




DBS IDEAL

Getting Started Guide



I am
In need of an Internet banking system that can fulfill all business needs with ease

We are
making DBS IDEAL faster, simpler and smarter

www.dbs.com.sg **Living. Breathing Asia** **DBS**

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1

What you need to begin

For a smooth experience while using DBS IDEAL, ensure your computer or laptop is equipped with the following:

- Latest 2 versions of major browsers i.e. Internet Explorer 11 (and above), Firefox, Chrome or Safari
- Broadband Internet Access
- Adobe Acrobat Reader version 5 and above for report generation (<http://www.adobe.com>)
- Turn off your pop-up blocker or include <https://ideal.dbs.com> in the pop-up blockers exclusion list
- 7zip or equivalent software to unzip encrypted reports sent to you

You will receive the IDEAL welcome pack that contains the following items:

- Login Credentials
 - Organisation ID
 - User ID
 - One Time Registration Code
- Security Device

Please ensure that you have provided us with a valid email address and mobile number to facilitate your first-time registration.

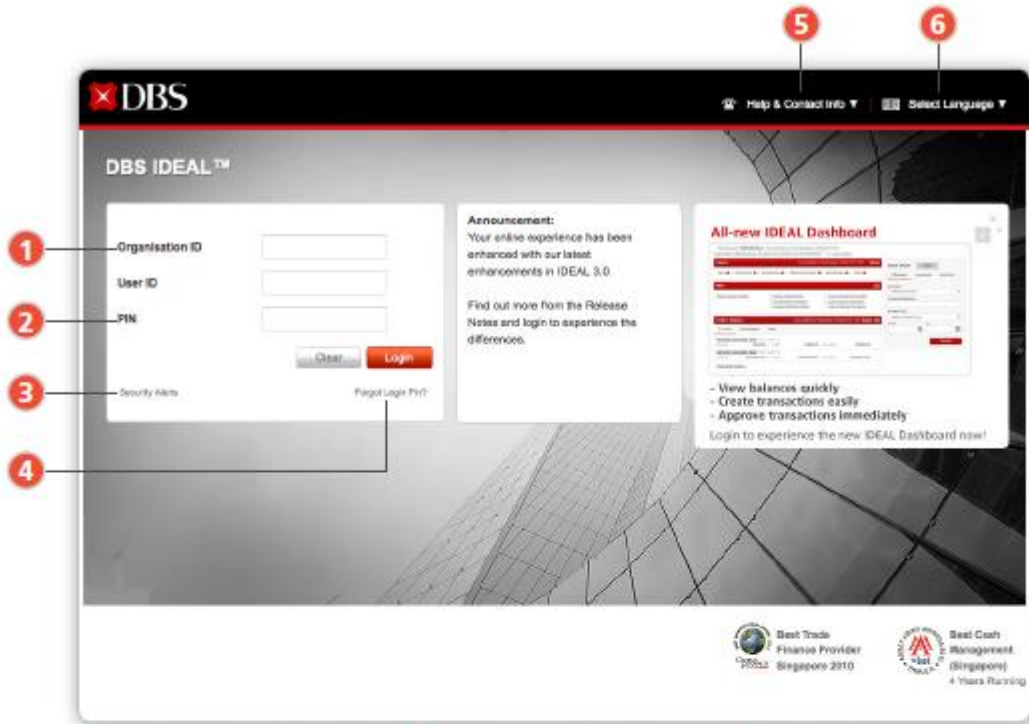
You will be required to set a new Login Pin on the first page.

Note: If you have forgotten your PIN after logging in, please use “Forgot Login PIN” on the main page.

2 How to login

Get ready to improve the way you do business. The following easy steps are all you need to take to begin transacting online.

To access the login page, enter <https://ideal.dbs.com/> in your browser.



- 1 Login using Org ID and User ID
- 2 Input Registration Code for first-time login
- 3 View latest security threats
- 4 Reset your Login PIN if you have forgotten it
- 5 For ways to reach us
- 6 Select your language of choice

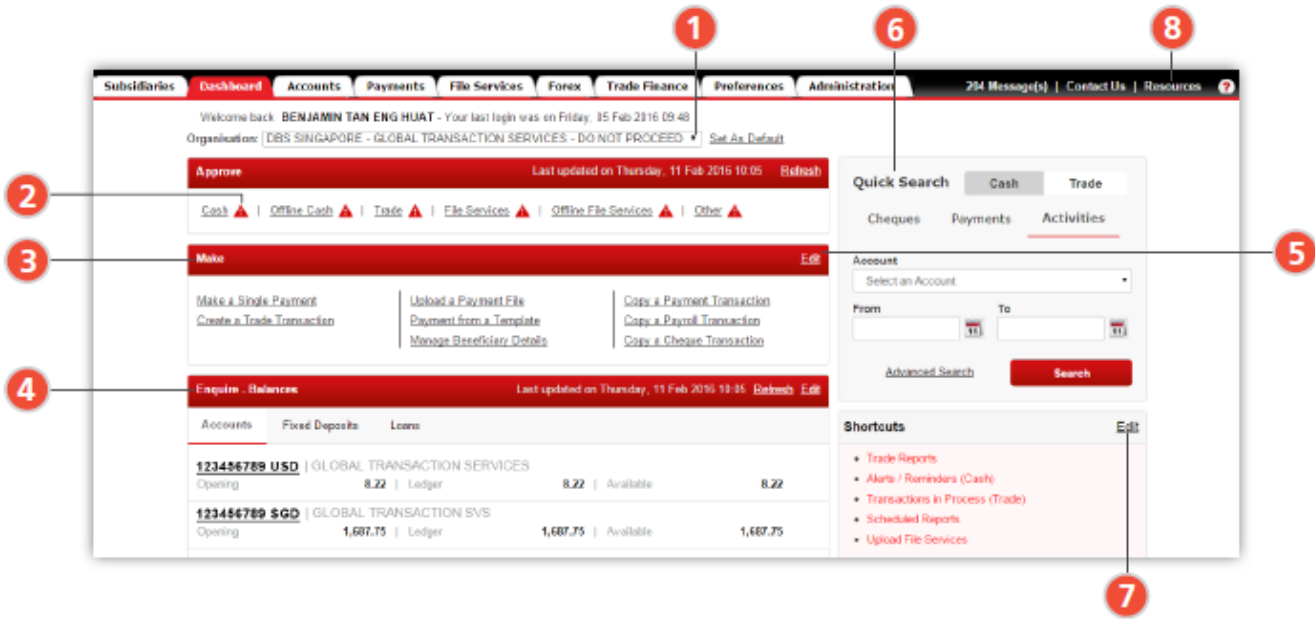


Authenticate with Security Device

3 How to use the dashboard

This is your launch pad with all your banking information at a glance.

Here's how to customise the Dashboard to access the information you need most frequently.



- 1 Manage Multiple Companies**
Access your multiple companies from the drop-down menu.

You may also set one a group company as the default company.



- 2 Outstanding / Pending Alerts**
Stay informed of outstanding or pending approvals.

