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# Audit Confirmation on DBS IDEAL

User Guide



**DBS IDEAL**

Customer process flow

# Audit Confirmation Request on DBS IDEAL

1. Access is automatically granted to all new IDEAL transaction approvers.
2. Access can also be granted via the Customer Self Administration module.
3. Upon the submission of request, any user with Audit Confirmation entitlement within the company can view in the dashboard that Audit Confirmation Request has been submitted & approved.
4. An email notification will also be sent to all IDEAL approvers with highest payment mandate

# Audit Confirmation Request submission

- How it works

For existing DBS IDEAL users granted with Audit Confirmation access

## Step 1:

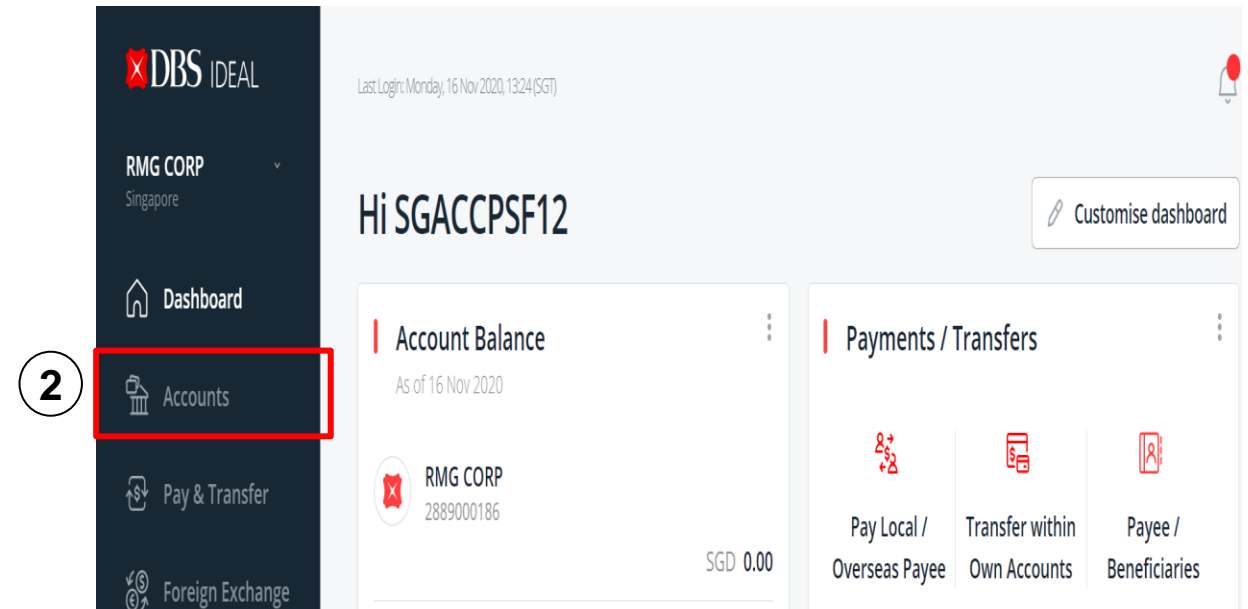
Log in to **DBS IDEAL** using your company's Organisation ID, User ID, and PIN.

## Step 2:

Click on 'Account' Menu followed by 'Audit Confirmation'.

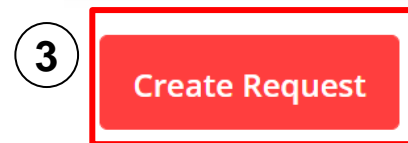
## Step 3:

Click on 'Create Request' & Input Audit Confirmation request details as required.



## Accounts

Account Balances Account Activities Fixed Deposits **Audit Confirmations** Cheque Status



# Audit Confirmation Request Input: Financial Year End (FYE) to be audited

## Create audit confirmation request

### Request details

All of your existing account balances will be sent to your auditor for review. If you would like only specific accounts to be audited, please [fill out this form](#) instead.

1

Financial year end

End of month

December

2018

2

Financial year end

End of month

Specific date (longer processing time)

This option requires manual processing and might take up to 7 working days.

02 Oct 2018

- Please input at (2) **Specific date** if your company's FYE does not fall on the last date of the month. Example: 15 Oct, 11 Jan.

There are 2 ways to input Financial Year End (FYE) to be audited.

- Please input at (1) **End of month** if your company's FYE falls on the last day of the month. Example: 31 Dec, 30 Nov, 30 Sep.

