



DBS IDEAL User Guide

File Exchange for Form Submission

June 2020

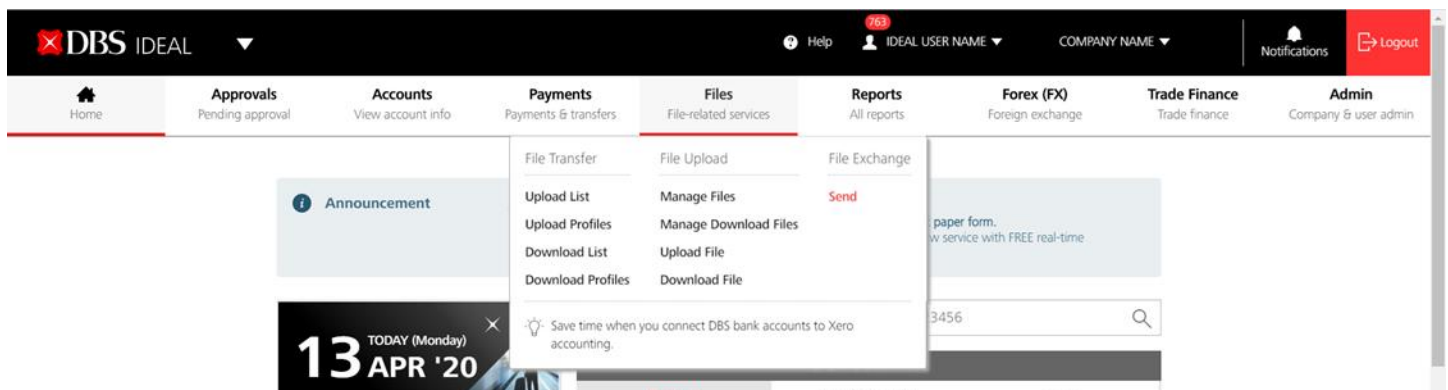


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About File Exchange

With a faster, simpler and smarter design, you can now use the File Exchange module on DBS IDEAL to facilitate electronic file submission of forms to be processed by the Bank.



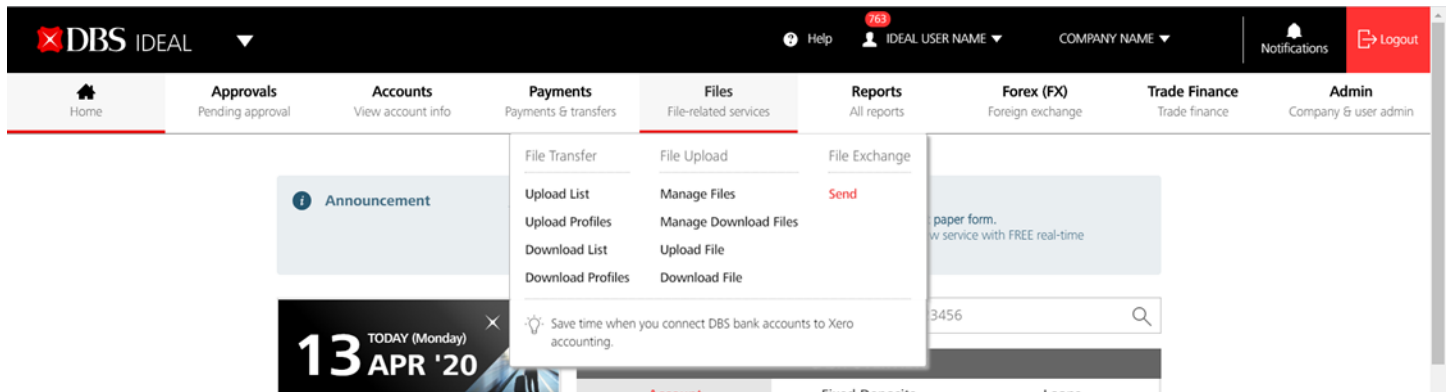
Menu	Description
Send	Upload and approve electronic file transmission to the Bank; each request could support file size up to 10 MB for below file extensions
Documents	PDF
Graphics	BMP, GIF, JPG, JPGE, PNG
Others	ZIP

File Exchange - Send

This is a central location for you to manage all files sent to the Bank.

