



# **DBS IDEAL User Guide**

## **File Exchange for Form Submission**

August 2020

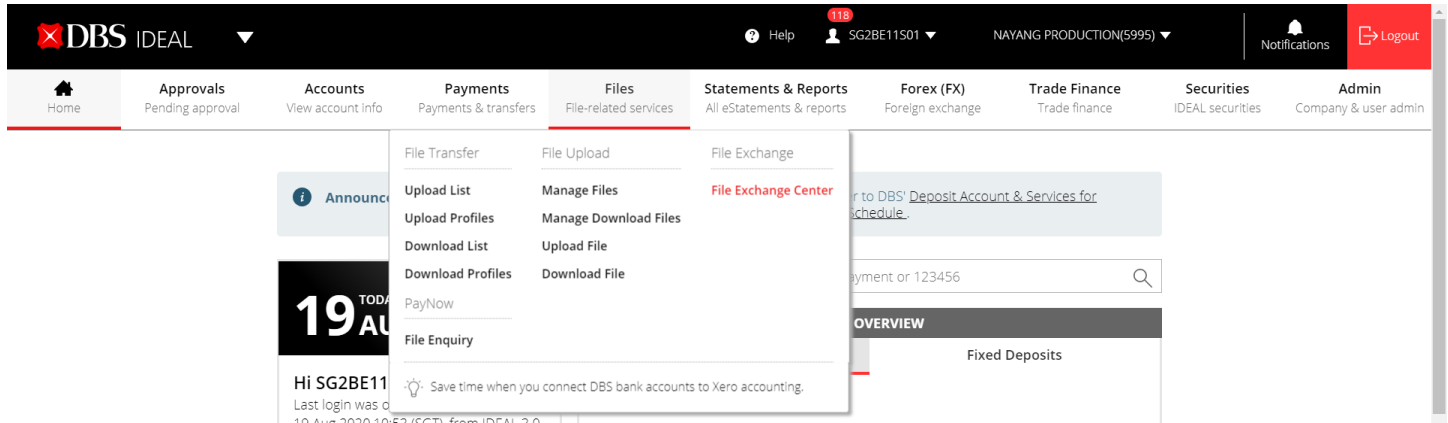


## Table of Contents

About File Exchange .....	3
File Exchange - Send.....	3
Upload File .....	6
Approve File .....	7
Bank Acknowledgement & Application Status Update .....	8
File Completion .....	8
File Rejection.....	9