- 3 Make**
Access different creation functions such as Make a Single Payment and Manage Beneficiary Details.

- 4 Enquire - Balances**
The top 5 Accounts, Fixed Deposits and Loans balances will be displayed.

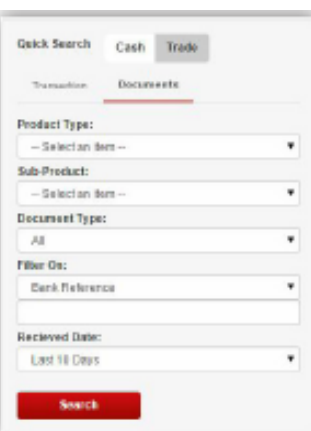
You may select your favourite 5 accounts to be displayed on the Dashboard by using the "Edit" function.



5 Edit Function
 Customise what you would like to see on the dashboard with this function.



6 Quick Search Function
 An easy-access Search function lets you search for cheques, payments and recent activities, including Trade transactions and documents.



7 Edit - Shortcuts
 You may edit the shortcuts you wish to have on your Dashboard.



8 Resources
 View the latest release notes, user guides and up-to-date product information.



4 How to view your account balances

With IDEAL, you can view and easily export your account balances and transaction details from up to 6 months back.

To view your account balances

To get to Balances Accounts >> Balances

Account Balance

View balance for current day and prior day (up to the past 6 months).

Export CSV Export PDF Print

You may still access the [old balances screen](#) . It will be discontinued within 3 months.

[Modify search](#) Search results displayed for: **Current Day**

Sort by **Account name**

DBS IDEAL TE-820210085931-INR

67.03 Opening Balance	67.03 Ledger Balance	67.03 Available Balance (as of 17 Jul 2018)	
Show daily summary	View transaction history		

DBS IDEAL TE-100329801356-INR

24.80 Opening Balance	24.80 Ledger Balance	24.80 Available Balance (as of 17 Jul 2018)	
Show daily summary	View transaction history		

Click on modify search in case of selective date range/ criteria.

Account Balance

View balance for current day and prior day (up to the past 6 months).

Export CSV Export PDF Print

You may still access the [old balances screen](#) . It will be discontinued within 3 months.

Business date

Current month Hide additional filters

Last 1 month and current month

Last 2 months and current month

to

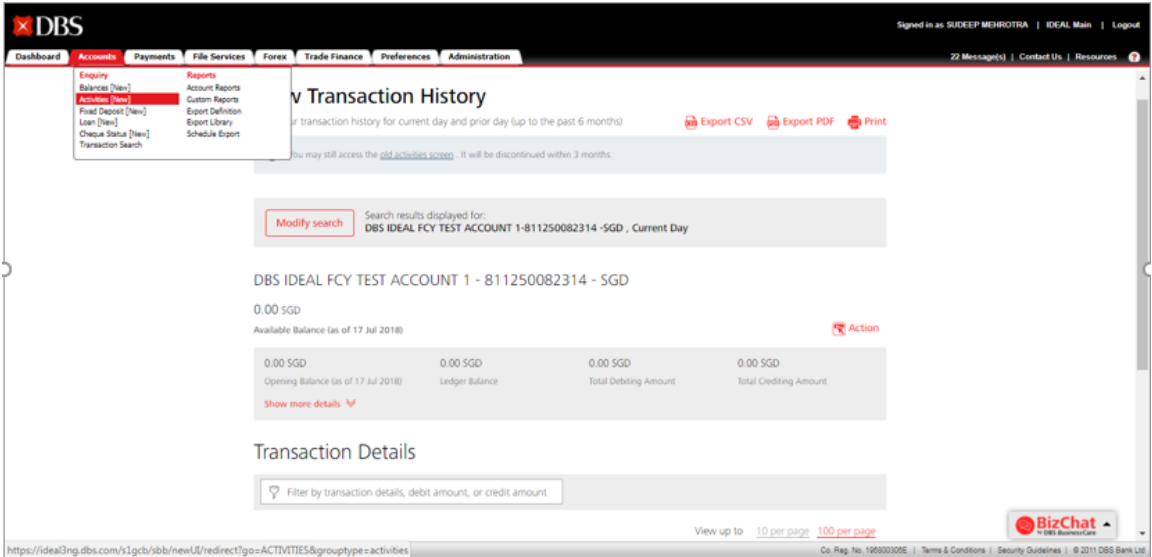
Sort by **Account name**

DBS IDEAL TE-820210085931-INR		
67.03 Opening Balance	67.03 Ledger Balance	67.03 Available Balance (as of 17 Jul 2018)
Show daily summary	View transaction history	Action
DBS IDEAL TE-100329801356-INR		
24.80 Opening Balance	24.80 Ledger Balance	24.80 Available Balance (as of 17 Jul 2018)
Show daily summary	View transaction history	Action
DBS IDEAL TE-811210068235-INR		
80.98 Opening Balance	80.98 Ledger Balance	80.98 Available Balance (as of 17 Jul 2018)
Show daily summary	View transaction history	Action

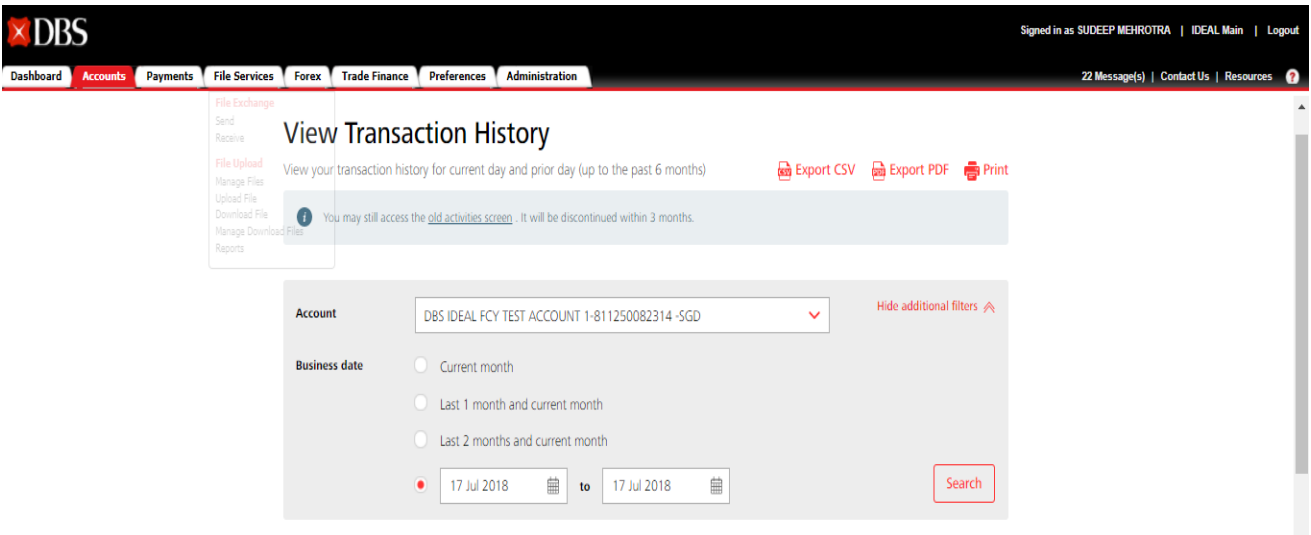
Select the desired date and click on search you will get all the balance as shown in above screen shot.

