extended to all administrators within the company. IDEAL Customer Self Administration module will reflect the updated status of the request as soon as the approval is done.

Q What happens after my request to add/edit/delete an user is approved?

A: When the request is approved, IDEAL Customer Self Administration module will check if additional approvals are required from another administrator and it will route the request for further approval. If additional approval is not required, then the request will be processed by the bank and the changes will take effect immediately. Except for the case where you are adding a transaction approver or upgrading a user to transaction approver access, additional supporting documents may be required from the approver, depending on the regulatory requirements. IDEAL Customer Self Administration module will guide you to submit required documents to DBS to activate your user.



17 Frequently Asked Questions

Q What happens if I do not submit the additional documents required for a new transaction approver user?

A: The process of your user creation will be delayed. Supporting documents are required to activate new transaction approvers. If the required supporting documents are not submitted, user record will not be activated.

Q How do I entitle a user to have access to enquire / create Documentary Trade instruments?

A: Currently, access to trade module cannot be granted via IDEAL Customer Self Administration module. Kindly fill up the IDEAL maintenance form for this. You can find the IDEAL Maintenance form on www.dbs.com

Q Can the system administrator create the same User ID after it had been previously deleted from the system?

A: No. User ID of any user deleted by administrator cannot be re-used for new user creation.

Q How do I suspend / terminate Administrators? How long does it take?

A: You may suspend / delete Administrators via IDEAL Customer Self Administration module, the same way you will suspend / delete normal users. It will take effect as soon as the request is fully approved.



Thank you!

Thank you for choosing DBS IDEAL as your online banking business tool! More new screen experience will be coming soon in this year!

Disclaimer

The document is published by DBS Bank Ltd. (company registration no.: 196800306E) (“DBS”) for DBS IDEAL customers and is for information only.

The information in this document is property of DBS and is protected by applicable intellectual property laws. No reproduction, sale, distribution, publication, broadcast, circulation, modification, dissemination, or commercial exploitation of such information in any manner is permitted.

DBS accepts no liability for any losses or damages (including direct, special, indirect, consequential, incidental or loss of profits) of any kind arising from or in connection with any reliance and/or use of the information in the User Manual.

DBS Reserves the right to amend the information in this document.

© 2018 DBS Bank Ltd. All rights reserved.