## 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.



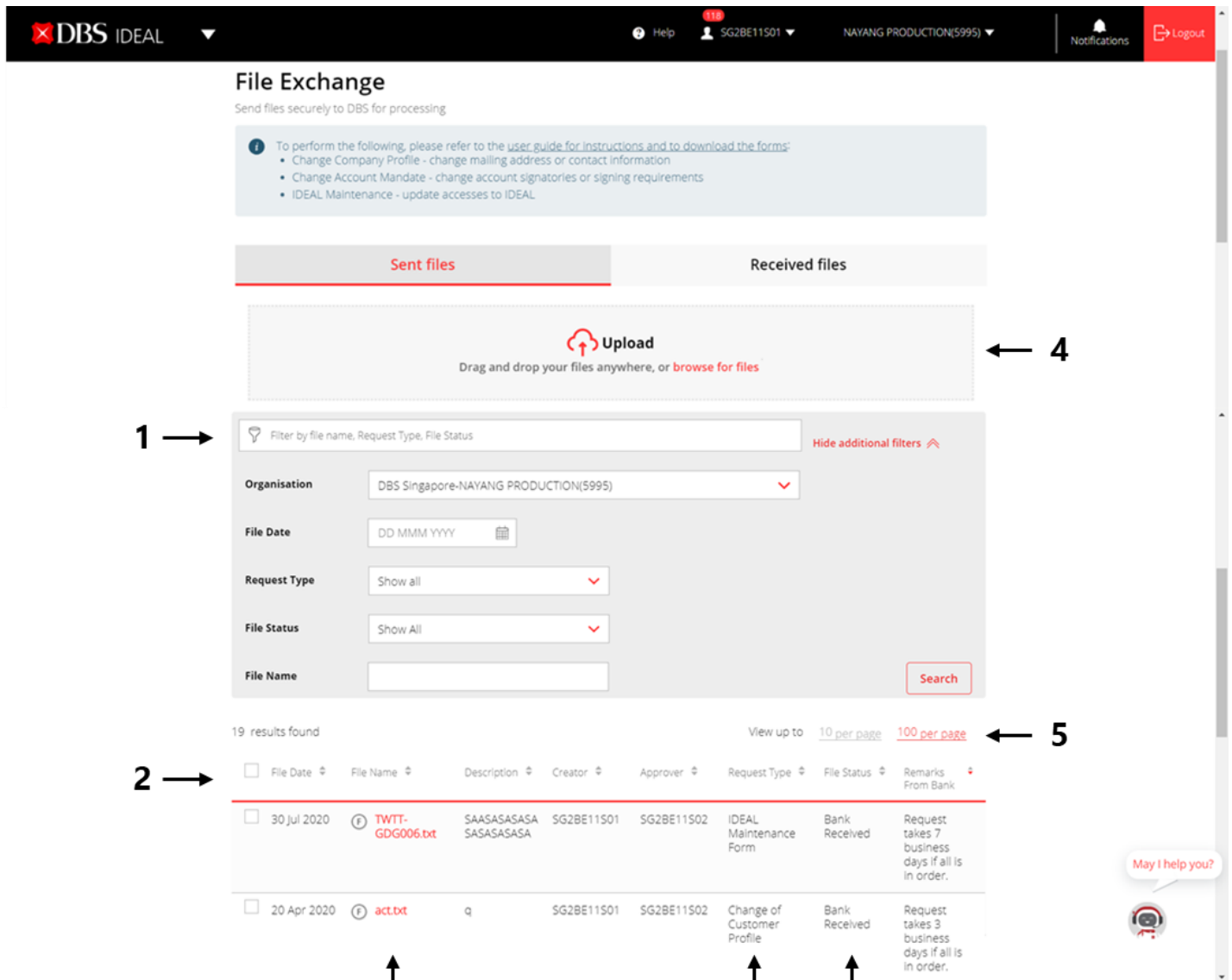
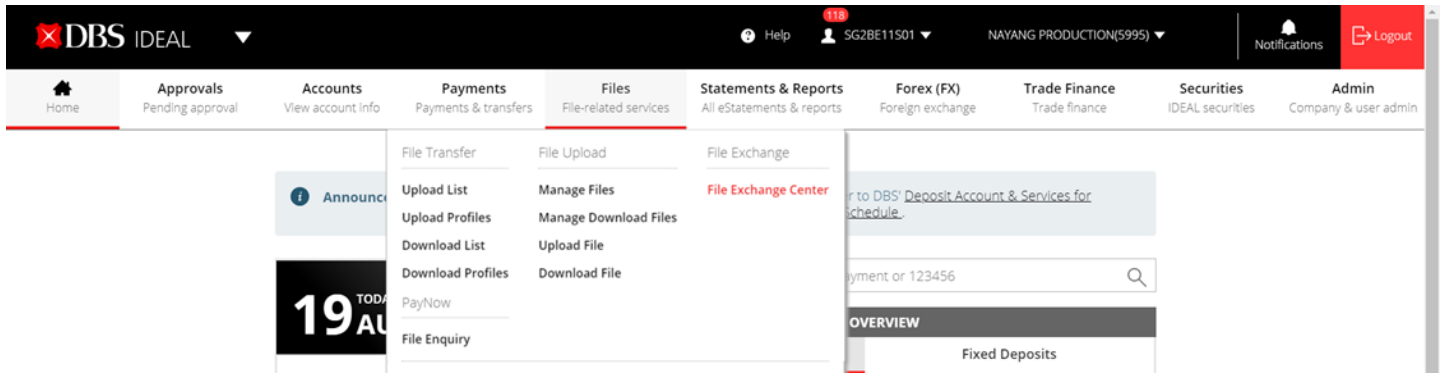
Menu	Description						
Send	Upload and approve electronic file transmission to the Bank; each request could support file size up to <b>10 MB</b> for below file extensions						
	<table border="1"> <tr> <td>Documents</td> <td>PDF</td> </tr> <tr> <td>Graphics</td> <td>BMP, GIF, JPG, JPEG, PNG</td> </tr> <tr> <td>Others</td> <td>ZIP</td> </tr> </table>	Documents	PDF	Graphics	BMP, GIF, JPG, JPEG, PNG	Others	ZIP
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)**
  - [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 “File Exchange Center”