To view your transaction details

Click on activities



Click on modify search and select the date in case of special requirement.



Once you select the date you will get following transaction details.

Filter by transaction details, debit amount, or credit amount

View up to [10 per page](#) [100 per page](#)

Date	Value Date	Transaction Details	Debit	Credit	Running Balance	Report
04 May 2018	04 May 2018	TRANSFER LV TESTING ON 06.05.2018	0.00	20.00	20.00	-
07 May 2018	07 May 2018	TRANSFER TRANSFER 0811RF0077575 0811RF0077575 DBS IDEAL TEST A SGD 5	5.00	0.00	15.00	View
07 May 2018	07 May 2018	TRANSFER LV TESTING	0.00	5.00	20.00	-
07 May 2018	07 May 2018	TRANSFER LV TESTING	20.00	0.00	0.00	-

View up to [10 per page](#) [100 per page](#)

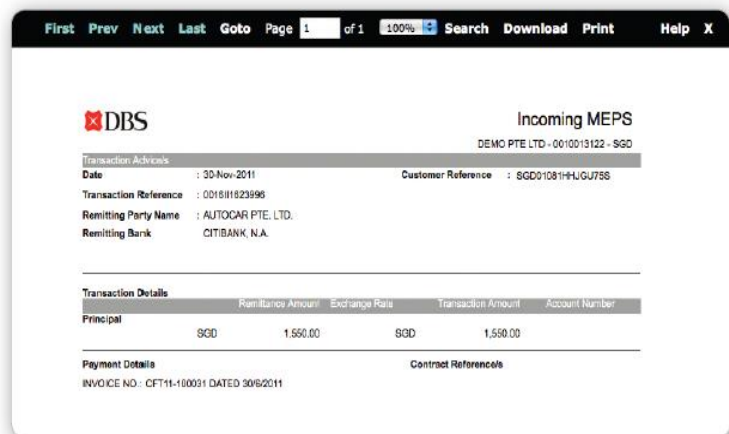
[Cancel](#)

1 Archived Statement
Access up to 6 months of your past statements to help you reconcile your accounts

2 Account Summary
Get an overview of your account – including balances, overdraft limit and hold amount

3 Enhanced Statement Information
Your account statement gives you more information for easier reconciliation

4 Advice
View your Account Transfer, Domestic Transfer and Telegraphic Transfer transaction advices with a single click



5 How to manage your cheques

The Cheque Status Search will automatically fetch and display all cheques in historical order, including the Payee Name, Amount and Customer Reference.

The screenshot shows the DBS IDEAL Payments interface. At the top, there's a navigation bar with 'Dashboard', 'Accounts', 'Payments', 'File Services', 'Trade Finance', 'Preferences', and 'Administration'. The user is signed in as PARESH GADA. Below the navigation, there's a message about the old transfer center screen being discontinued. The main area is titled 'Transactions' and has tabs for 'Show all', 'Pending (113)', 'Rejected (10)', and 'Completed'. A search filter is applied, showing 'Payment date' from 18 Jun 2018 to 16 Oct 2018. The 'Payment type' dropdown is open, and 'IN - Cheque Express' is selected and highlighted with a red box. Below the filter, there's a table of transactions with columns for Payment Date, Reference / Type / Last Action, From Account, Payee, Amount, Group Name, and Status.

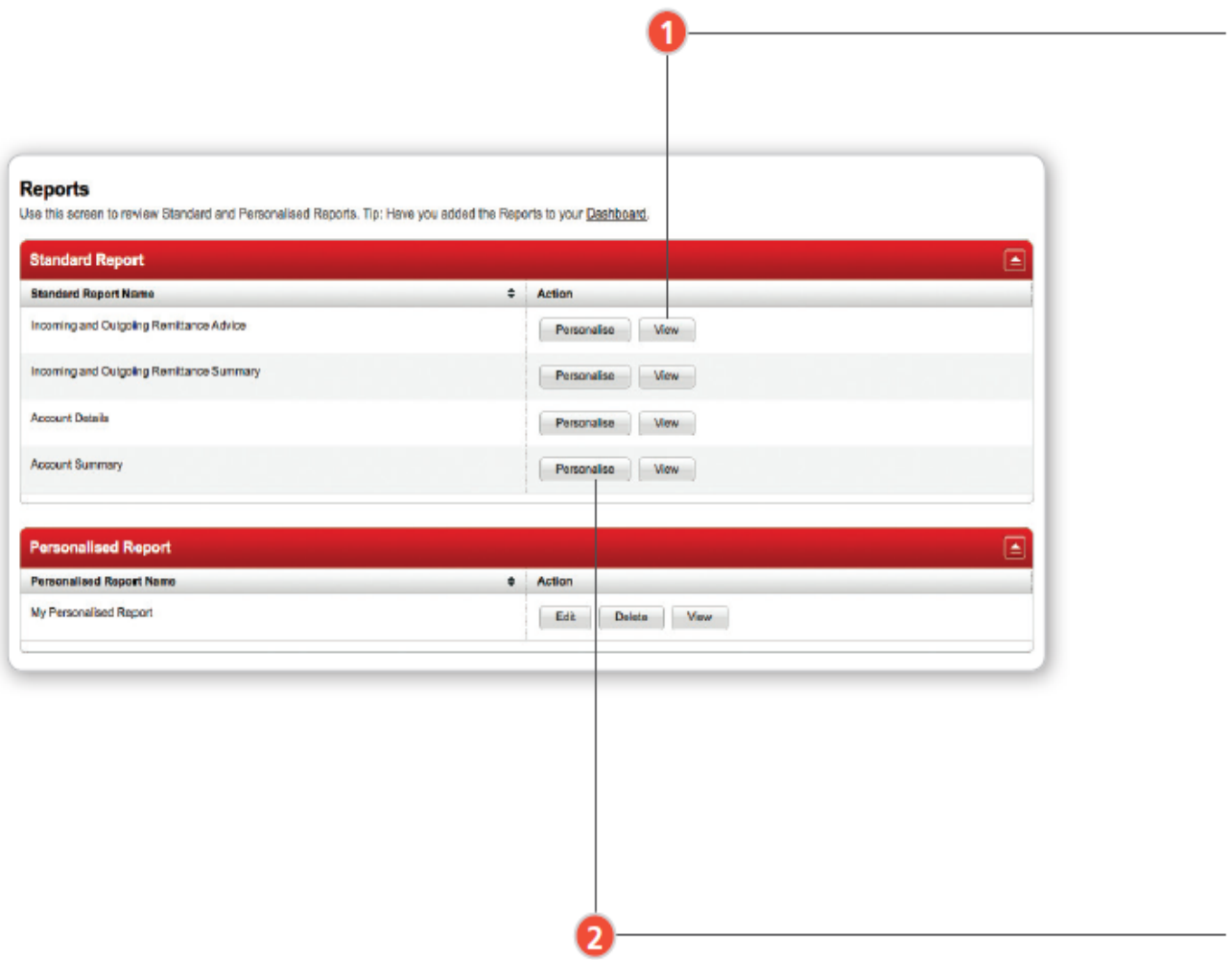
Payment Date	Reference / Type / Last Action	From Account	Payee	Amount	Group Name	Status
16 Aug 2018	EBLVT80527832060 IN - Bulk Payment (File) RUPESH THAKKAR AR Reject	DBS IDEAL TEST ACCO UNT 2. 811210068235 - INR	RUPESH THAKKAR 5636177115	3.00		Rejected
16 Aug 2018	ABWC11 IN - NEFT Payment (File) RUPESH THAKKAR AR Approve	DBS IDEAL TEST ACCO UNT 2. 811210068235 - INR	RUPESH THAKKAR 5636177115	4.50		Received
18 Jul 2018	EBCOL80717553777 IN - Bulk Collection (File) RUPESH THAKKAR AR Approve	DBS IDEAL TEST ACCO UNT 2. 811210068235 - INR	3 payees View details	6.00		Received