- ✓ **Upload the following forms for submission (Click to download)**
 - [DBS IDEAL Maintenance form](#) (for IDEAL maintenance requests)
 - [DBS IDEAL Application form](#) (to upgrade your IDEAL service package from Enquiry to Transact - For IDEAL Enquiry customers only)
 - [Change of Account Contact Information](#) (e.g update of address)
 - [Change of Account Mandate form](#)
- ✓ **Approve / Reject / Delete files; Keep track of file transmission status**

Click on the “Files” tab within the DBS IDEAL Dashboard, and click on “Send”



File Exchange - Send

Use this screen to view the files sent to the Bank.

Upload File 4

1

File Date :

Request Type :

File Status :

File Name : Search

Items per page : 10 5

2

File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
13-Apr-2020	Account Information Update Form.pdf	Change of customers profile Complete	CORPUAT0U1	CORPUAT0U2	Change of static information	Approved	
13-Apr-2020	Account Change of Mandate Form.pdf	Change of Mandate Complete	CORPUAT0U1	CORPUAT0U2	Change of mandate	Approved	
13-Apr-2020	IDEAL Digital Maintenance Form.pdf	IDEAL Maintenance Complete	CORPUAT0U1	CORPUAT0U2	IDEAL Maintenance	Approved	

3

6

7

Main Menu	Description
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1. Search Once clicked, you may utilize the panel for file search based on File Date, Request Type, File Status and File Name

File Date Search customer's uploaded file(s) by upload date

Request Type Search by request type of the uploaded file

Status List of all file status

File Name Search customer's uploaded file(s) by file name

Main Menu	Description
	<div style="text-align: center;"> <input type="button" value="Search"/> </div> <p style="text-align: center;">Search the file list based on above criteria</p>
2. Multi-Select	Support multiple file deletion and approvals
3. File Link	Once clicked, user can download and view the file
4. Upload File	Easy access to upload a new file
5. Page Controller	<p>Items per page – customize the page layout by controlling number of records in a page, available values include '10', '25', '50' and '100'</p> <p>Page Navigation – easy access to other pages with a simple click</p>
6. Request Type	Refer to this column for an easy view of the type of request submitted
7. File Status	Refer to this column for the latest status update on your request

Upload File

This section is to walkthrough the steps to create a file transfer instruction.



At the File Exchange - Send screen, click on [Upload File] link, corresponding File Exchange - Upload File screen would be displayed

File Exchange - Upload File
Use this screen to send the files to the Bank.

* Required Field

Request Type IDEAL Maintenance Form

(1) I want to update my company's IDEAL accesses. I agree that DBS will only process my request based on the authorisations and approvals given on IDEAL. You may download the below form for submission.
https://www.dbs.com.sg/sme/pdf/IDEAL_Digital_Maintenance_Form.pdf
 or
 (2) I want to upgrade my company's IDEAL service package from Enquiry to Transaction. I agree that DBS will only process my request based on the authorisations and approvals given on IDEAL. You may download the below form for submission.
https://www.dbs.com.sg/sme/pdf/IDEAL_Digital_Application_Form.pdf

Destination ID

Organisation COMPANY NAME

File * No file chosen

Description

2

Click on the **[Request Type]** dropdown list to select the type of request that you are submitting for. You may download the digital form by clicking on the pdf URL link below. Click on the **[Choose File]** button to select upload file from your local drives; input **File Description** (up to 65 alphanumeric and/or Chinese characters) for any additional information for your internal reference.