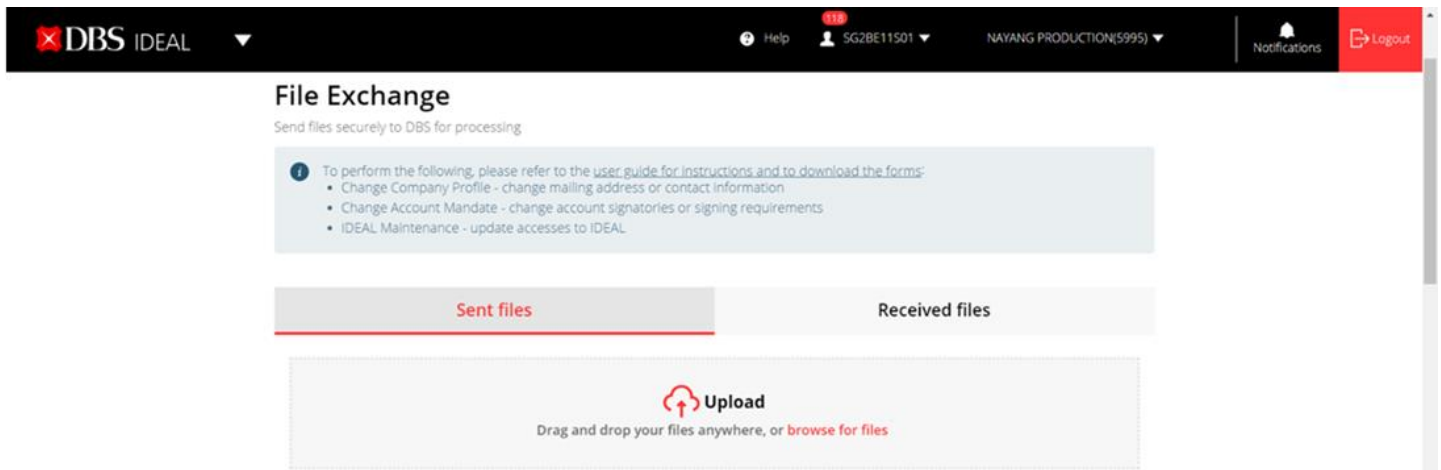


Main Menu	Description												
<b>1. Search</b>	Dynamically search for uploaded files based on File Name, Request Type, or File Status												
	<table border="1"> <tr> <td><b>Organisation</b></td> <td>Search based on your selected Organisation (for multiple entities)</td> </tr> <tr> <td><b>File Date</b></td> <td>Search customer's uploaded file(s) by upload date</td> </tr> <tr> <td><b>Request Type</b></td> <td>Search by request type of the uploaded file</td> </tr> <tr> <td><b>File Status</b></td> <td>List of all file status</td> </tr> <tr> <td><b>File Name</b></td> <td>Search customer's uploaded file(s) by file name</td> </tr> <tr> <td></td> <td>Search the file list based on above criteria</td> </tr> </table>	<b>Organisation</b>	Search based on your selected Organisation (for multiple entities)	<b>File Date</b>	Search customer's uploaded file(s) by upload date	<b>Request Type</b>	Search by request type of the uploaded file	<b>File Status</b>	List of all file status	<b>File Name</b>	Search customer's uploaded file(s) by file name		Search the file list based on above criteria
<b>Organisation</b>	Search based on your selected Organisation (for multiple entities)												
<b>File Date</b>	Search customer's uploaded file(s) by upload date												
<b>Request Type</b>	Search by request type of the uploaded file												
<b>File Status</b>	List of all file status												
<b>File Name</b>	Search customer's uploaded file(s) by file name												
	Search the file list based on above criteria												
<b>2. Multi-Select</b>	Support multiple file deletion and approvals												
<b>3. File Link</b>	Once clicked, user can download and view the file												
<b>4. Upload File</b>	Easy access to <b>upload</b> a new file												
<b>5. Page Controller</b>	<p><b>Items per page</b> – customize the page layout by controlling number of records in a page, available values include '10', '100'</p> <p><b>Page Navigation</b> – easy access to other pages with a simple click</p>												
<b>6. Request Type</b>	Refer to this column for an easy view of the type of request submitted												
<b>7. File Status</b>	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.