6 How to view reports

You can now personalise and schedule your reports to be viewed at your convenience.

To manage your reports

To get to Reports
Accounts » Reports



1 Click **View** to view report

Export to PDF, Excel, PowerPoint and RTF formats

Print report

Outgoing Account transfer
Current SGD Account 1 - 12345678 - SGD

Transaction Advice's

Date	: 30-NOV-2011	Customer Reference	: EBACT1111418252
Transaction Reference	: 0016RF1000005149		
Beneficiary Name	: CANTERBURY QUEENS NZ COR		
Beneficiary Account	: 0001033107019022		

Transaction Details

	Remittance Amount	Exchange Rate	Transaction Amount	Account Number
Principal	USD 202.12	1.2452	SGD 251.68	12345678

Contract Reference's
CF11002315-01 | 1.2452

2 Click **Personalise** to personalise report.
Personalised report filter criteria will be saved here for re-use.

Personalise Report
Use this screen to personalise parameters used to retrieve data for a standard report. Required field*

Report Information

Bank Report Name: Incoming and Outgoing Remittance Advice

Usage*:

Personalised Report Name*:

Accounts*:
 GTS USD Account - 0003000613011022 - USD
 GTS SGD Account - 0039008104 - SGD
To multi-select, use CTRL or SHIFT and click on multiple items.

Transaction Types*:
 I - Inward MEPS/RTGS
 IT - Inward Telegraphic Transfer
 RT - Account Transfer
To multi-select, use CTRL or SHIFT and click on multiple items.

Date Range: From To

Amount Range: From To

Cancel

7 How to make payments

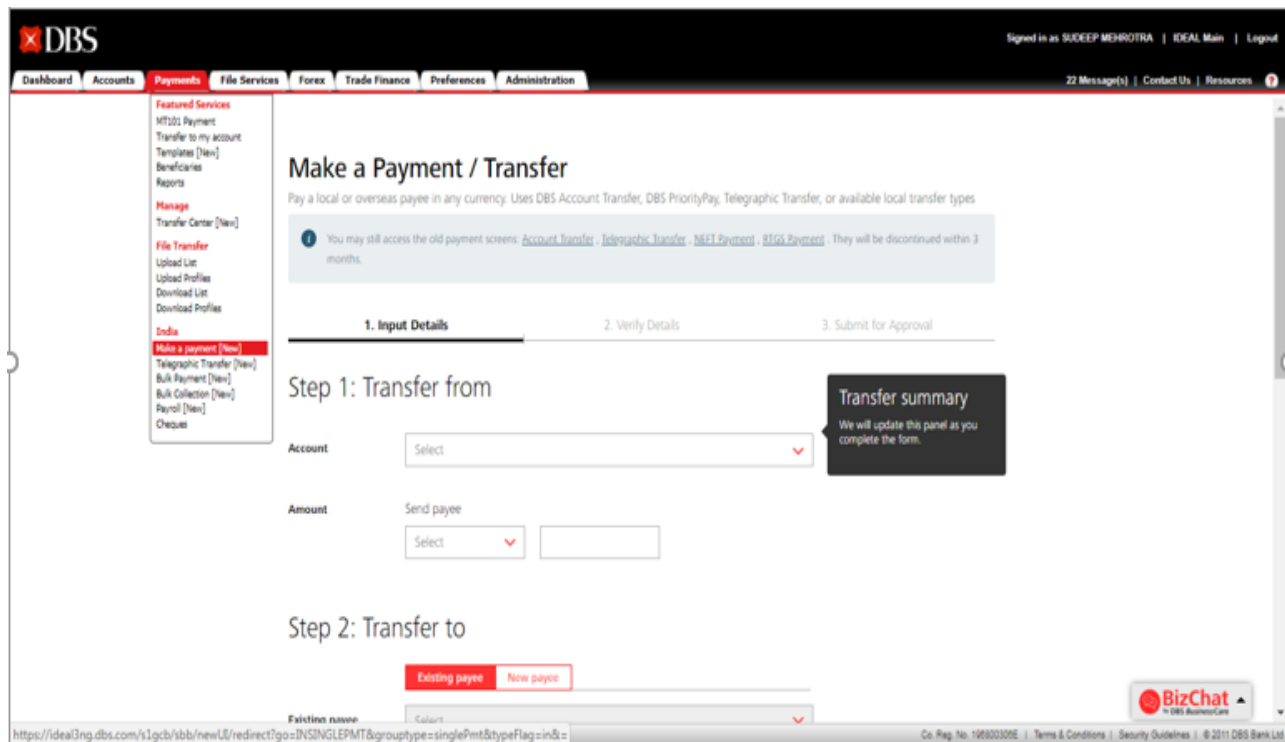
DBS IDEAL provides you with various payment instruments for your different online payments.

4 ways to make payments easily:

- A. Make a Payment
- B. Copy
- C. Templates
- D. File Upload

A. Make a Payment

Payments>> make a payment



Fill in the relevant details.

1. Select the account.

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

Step 1: Transfer from

Account

Amount

- DBS IDEAL FCY TEST ACCOUNT 1 811250082314 (SGD) 0.00
- DBS IDEAL TEST ACCOUNT 2 100329801356 (INR) 24.80
- DBS IDEAL TEST ACCOUNT 2 200000188 (USD) 0.00
- DBS IDEAL TEST ACCOUNT 2 200000188 (SGD) 0.00

Transfer summary
We will update this panel as you complete the form.

2. Select amount and the currency through which you want to make payment.
3. Select beneficiary.

Step 2: Transfer to

Existing payee

Existing payee

4. select payment date.
 5. put message or notes if needed
- Next>>

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

Preview your transfer ✎ Edit

Your account will be deducted	INR 1,000.00
From	100329801356 (INR) DBS IDEAL TEST ACCOUNT 2
To	12345678 24 MARCH LV TEST
Payment date	17 Jul 2018 This transfer must be approved by 23:59 hrs 17 Jul 2018 by Approver.
Payment type	India Account Transfer

Payee will receive	INR 1,000.00 Payee will likely receive funds on same day
--------------------	--

Cancel
Submit

Verify the details filled and submit
 Then at last click on finished.
 6. now ask the approver to approve the same.