Download the required forms for submission here:

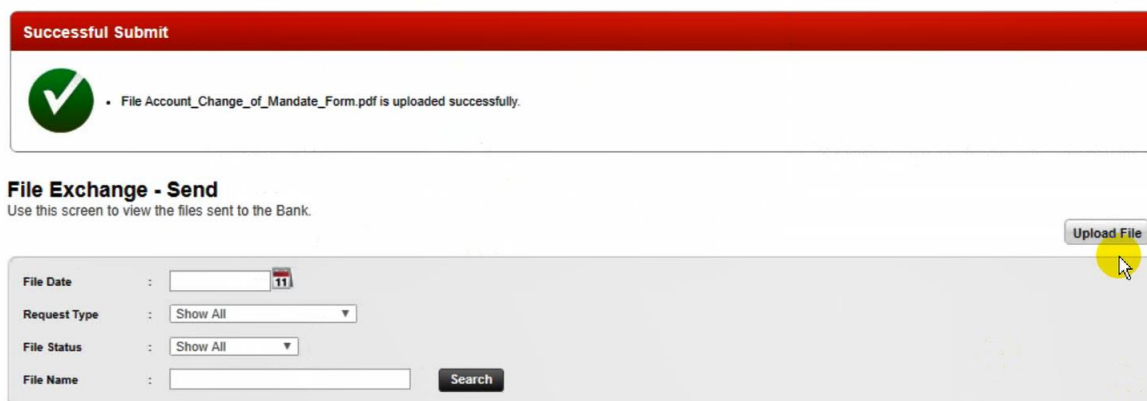
- [DBS IDEAL Maintenance form](#) – I want to update my company's IDEAL accesses
- [DBS IDEAL Application form](#) – I want to upgrade my company's IDEAL service package from Enquiry to Transact – For IDEAL Enquiry Customers only.
- [Change of customers profile](#) (e.g update of address) – I want to update my mailing address or contact information
- [Change of Account Mandate form](#) – I want a change of account signatories and/or signing requirements for my company's account(s)

3

Upon the completion of transaction entry, click **Upload File** to proceed. You may also click **Cancel** return to previous screen



Once **Upload File** clicked, the **File Exchange - Send** would be prompted with a successful system message. You can also see a new file record is created with **Pending Approval** status.



Approve File

In order to effect the file transmission to the Bank, it is required to authorize the file submission request by a **File Exchange approver user**; this section is to walkthrough the steps to approve uploaded files.

Note: Please ensure that the users approving the File Exchange requests for form submission are Director(s) in your company

1

At the **File Exchange - Send** screen, check on the option box next to each file record and click **Approve** at the bottom, you may also approve multiple files in one time; or you may click **Reject** to reject the files

Items per page : 10

File Details								
<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	13-Apr-2020	Account Information Update Form.pdf	Change of customers profile Complete	CORPUAT0U1	CORPUAT0U2	Change of static information	Approved	
<input type="checkbox"/>	13-Apr-2020	Account Change of Mandate Form.pdf	Change of Mandate Complete	CORPUAT0U1	CORPUAT0U2	Change of mandate	Approved	
<input type="checkbox"/>	13-Apr-2020	IDEAL Digital Maintenance Form.pdf	IDEAL Maintenance Complete	CORPUAT0U1	CORPUAT0U2	IDEAL Maintenance	Approved	
<input type="checkbox"/>	13-Apr-2020	Account Information Update Form.pdf	Change of customers profile To Reject	CORPUAT0U1	CORPUAT0U2	Change of static information	Approved	
<input type="checkbox"/>	13-Apr-2020	Account Change of Mandate Form.pdf	Change of Mandate to Reject	CORPUAT0U1	CORPUAT0U2	Change of mandate	Approved	
<input type="checkbox"/>	13-Apr-2020	IDEAL Digital Maintenance Form.pdf	IDEAL Maintenance to Reject	CORPUAT0U1	CORPUAT0U2	IDEAL Maintenance	Approved	
<input type="checkbox"/>	13-Apr-2020	Account Information Update Form.pdf	Change of customers profile WIP to Reject	CORPUAT0U1		Change of static information	Pending Approval	
<input type="checkbox"/>	13-Apr-2020	Account Change of Mandate Form.pdf	Change of Mandate WIP to Reject	CORPUAT0U1		Change of mandate	Pending Approval	
<input type="checkbox"/>	13-Apr-2020	IDEAL Digital Maintenance Form.pdf	IDEAL Maintenance WIP to Reject	CORPUAT0U1		IDEAL Maintenance	Pending Approval	

2

Once clicked, the **View Approve Files** screen would be prompted to review the file details. Once finished, click **Approve** to proceed, a successful system message will be prompted.