- 1 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.



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

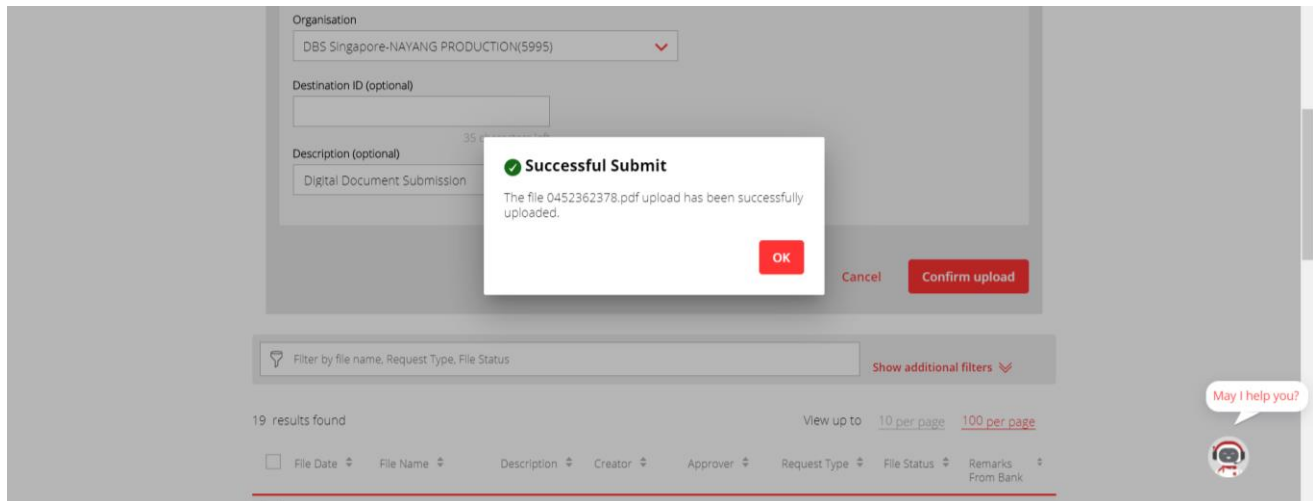
Download the required forms for submission here:

- o [DBS IDEAL Maintenance form](#) – I want to update my company's IDEAL accesses
- o [DBS IDEAL Application form](#) – I want to upgrade my company's IDEAL service package from Enquiry to Transact – For IDEAL Enquiry Customers only.
- o [Change of customers profile](#) (e.g update of address) – I want to update my mailing address or contact information
- o [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 **Confirm Upload** to proceed. You may also click **Cancel** return to previous screen



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.



## 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**

**1**

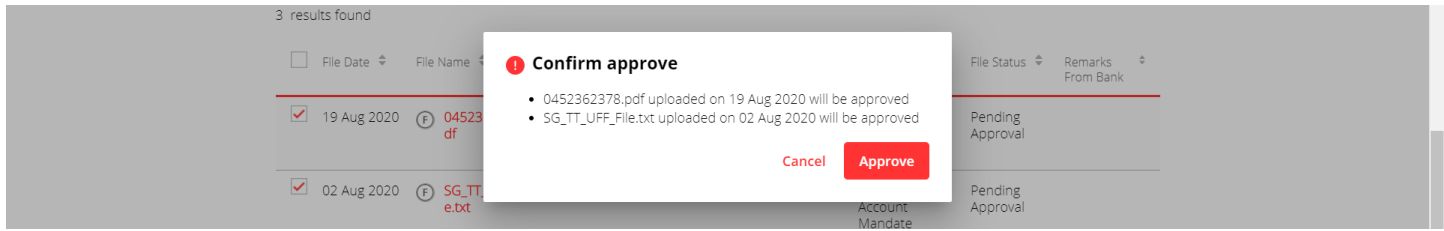
At the **File Exchange Center** screen, check on the option box next to each file record and click **Approve** at the bottom, you may also approve multiple files in one time; or you may click **Reject** to reject the files