B. Copy

1. Click on the transaction reference number you wish to copy from the Transfer centre.
2. The copy function allows you to create a copy of the selected transaction

Activity Log

Action	User Name	Date and Time
Create	RUPESH THAKKAR	15 Jul 2018 13:57
Approve	RUPESH THAKKAR	15 Jul 2018 13:57

Cancel
Print for offline approval
Copy
Delete
Reject
Approve

Learn about offline approval

C. Templates

Create templates for recurring payments and utilise them in the future.

To get to Templates

Payments >> Templates

Create and Manage Templates

Use this screen to view and manage templates.

You may still access the [old template screen](#) . It will be discontinued within 3 months.

Create new template

Show all (20) Pending approval (0)

Filter by template name, default/max amount, from/payee account, payee name Show additional filters

<input type="checkbox"/>	Template Name / Type	From Account	Payee	Default Amount / Max Amount	Action
<input type="checkbox"/>	xyz IN - NEFT Payment	DBS IDEAL TEST ACCOUNT 2. 811210068235 INR	account 2 811210068235	INR 1.00 -	Make a payment
<input type="checkbox"/>	tt temPTE LV IN - Telegraphic Transfer	DBS IDEAL TEST ACCOUNT 2. 811210068235 INR	TT LV BENE 123456789 	EUR 1.00 -	Make a payment

1 Create a template by selecting your payment type from the shortcut list

2 Use your templates for making payment.

D. File Upload

To get to File Upload

Payments>> Upload Profiles

Upload File
Use this screen to upload file.

* Required Field

Upload File

Profile Name	payroll test KTM
Payment Type	Payroll
File Format	Interbank GIRO
File Location/File Name*	<input type="text" value="Choose File"/> No file chosen
Amend Payment Date	<input type="text" value="11"/>

Cancel

8 How to utilise your FX contract

Use preferential rates of your FX contracts (up to 2 FX contracts) for your payments and transfers.

To use your FX contract

Make a Telegraphic Transfer

Transfer money overseas or in foreign currency to payee's account in other bank

Doing a Telegraphic Transfer Payment? Try out our new and simplified payment form. This page will be discontinued within 3 months.

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

Step 1: Transfer from

Account DBS IDEAL TEST ACCOUNT 2. 811210068235 (INR) 80.98

Amount Send payee

USD 125

Indicative exchange rate 1 USD = 68.575 INR

Deduct from your account

INR 8571.88

Transfer summary

From
DBS IDEAL TEST ACCOUNT 2.
811210068235 (INR)

Send payee
USD 125.00
Likely to receive in same day-2 working days

Your account will be deducted
INR 8,571.88 (approx)

Payment date
Earliest available date (shown next page - Verify Details)

Payment type
India Telegraphic Transfer

Foreign Exchange Contract (optional) Use up to 1 existing FX contracts

Payment form

Foreign Exchange Contract (optional)

Use up to 1 existing FX contracts

	Contract Reference No.	Exchange Rate USD to INR	Balance (USD)\$	Amount to use (USD) \$
<input type="checkbox"/>	NF16039124-01	66.7495000000	1.0000	
<input type="checkbox"/>	NF16039631-01	66.8670000000	1.0000	
<input type="checkbox"/>	NF17009885-01	66.6363000000	1.0000	
<input type="checkbox"/>	NF17056346-01	64.6190000000	10.0000	

9 How to approve transactions

To get to Approval List Payments >> My Approvals

Select the payment and click on approve.

My Approvals

View and approve items that need your approval. You may select one or more items to approve.

Export CSV Print

You may still access the [old my approval screen](#) . It will be discontinued within 3 months.

By Transaction

- View all (108)
- Partial approved (4)
- Pending approval (104)

Filter by reference, hash value, payee name, payee number, last action, account number, amount, or file name [Show additional filters](#)

108 results found

View up to [10 per page](#) [100 per page](#)



<input type="checkbox"/>	Transfer Date	Reference / Type / Hash Value	From Account	Payee	Amount	Last Action
<input checked="" type="checkbox"/>	17 Jul 2018	EBACT80717108866 IN - Account Transfer 124158	DBS IDEAL TEST ACCOUNT 2 100329801356 INR	24 MARCH LV TEST 12345678	INR 1,000.00	SUDEEP MEHROTRA Create
<input type="checkbox"/>	12 Jul 2018	EBLVT80712138051 IN - Bulk Payment 868136	DBS IDEAL TEST ACCOUNT 2. 811210068235 INR	5 payees View details	INR 5.00	SUDEEP MEHROTRA Create



- How to approve the transaction

Approve

① Enter this Challenge to your Digital Token or Security Device

6861 8537

Digital Token Instructions  

Security Device Instructions  

② Enter Response

Cancel

Approve



Instructions to Use Security Token 

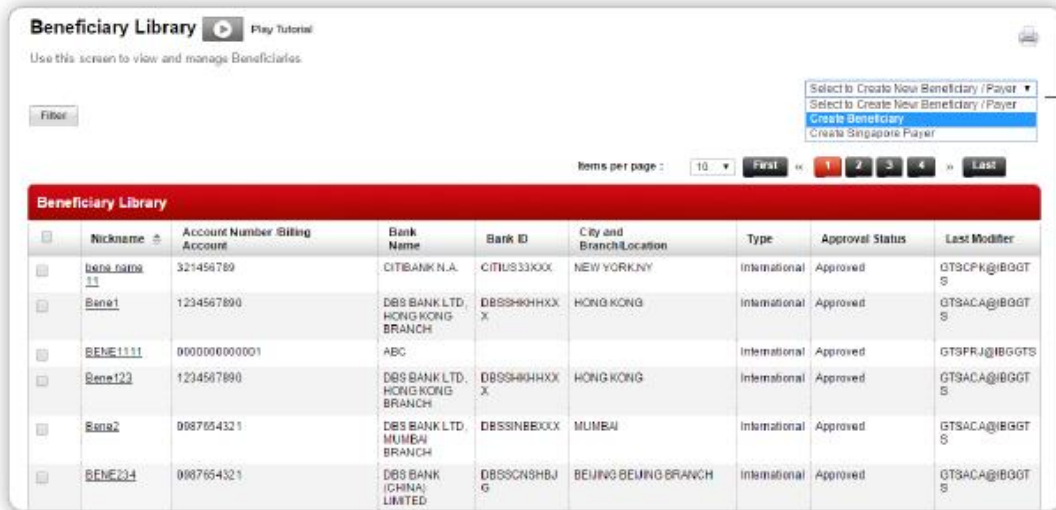
1. Press  to activate the Security Device
2. Enter your 6-digit PIN
3. Security device screen will display "APPLI-"
4. Press  for AUTHORIZATION
5. Enter the "CHALLENGE" displayed on IDEAL into the Security Device
6. The Security Device will generate a Response. Enter this Response into the IDEAL Response field
7. Please note the characters that can make up Response
Alphabet AaBbCdEf
Numeric 0123456789
8. Click on the  button