Note: Nov 2016 is the last possible month-end.

- For future dates, you may select up to 3 months in advance. Example: if today is 16 Jan 2022, you can select up to Mar 2022.

# Audit Confirmation Request Input: Audit Firm Details

## Audit firm details

Name of audit firm

---

testauditor1


---

PHILIP TAN & ASSOCIATES

---

K Y CHIK & ASSOCIATES

---

Test Same Auditor 

If you have previously submitted an Audit Confirmation Request (via manual hardcopy route), you can select Audit Firm from the drop-down list. If you are unable to locate the relevant Audit firm via the drop-down list, please input as free text.

# Audit Confirmation Request Input: New Audit Firm

## Audit firm details

Name of audit firm

testauditor2



Others

1

If you are using a new audit firm and unable to locate its name in the dropdown list, please select “Others” and input the name of the new audit firm below.

## Audit firm details

Name of audit firm

Others

2

Name of new audit firm

78 characters left

# Audit Confirmation Request Input: Select Delivery Method

## Delivery method and fees

- Email only - SGD 35 **FASTEST**
- Postal only - SGD 50
- Email and postal - SGD 90

3 delivery options are made available and fees are as per screenshot above.

Note: Pricing is subject to DBS' discretion.

We would strongly encourage you to select “email only”, to enjoy greater convenience, lower fees and help us reduce our carbon footprint. Your auditors will receive an email with the encrypted Audit Confirmation response from us upon completion of the request.



# Audit Confirmation Request Input: If Delivery Method Email only is selected

Email delivery

Via a password-protected document

Auditor's email

All contacts selected

You may enter up to 10 emails, separated by a comma

Step 1: Click "Add new email" button.

Add new email

Step 2: Popup below will appear. Input the 1<sup>st</sup> email address and Nickname and click "Add another contact" to add more email addresses. You may indicate up to 10 email addresses in 1 request.

Add New Email



Nickname	Email
<input type="text"/>	<input type="text"/>
64 characters left	64 characters left

+ Add another contact

Cancel **Save & close**

# Audit Confirmation Request Input: If Delivery Method Email only is selected

Add New Email

Nickname	Email	
<input type="text" value="123"/>	<input type="text" value="123@123.com"/>	
61 characters left	53 characters left	
Nickname	Email	
<input type="text" value="abc"/>	<input type="text" value="abc@546.com"/>	
61 characters left	53 characters left	

[Cancel](#) [Save & close](#)

If you have inputted a wrong email address, click on the “Bin” icon to delete.

Once the email addresses are inputted, please proceed to click “Save & close” button. Please be reminded to ensure the accuracy & completeness of the email addresses inputted as the successful delivery of the Audit Confirmation response is dependent on the details submitted.

# Audit Confirmation Request Input: Protect with Password

Protect with password

Password should be between 6 to 8 characters and is case sensitive

Confirm password

As the Audit Confirmation response will be sent directly to the Auditors' email address(es), the file will be encrypted with the password of your choice.  
Please be reminded to relay the password you have chosen for this request to the relevant auditor(s).

# Audit Confirmation Request Input: Select CASA for Fee Debiting

## Billing

Pay fees with



**CANDY & SUGAR**  
0018001428

May I help you

SGD 3,377,240,804.23



Cancel

Review

You may select from a drop-down list of Current Account / Savings Account (CASA) for the fee to be debited.

As there is a fixed fee to be debited, please be reminded to select a CASA with sufficient funds to prevent request from failing.

Once all mandatory fields are inputted, please click "Review".

# Audit Confirmation Request Input: Review Page

Review


Financial year end 31 Dec 2018	Audit firm Test Same Auditor
Delivery method and fees Email only - SGD 35	Pay fees with CANDY & SUGAR 0018001428
Auditor's email eadvuser4@uat1bank.dbs.com	

[Back](#) [Submit](#)

On this page, you may review the details of the Audit Request inputted.

If all details are accurate and complete, please click "Submit" button and the request will be sent to our processing system.

# Audit Confirmation Request Input: Successful Audit Confirmation Request submission



**Request submitted**

Reference number: EBACR20201110277

[Print](#) [Finish](#)

Financial year end 31 Dec 2018	Audit firm Test Same Auditor
Delivery method and fees Email only - SGD 35	Pay fees with CANDY & SUGAR 0018001428
Auditor's email eadvuser4@uat1bank.dbs.com	

This indicates that your request is successfully submitted.

