

DBS IDEAL User Guide File Exchange for Form Submission

August 2020



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About File Exchange

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

Send (Upload)

× DBS					(118 ? Help 1	SG2BE11S01 ▼	NAYANG PRODUCTION(5995)	▼ Not		
A Home	Approvals Pending approval	Accounts View account info	Payments Payments & transfers	Files File-related services	Statements & Reports All eStatements & reports		Trade Finance Trade finance	Securities IDEAL securities	Adm Company & L	
			File Transfer	File Upload	File Exchange					
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				Upload File Download File						
			PayNow	Download File		ayment or 123456	ά.			
		19 ^{AU}	File Enquiry			OVERVIEW				
		Hi SG2BE11	· Ò· Save time when you	connect DBS bank accounts	s to Xero accounting.		red Deposits			
		Last login was o				J.				

Menu	Description	
Send	Upload and approve el size up to 10 MB for belo	ectronic file transmission to the Bank; each request could support file ow file extensions
	Documents	PDF
	Graphics	BMP, GIF, JPG, JPEG, 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)
 - <u>DBS IDEAL Maintenance form</u> (for IDEAL maintenance requests)
 - <u>DBS IDEAL Application form</u> (to upgrade your IDEAL service package from Enquiry to Transact For IDEAL Enquiry customers only
 - o <u>Change of Account Contact Information</u> (e.g update of address)
 - o 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 "File Exchange Center"

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Home Approvals	Accounts View account info	Payments Payments & transfers	Files File-related serv		nents & Reports Itements & reports			le Finance de finance	Securities		dmin & user admin
		File Transfer	File Upload	File E	xchange						
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	File Excha Send files securely to	o DBS for processing									
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		Account Mandate - cha aintenance - update ac		itories or signing	g requirements						
		Sent files	5			Received	files				
				() Upl	oad						
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1→	Filter by file na	me, Request Type, File St	atus				Hide additional f	filters 🔿			
•	Organisation		NAYANG PRODU	CTION(5995)		~	nice additional i	inters 94			
	File Date	DD MMM YYY									
	Request Type	Show all		~							
	File Status	Show All		~							
	File Name							Search			
	19 results found					View up to	10 per page	100 per page	← 5		
2 →	🗌 File Date 🗘	File Name 🌣	Description \$	Creator \$	Approver \$	Request Type 💲	File Status 🗘	Remarks From Bank			
	30 Jul 2020	TWTT- GDG006.txt	SAASASASASA SASASASASA	SG2BE11S01	SG2BE11S02	IDEAL Maintenance	Bank Received	Request takes 7 business			
						Form		days if all is in order.		M	ay I help you?
	20 Apr 2020		q	SG2BE11S01	SG2BE11502	Change of Customer Profile	Bank Received	Request takes 3 business days if all is in order.		9	<u>)</u>
		3				6	17				

Main Menu	Description	
1.Search	Dynamically search f	or uploaded files based on File Name, Request Type, or File Status
	Organisation	Search based on your selected Organisation (for multiple entities)
	File Date	Search customer's uploaded file(s) by upload date
	Request Type	Search by request type of the uploaded file
	File Status	List of all file status
	File Name	Search customer's uploaded file(s) by file name
	Search	Search the file list based on above criteria
2. Multi-Select	Support multiple file	deletion and approvals
3. File Link	Once clicked, user ca	an download and view the file
4. Upload File	Easy access to uplo	ad a new file
5. Page Controller	available values inclu	
	Page Navigation – e	easy access to other pages with a simple click
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 Center screen, simply 'Drag & Drop' your file anywhere on your browser window or click on [browse for files] to locate the file on your device.

DBS IDEAL	•		😗 Help	0000 ♪ SG2BE11501 ▼	NAYANG PRODUCTION(5995) V	Notifications	E Logout
		File Exchange Send files securely to DBS for processing					
		 To perform the following, please refer to the user guide for instru- Change Company Profile - change mailing address or contact i Change Account Mandate - change account signatories or sign IDEAL Maintenance - update accesses to IDEAL 	nformation				
		Sent files		Received 1	ïles		
		Drag and drop your files any	pload where, or <mark>b</mark> r	owse for files			



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. You may input the **File Description** (Optional up to 65 alphanumeric and/or Chinese characters) for any additional information for your internal reference.