10 How to manage your beneficiaries

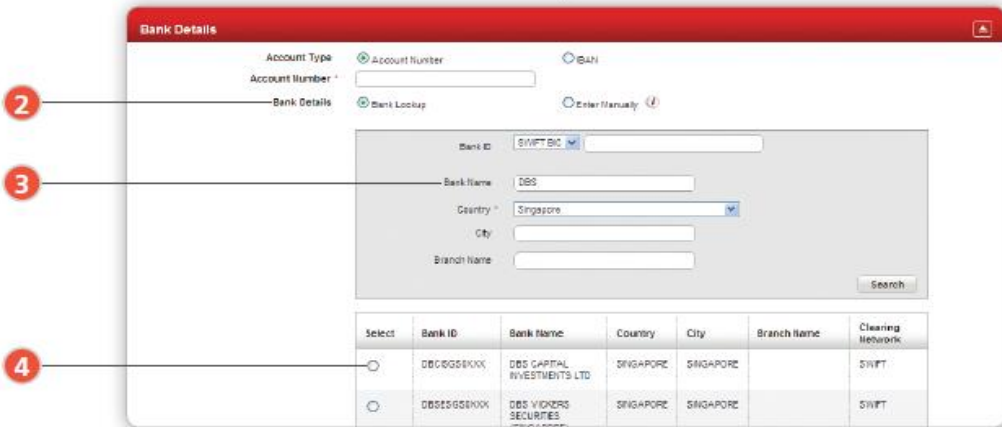
You can create and save your frequently used beneficiaries so that you can easily use them again for your payments in the future.

To create beneficiaries

To get to Beneficiary Library Payments >> Beneficiaries

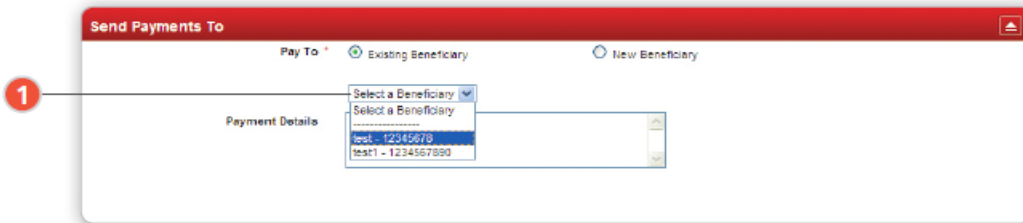


1 Create new beneficiary for Domestic Transfer or Telegraphic Transfer



- 2 Bank lookup: This function provides you with relevant bank details required for your transfer
- 3 Enter the bank name
- 4 System displays a list of banks based on your input for your selection

Using Beneficiary Library



1 On your payment forms, search through your list of beneficiaries. Send payments without having to input all beneficiary details again

To send advices to your beneficiaries

Message to the payee

Send up to **5 notifications** to other payee or other third-parties, including reference/invoice numbers and payment details.

Email **Fax**

Email 75 characters left

Email 75 characters left

Email 75 characters left

Email 75 characters left

Email 75 characters left

Send payment advices to your beneficiaries upon successful transaction via Fax or Email



Email notification sent to your beneficiaries

11 How to use alerts and reminders

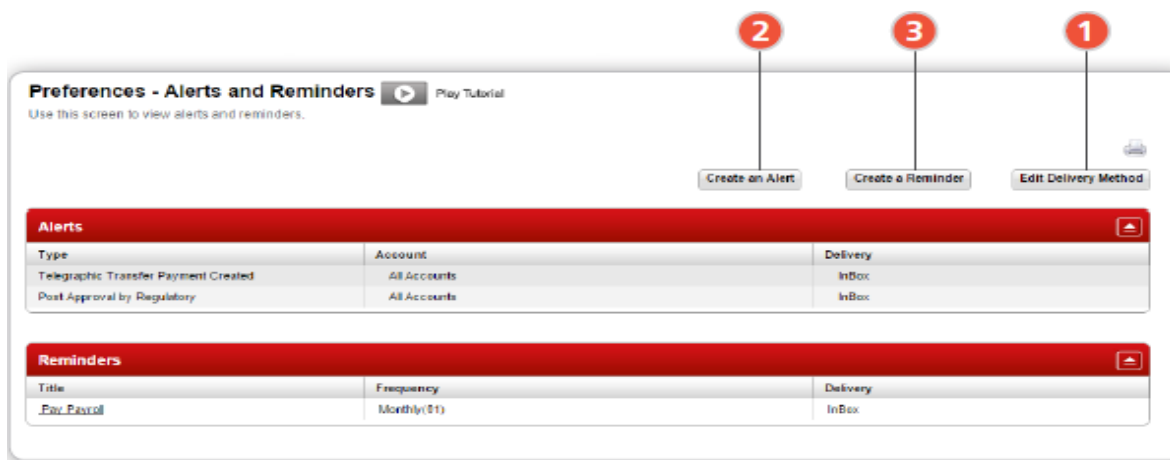
Now, you will never miss a payment due date or account balance with this highly efficient alert feature.

You can implement personalised alerts and reminders to yourself.

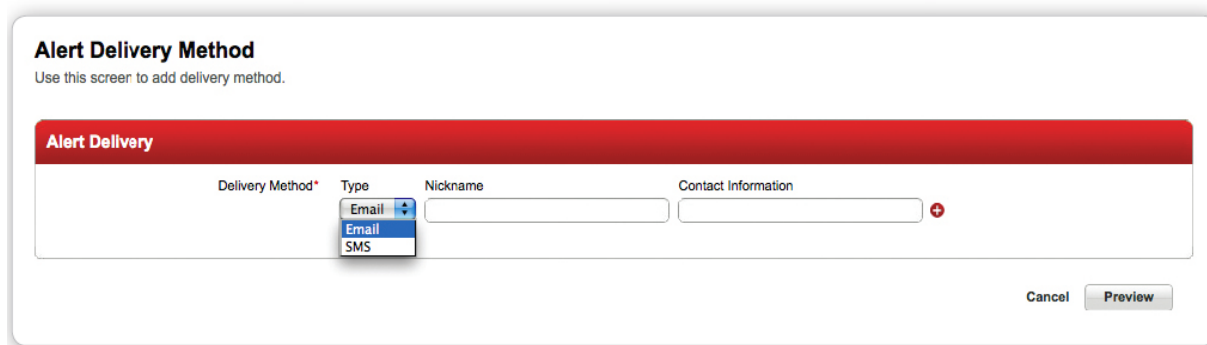
To create an alert

Create various alert types to notify you of important situations like high and low account balances; and upcoming payment overdue.

Manage your alerts and reminders Preferences » Alerts / Reminders



1 Click **Edit Delivery Method** to specify your delivery method for your alerts and reminders



2 Click **Create an Alert** to create an alert

Create Alert
Use this screen to create an alert.