You may take note of the reference number indicated on this page & track the status in real time on the Dashboard page.

Press Finish to return to the initial Audit Confirmation Dashboard page.

# Audit Confirmation Request Input: If Delivery Method Postal only is selected

Name of audit firm

testauditor1

If you have previously authorised an auditor manually, the list of audit firms will be shown as drop-down in “Name of audit firm” field.

Delivery method and fees

- Email only - SGD 35 FASTEST
- Postal only - SGD 50
- Email and postal - SGD 90

Postal delivery

Addressee name

Location of audit firm

Singapore

From sample below, there are 2 mailing addresses recorded in system. You may select the auditor address which you want to send to.

Auditor's mailing address

- ertetr, afs, 09, Singapore 45665756
- test self serve, test self serve 2, test self serve 3, test self serve 4, bl3055unit345, Singapore 1800264
- Use another address

ay I help you



# Audit Confirmation Request Input: If Delivery Method Postal only is selected

## Audit firm details

Name of audit firm

test

If you have never previously authorised an auditor manually, please input the Name of Audit Firm. Example: KPMG

## Delivery method and fees

- Email only - SGD 35 FASTEST
- Postal only - SGD 50
- Email and postal - SGD 90

## Postal delivery

Addressee name

Address

Country/Region

Postal code

Then, proceed to enter the

1. Addressee Name
2. Address
3. Postal code
4. Select country/region from dropdown

May I help you





# Audit Confirmation Request Input: If Delivery Method Postal only is selected

## Postal delivery

Addressee name

Location of audit firm

Auditor's mailing address

- ertetr, afs, 09, Singapore 45665756
- test self serve, test self serve 2, test self serve 3, test self serve 4, bl3055unit345, Singapore 1800264
- Use another address

Address

Country/Region

Postal code

May I help you



If there is change in auditor's address, please Select the "Use another address" option and proceed to type in the Address details.

# Audit Confirmation Request Input: If Delivery Method Email & Postal is selected

## Audit firm details

Name of audit firm

testauditor1

If you have previously authorised an auditor manually, the list of audit firms will be shown as drop-down in "Name of audit firm" field.

## Email and postal - SGD 90

### Email delivery

Via a password-protected document

Auditor's email

test ( eadvuser4@uat1bank.dbs.com )

Input both email & postal details to proceed.

You may enter up to 10 emails, separated by a comma

Add new email

### Postal delivery

Addressee name

test

Location of audit firm

Singapore

Auditor's mailing address

ertetr, afs, 09, Singapore 45665756

test self serve, test self serve 2, test self serve 3, test self serve 4, bl3055unit345, Singapore 1800264

Use another address

May I help you



# Audit Confirmation Request Input: If Delivery Method Email & Postal is selected

## Audit firm details

Name of audit firm

test

If you have never previously authorised an auditor manually, please input the Name of Audit Firm. Example: KPMG

## Delivery method and fees

- Email only - SGD 35 FASTEST
- Postal only - SGD 50
- Email and postal - SGD 90

Input both email & postal details to proceed.

## Email delivery

Via a password-protected document

Auditor's email

All contacts selected

You may enter up to 10 emails, separated by a comma

Add new email

## Postal delivery

Addressee name

Address

Country/Region

Postal code

May I help you



# Audit Confirmation Request Modification: Click on Submitted request in Dashboard

Account Balances	Account Activities	Fixed Deposits	Audit Confirmations	Cheque Status		
Request date	Reference	Auditor / Deliver to	Financial year end	Pay fees with	Status	Download
16 Nov 2020 by SGACCP12	<b>EBACR20201116313</b>	testauditor1	31 Jan 2021	2889000232	Received	

If you need to modify the details of a previously submitted request, click on the reference.



\*Modification is allowed only when request is in "Received status" and during 9am to 830pm daily.

# Audit Confirmation Request Modification: Click on Edit

× Audit request details 🖨️

**EBACR20201116313**  
Created by SGACCP12 on 16 November 2020, 7:11 pm  
Status: **Received**

Financial year end 31 Jan 2021	Audit firm testauditor1
Delivery method and fees Postal only - SGD 50	Pay fees with RMG CORP 2000000000
Addressee name PWC	Auditor's mailing address 123, 456, Blk #45

Edit Close

Popup will appear.  
Scroll down and click Edit.

# Audit Confirmation Request Modification: Edit page

## Edit audit confirmation request

### Request details

All of your existing account balances will be sent to your auditor for review. If you would like only specific accounts to be audited, please [fill out this form](#) instead.

