

**1. What is the change about?**

This is an effort to digitise your documents and make them available in DBS IDEAL for your retrieval anytime at your own convenience. With digitised documents in DBS IDEAL, you will no longer need to collect your documents delivered to your fax machine, email account or office via post service.

**2. What types of digitised documents for this change will be available via DBS IDEAL?**

The Notice of Arrival (NOA), as well as transaction advice and transport documents associated with the Import Bills under LC (IBLC) and Inward Bills under Collection (IBC) transactions will be made available in DBS IDEAL for your access.

**3. How do I apply for access to the digitised documents in DBS IDEAL?**

It is automatically enabled for customers with DBS IDEAL Trade Enquiry function.

Simply login to DBS IDEAL to view.

If you do not have a DBS IDEAL account for accessing the digitised documents, you will need to update the DBS IDEAL user access via the [DBS IDEAL Maintenance form](#)

**4. How will I be notified on the arrival of the digitised documents in DBS IDEAL?**

To enable the e-notification feature in webmail, follow the steps detailed in the user guide.

You may set up the Trade Notification via DBS IDEAL with the option “Trade Finance”.

- a) Click on “Trade Notifications” and select the User Profile.
- b) Once selected, click on the Notifications button.
- c) You will see the option “Create a new Notification”.
- d) Select the notification type and frequency.
- e) You will also need to indicate your email address and create a password to open the attached advice or document.
- f) Under Notification options, select the notifications you are subscribing for and click on save.

**5. How do I retrieve the digitised documents from DBS IDEAL?**

You may retrieve your Trade Documents for free via DBS IDEAL by going to "Trade Finance", followed by "Document", use the filter function to search and select the record. Click "View" to retrieve the related eAdvice and the documents will be included in the eAdvice.

**6. Can I access the digitised documents via DBS IDEAL Mobile?**

No, they are not available on DBS IDEAL Mobile currently.

**7. Do I have to pay for the digitised documents?**

No, there is no charge for digitised document on DBS IDEAL.

**8. Who can I go to for help if the DBS IDEAL system is unavailable for access?**

In the unlikely event that the DBS IDEAL system is unavailable for access, you may contact DBS BusinessCare 1800 222 2200 for assistance.