Alert Information

Alert type: High Balance Alert

Account*: 12345678 - Current Account 1

Threshold*: The amount entered is in the currency of the selected account.

Start Date*: dd-MMM-yyyy

Delivery Method (Optional): Email Cellphone

Week	Mo	Tu	We	Th	Fr	Sa	Su
9				1	2	3	4
10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	18
12	19	20	21	22	23	24	25
13	26	27	28	29	30	31	

Today is MO, 19-Mar-2012

3 Click **Create a Reminder** to create a reminder and have it send to you at your designated time

Create Reminder
Use this screen to create a reminder. Required field*

Reminder Information

Title*

Message*

Frequency* Once: Start Date

Weekly: Day of the Week

Monthly: Day of the Month

Yearly: Day of the Month Month

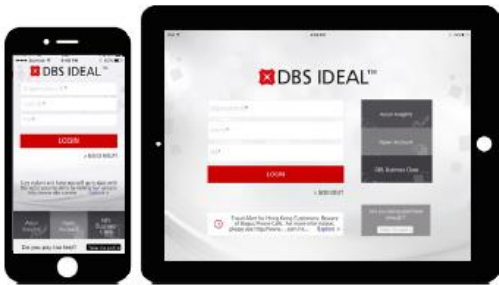
Send Time* HH:MM (Singapore Time)

Delivery Method (Optional): Home Email Work Email My Cellphone Bobs Cellphone Pager

Cancel

12 How to use mobile banking

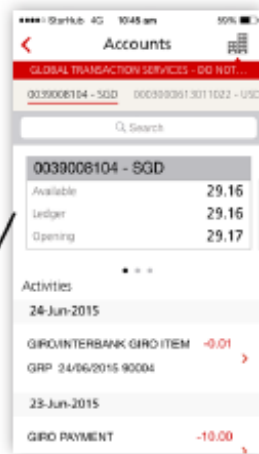
DBS IDEAL Mobile app allows you to login with just your PIN so that you can view your banking information such as account balances and cheque status easily. You can also now make payments quickly and approve them anytime, anywhere.



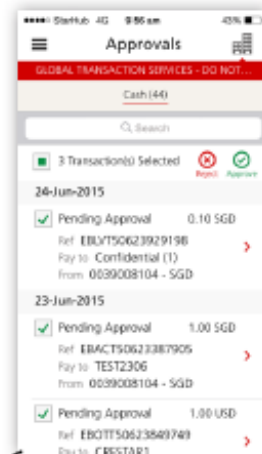
Download the IDEAL mobile application from the Apple App Store and Google Play Store



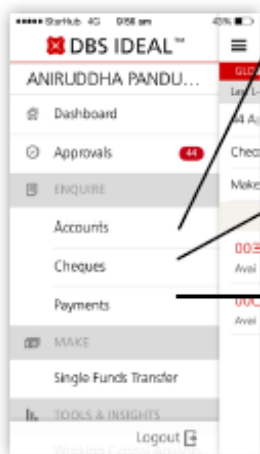
Login with your existing user ID and PIN to view balance and cheque status



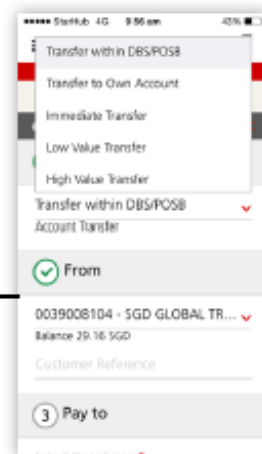
View your account balances



Mobile Approvals



Main menu



Cash & Payments

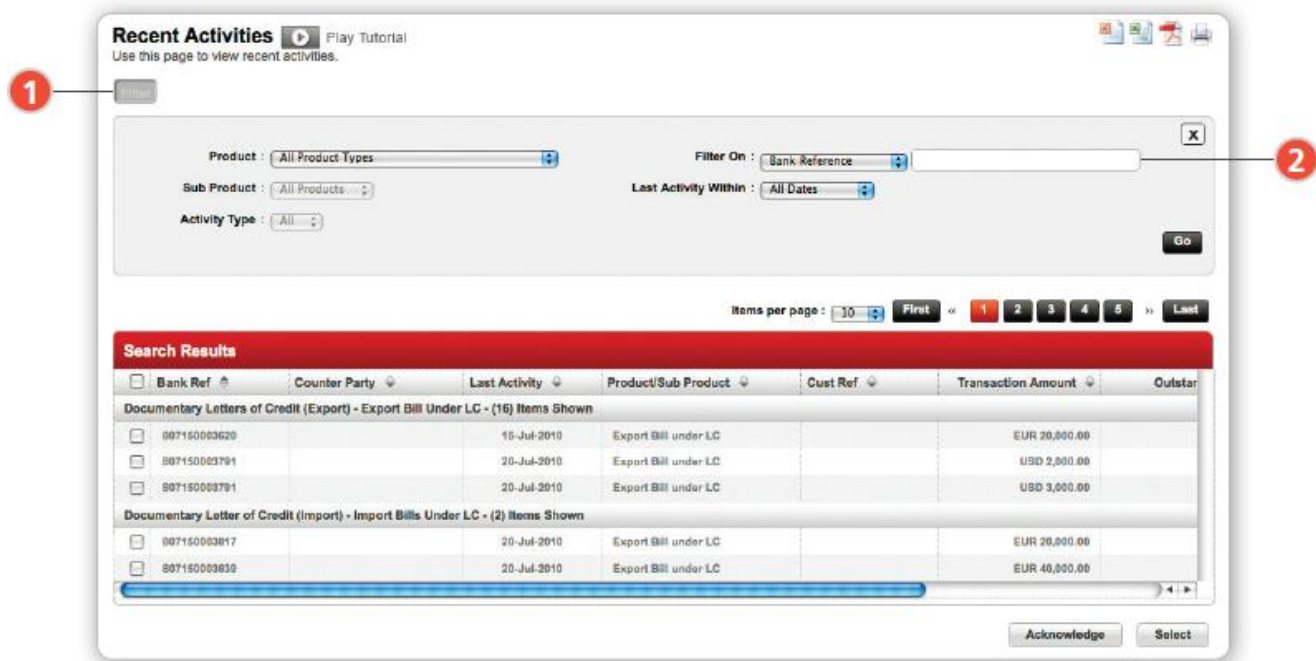
13 How to view trade transactions

You can view your trade transactions via recent activities or by performing a trade inquiry.

To view your recent trade transactions

To get to Recent Activities

Trade Finance » Manage » Recent Activity



- 1 Click **Filter** to filter your displayed trade activities by altering the following search criteria
- 2 Search by bank or customer reference number

To search for a particular trade transaction

To get to Transaction

Trade Finance » Search » Transaction

The screenshot shows the 'Transaction' search page. Callout 1 points to a 'Filter' button. Callout 2 points to the 'Advanced Search' button. Callout 3 points to a 'Detail' button at the bottom right of the search results table.