Financial year end

31 Jan 2021

Audit firm

testauditor1

Delivery method and fees

Postal only - SGD 50

Pay fees with

RMG CORP  
2889000232

You will reach the Edit audit confirmation request page.

# Audit Confirmation Request Modification: Edit page

Postal delivery

Addressee name

PWC

Location of audit firm

97 characters left

Singapore

Auditor's mailing address

ertetr, afs, #09, Singapore 45665756

test self serve, test self serve 2, test self serve 3, test self serve 4, Block: bl305 #5 - unit345, Singapore 1800264

Use another address

Address

123, 456, Blk #45

Country/Region

Postal code

83 characters left

ANDORRA

600410

4 characters left

May I help you

You will be allowed to modify delivery details (example: postal address if postal option selected, email address if email option selected) & password (if email option selected).  
Proceed to submit modified case.

# Customer Alerts: When request is Received by Bank

11 Nov 2020 by SGACCP SF14	<b>EBACR20201111282</b>	Test Same Auditor eadvuser4@uat1bank.dbs. eadvuser2@uat1bank.dbs.	31 Jan 2020	0018001428	Received
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## Request for Audit Confirmation Letter Alert



[DBSeAdvice@dbs.com](mailto:DBSeAdvice@dbs.com)

Today, 11:50 AM  
eadvuser2

Reply all

This item will expire in 5 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 11/16/2020 11:50 AM

We have received your request for Audit Confirmation Letter(s) with Ref EBACR20201111282.

We will process your request within 3-10 days after 31 Jan 2020. We seek your understanding that some requests may require more time for processing. Should you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for using DBS IDEAL.

Please do not reply to this email as it is auto-generated.



# Customer Alerts – When request is Modified by customer

The request for Audit Confirmation Letter(s) with Ref EBACR20210305483 has been modified.

Should you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for using DBS IDEAL.

Please do not reply to this email as it is auto-generated.

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# Customer Alerts – When request is Completed by Bank

The request for Audit Confirmation Letter(s) with Ref EBACR20210209447 has been successfully sent to your Auditor. You may login to IDEAL to view the copy(ies) of the Audit Confirmation Letter(s)."

Should you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for using DBS IDEAL.

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# Customer Alerts – When request is Rejected by Bank

The request for Audit Confirmation Letter(s) with Ref EBACR20210217475 has been rejected by the Bank due to We are unable to debit the Audit Confirmation fee successfully. Please re-submit with a valid CASA.. Please log into DBS IDEAL to re-submit your request if required.

Should you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for using DBS IDEAL.


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# System-generated Email to Auditor with Audit Confirmation response

1. Auditor will receive the email with the encrypted zip file.
2. They will decrypt zip file with the Password which you have inputted earlier in IDEAL during request submission.



Audit Confirmation for NAYANG\_PRODUCTION(5995)

 [DBSeAdvice@dbs.com](mailto:DBSeAdvice@dbs.com) Yesterday, 1:30 PM  
eadvuser4

 Reply all | 

This item will expire in 5 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 11/15/2020 1:30 PM

 NAYANG\_PRODUCTION...  
62 KB 


Download

We are pleased to furnish the attached Audit Confirmation letter for NAYANG\_PRODUCTION(5995).

For any clarification, please call DBS BusinessCare at 1800 222 2200.

Please do not reply to this email as it is auto-generated.

# IDEAL Audit Confirmation Customer dashboard: Real time status updates

Request date	Reference	Auditor / Deliver to	Financial year end	Pay fees with	Status	Download
11 Nov 2020 by SGACCP5F12	EBACR20201111288	Test Same Auditor eadvuser4@uat1bank.dbs.	31 Aug 2020	0010438131	Received	
11 Nov 2020 by SGACCP5F12	EBACR20201111285	Test Same Auditor	31 Aug 2020	2889000224	Received	
11 Nov 2020 by SGACCP5F12	EBACR20201111284	Test Same Auditor	31 Aug 2020	2889000224	Received	
10 Nov 2020 by SGACCP5F12	EBACR20201110274	Test Same Auditor eadvuser4@uat1bank.dbs.	31 Aug 2020	2889000224	Completed	

Once request is completed, click to download audit reply letter. A similar copy is also forwarded via email to auditors if email delivery is selected.

Statuses	Definition
Received	Request is received by the Bank and is being processed.
Completed	Request has been processed.
Rejected	Request has been rejected by the Bank.