Download the required forms for submission here:

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



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

Cancel Confirm upload

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

Organisation DBS Singapore-NAYANG PRODUCTION(5995)	
Destination ID (optional)	
Description (optional) Digital Document Submission The file 0452362378.pdf upload has been successfully uploaded.	
OK Cancel Confirm upload Image: Status Show additional filters Image: Status	
19 results found View up to 10 per page 100 per page	l hel
🗌 File Date 🏶 File Name 🏶 Description 🗘 Creator 🌩 Approver 🗘 Request Type 🗘 File Status 🏶 Remarks 🔅 From Bank)

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.

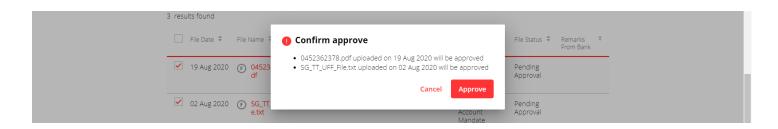
Note: Please ensure that the users approving the File Exchange requests for form submission are Director(s) or Authorised Signatory(ies) in your company

At the **File Exchange Center** 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

3 results found							
🗌 File Date 🗘 File Name	Description \$	Creator 🗘	Approver 🗢	Request Type 🌻	File Status 🌲	Remarks From Bank	*
✓ 19 Aug 2020 (F) 0452: df	3 <mark>62378.p</mark> Digital Document Submission	SG2BE11S01		IDEAL Maintenance Form	Pending Approval		
✓ 02 Aug 2020 (F) SG_T e.txt	_UFF_Fil	SG2BE11S01		Change of Account Mandate	Pending Approval		
02 Aug 2020 (F) TT-tra	il.txt	SG2BE11S01		Change of Customer Profile	Pending Approval		
				Delete	Approve	Reje	:ct



Once clicked, the **Confirm approve** popup would be prompted to review the file details. To proceed, click **Approve** to proceed, a successful system message will be prompted.



Bank Acknowledgement & Application Status Update

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

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				Drag and drop	Upl your files anyw	oad here, or <mark>browse</mark>	for files				
		√ Filter by file na	ime, Request Type, File S	itatus				Show additiona	l filters ≫		
	6	results found									
		File Date 🌲	File Name 🗘	Description 🗘	Creator 🗢	Approver 🗘	Request Type 🌻	File Status 🌲	Remarks 🗘 From Bank		
		30 Jul 2020	E TWTT- GDG006.txt	DOCUMENT 1	SG2BE11S01	SG2BE11S02	IDEAL Maintenance Form	Bank Received	Request takes 7 business days if all is in order.		
		20 Apr 2020	(F) act.txt	DOCUMENT 2	SG2BE11S01	SG2BE11S02	Change of Customer Profile	Bank Received	Request takes 3 business days if all is in order.	0	May I help you?
											1

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.

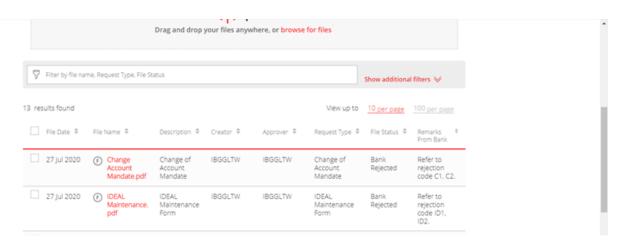
	Upload Drag and drop your files anywhere, or browse for files										
Filter by file na	me, Request Type, File S	Status				Show additional	filters 📎				
results found											
File Date 🗘	File Name 单	Description \$	Creator 🗘	Approver ≑	Request Type 🌲	File Status 🌲	Remarks From Bank				
30 Jul 2020	TWTT- GDG006.txt	DOCUMENT 1	SG2BE11S01	SG2BE11S02	IDEAL Maintenance Form	Completed					
20 Apr 2020	(F) act.txt	DOCUMENT 2	SG2BE11S01	SG2BE11S02	Change of Customer Profile	Completed					

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 <u>here</u> 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).



Click here to find out more on the rejection code and reason