Transaction
Use this screen to view and print instrument and Transaction level details

Product: All Products
Last Activity: All Dates
Amount From: To: Bank Reference: Outstanding Balances only

Advanced Search X

Go

Items per page: 10 First 1 2 3 4 5 Last

Search Results 8 items found, displaying all items

Product/Sub Product	Status	Application Date	PD	Customer Reference	Bank Reference	Transaction
Documentary Letter of Credit (Import)- Import LC Issuance - (1) items shown						
Import LC Issuance	Outstanding	04-Oct-2011	P	SLR-IBL02.E.3	00028010202670	04-Oct-2011
Import Bill under Collection - Import Bills under Collection - (3) items shown						
Import Bill under Collection	Completed	18-Nov-2011	P	Rag/BC0481	0002803001988	18-Nov-2011
Export Bill under Collection - Export Bill under Collection - (1) items shown						
Export Bill under Collection	Outstanding	25-Jul-2011		TIP 2.8.1 LUBI	00028130182780	04-Oct-2011

Detail

1 Click **Filter** to filter your displayed transactions by product type and expiry dates

- All Products
- Documentary Letters of Credit(Import)
- Import Bill under Collection
- Shipping Guarantee/Air Waybill Endorsement
- Documentary Letters of Credit (Export)
- Export Bill under Collection
- Standby Letters of Credit
- Banker's Guarantee
- Trade Finance

2 Click **Advanced Search** for more filtering options

3 Click **Detail** to view your selected transaction

Transaction Details
Use this screen to view Instrument and Transaction level details

Instrument Detail and Balance

Product : Documentary Letters of Credit (Import)
 Sub Product : Import LC Issuance
 Status : Outstanding
 Customer Reference : I2T1106888861
 LC Number : 553015971979
 Application Date : 05-Aug-2011
 Received Date : 05-Aug-2011
 LC Issue Date : 05-Aug-2011
 Confirmation Instruction : Without
 Confirmation Advice : No
 Expiry Date : 02-Sep-2011
 Expiry Place : INDONESIA
 Tenor : 90-DT
 Available With : ANY BANK
 Available By : By Negotiation
 Latest Shipment Date : 20-Aug-2011
 Port of Loading/Port of Departure : INDONESIA
 Port of Discharge/Port of Destination : TAWAU, MALAYSIA
 Partial Shipment : Allowed
 Transshipment : Allowed

Transaction History

Transaction Type : All Transaction Types

Transaction Date	Reference Document	Value Date	Transaction Type	Transaction Amount	Outstanding Amount
09-May-2011			Issued	USD 91,208.08	USD 91,208.08

Presentation Notifications

Payment Reference	Clear/Discrepant	Transaction Amount	Notification Date	Status	Response
PAV001	Discrepant	USD 91,214.38	18-Aug-2011	Pending	Pending

Transaction Detail

4

4 **Reference**



View your Reference Document with a single click



9 May 2011

GLOBAL TRANSACTION SERVICES -
DO NOT PROCEED
C/O BRANCH/DEPT

NOTIFICATION OF EXPORT DC RECEIVED

Our Ref. : 553-11-1157316 STEP: ISS 000
 DC NO. : 29505G001 Dated 05May11
 Issued by : DBS BANK LTD, SINGAPORE
 DC Amount : SGD.91
 Applicant : COST APPLICANT COMPANY

Please note that the collection time at Shenton Way is as follows:
 * For fax notification received before 5pm today - to collect on the same day
 * For fax notification received after 5pm today - to collect the next working day.

We will release the original DC to your representative against presentation of this fax notification.

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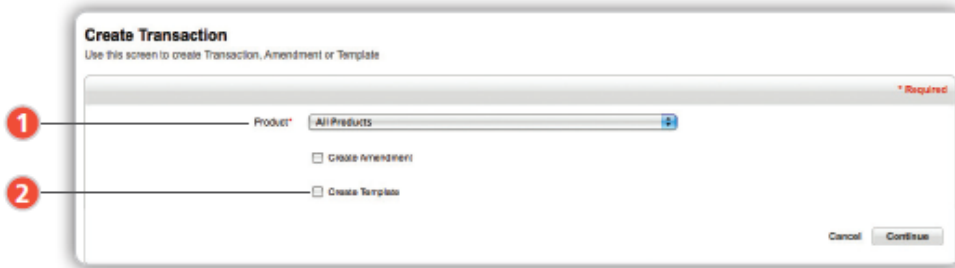
Reference Document

14 How to submit trade applications

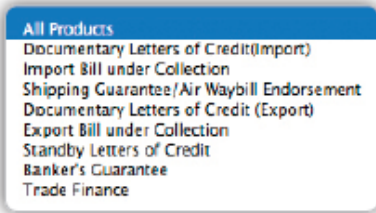
You can create various trade instruments.

To create a trade transaction

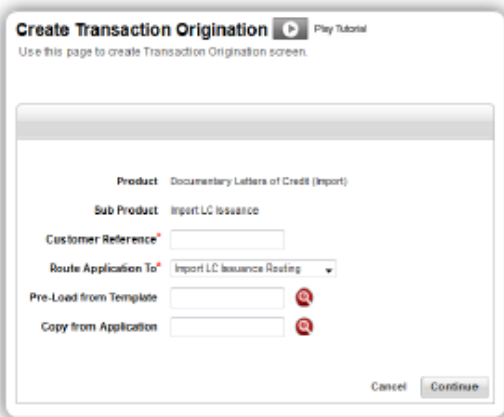
To get to Transaction Create Trade Finance » Manage » Transaction Create



1 You can create various trade instruments



2 Within various instruments, you can input details using templates previously created



- 1. Parties
- 2. Details
- 3. Shipping
- 4. Documents
- 5. Instructions
- 6. Internal Notes

Page Jump ↑ ↓

Special Instructions of 10 allowed text lines

Supporting Documents Please attach any documentation you wish to provide to DBS to support this application.

[Manage attached documents](#)

No attachments found

Upload and attach supporting documents

Standard Clauses ✕

4 Items found Items per page << >>

	Clause Type	Description
<input checked="" type="checkbox"/>	Documents	Delivery order in 2 originals and 2 copies signed by the beneficiary and made out to applicant and countersigned by one of the applicant's signatories, whose signature needs to be verified by the issuing bank
<input type="checkbox"/>	Insurance	Marine/Air Insurance Policy or Certificate in duplicate showing beneficiary as assured, blank endorsed for 110% of invoice value with claims payable in country of Issuing Bank in the currency of the credit covering, Institute Cargo Clauses (A), Institute War clauses, Institute Strikes Clauses/SRCC.
<input type="checkbox"/>	Insurer Details	Insurance covered by applicant under Insurance Cover No PLI0038797668239KST issued by insurance company name and address: Prudential Assurance Company Singapore Limited, Prudential Tower, 30 Cecil Street, #30 – 00, Singapore 049712
<input type="checkbox"/>	Marine Document	Clean on board marine bills of lading in Full Set originals, showing this LC number made out to Order of Issuing Bank Development Bank of Singapore (DBS) marked freight Prepaid notify Applicant : Astar Investments, 8 Shenton Way, #22-00, Singapore 489700

Attach and edit standard clauses