Successful Submit



- File Account_Information_Update_Form.pdf is approved/sent successfully.
- File Account_Change_of_Mandate_Form.pdf is approved/sent successfully.
- File IDEAL_Digital_Maintenance_Form.pdf is approved/sent successfully.

File Exchange - Send

Use this screen to view the files sent to the Bank.

File Date :

Request Type :

File Status :

File Name :

Items per page : 10

File Details								
<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	13-Apr-2020	Account Information Update Form.pdf	Change of customers profile Complete	CORPUAT0U1	CORPUAT0U2	Change of static information	Approved	
<input type="checkbox"/>	13-Apr-2020	Account Change of Mandate Form.pdf	Change of Mandate Complete	CORPUAT0U1	CORPUAT0U2	Change of mandate	Approved	
<input type="checkbox"/>	13-Apr-2020	IDEAL Digital Maintenance Form.pdf	IDEAL Maintenance Complete	CORPUAT0U1	CORPUAT0U2	IDEAL Maintenance	Approved	

Bank Acknowledgement & Application Status Update

Upon the file receipt, the application would update the file status to **Bank Received**. You may refer to the “Bank Remarks” section for real time updates on your application.

File Exchange - Send

Use this screen to view the files sent to the Bank.

[Upload File](#)

Organisation : APPLE & SUGAR COMPANY

File Date :

Request Type : Show All

File Status : Bank Received

File Name :

[Search](#)

Items per page : 10

File Details								
<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	18-Apr-2020	Change_of_Customer_Profile.pdf	Change of Customer Profile	MAKER01	DIRECTOR01, DIRECTOR02	Change of static information	Bank Received	Request takes 3 business days if all is in order.

[Delete](#) [Approve](#) [Reject](#)

File Completion

Once your request has been processed by the Bank, the file status will be updated to **Completed** and an email and SMS notification will be sent to the uploader and approver(s) of the submitted file.

File Exchange - Send

Use this screen to view the files sent to the Bank.

[Upload File](#)

Organisation : APPLE & SUGAR COMPANY

File Date :

Request Type : Show All

File Status : Completed

File Name :

[Search](#)

Items per page : 10

File Details								
<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	20-Apr-2020	Change_of_Customer_Profile.pdf	Change of Customer Profile	MAKER01	DIRECTOR01, DIRECTOR02	Change of static information	Completed	
<input type="checkbox"/>	18-Apr-2020	Change_of_account_mandate.zip	Change of Account Mandate	MAKER01	DIRECTOR01, DIRECTOR02	Change of mandate	Completed	
<input type="checkbox"/>	18-Apr-2020	Digital IDEAL Maintenance form.pdf	Digital IDEAL Maintenance	MAKER01	DIRECTOR01, DIRECTOR02	IDEAL Maintenance	Completed	

[Delete](#) [Approve](#) [Reject](#)

File Rejection

If the approved file(s) have been rejected by the Bank, the file status will reflect **Bank Rejected** and an email and SMS notification will be sent to the uploader and approver(s) of the submitted file. Please refer to the “**Remarks From Bank**” field to ascertain the reason(s) for rejection.

Click [here](#) to find out more on the rejection code(s) and reason(s).

You may make the necessary amendment(s) to the form/file and re-submit and approve to ensure timely processing of your request(s).

File Exchange - Send

Use this screen to view the files sent to the Bank.

Upload File

Organisation : APPLE & SUGAR COMPANY
 File Date :
 Request Type : Show All
 File Status : Bank Rejected
 File Name : Search

Items per page : 10

File Details								
<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	18-Apr-2020	Change_of_Account_Mandate_form.pdf	Change of Account Mandate	MAKER01	DIRECTOR01, DIRECTOR02	Change of mandate	Bank Rejected	Refer to rejection code C1, C2, C3, C4, C5, C6, C7, C8, C9.
<input type="checkbox"/>	18-Apr-2020	Digital_IDEAL_Maintenance_Form.pdf	Digital IDEAL Maintenance	MAKER01	DIRECTOR01, DIRECTOR02	IDEAL Maintenance	Bank Rejected	Ref to ID1 & ID3

Click [here](#) to find out more on the rejection code and reason.

Delete Approve Reject