3 results found

<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input checked="" type="checkbox"/>	19 Aug 2020	0452362378.pdf	Digital Document Submission	SG2BE11S01		IDEAL Maintenance Form	Pending Approval	
<input checked="" type="checkbox"/>	02 Aug 2020	SG_TT_UFF_File.txt		SG2BE11S01		Change of Account Mandate	Pending Approval	
<input type="checkbox"/>	02 Aug 2020	TT-trail.txt		SG2BE11S01		Change of Customer Profile	Pending Approval	

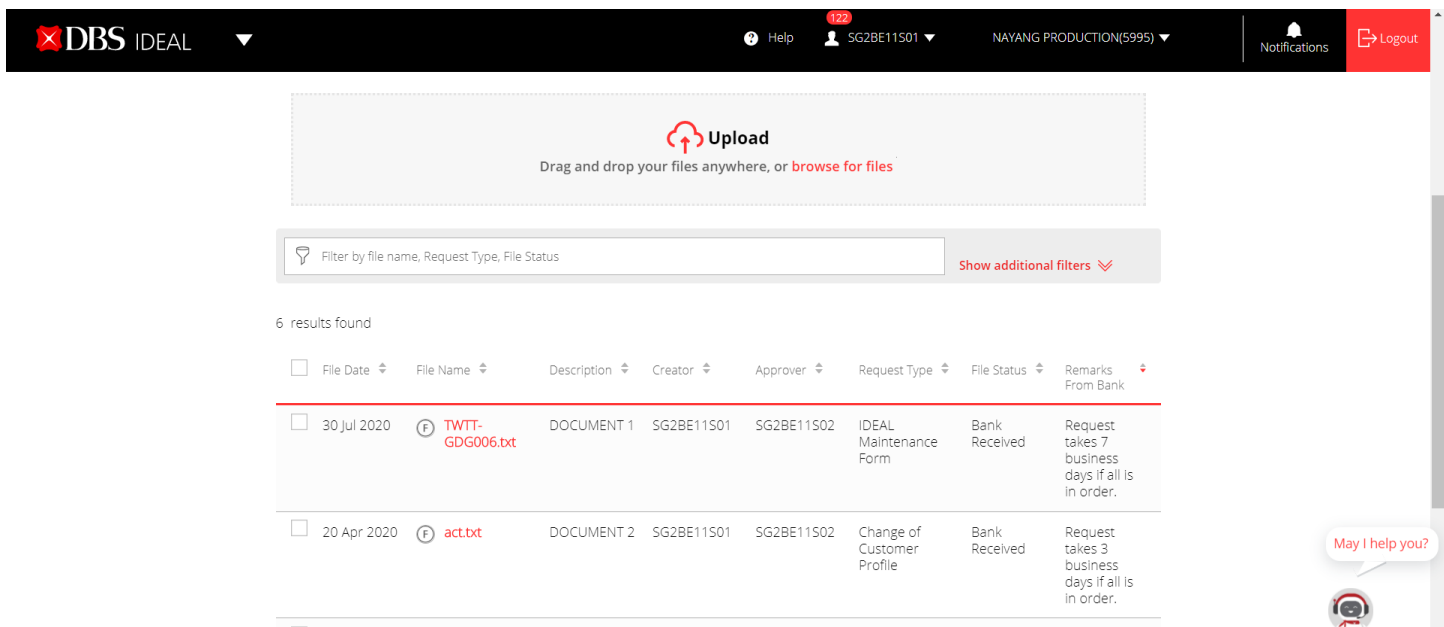
**2**

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.



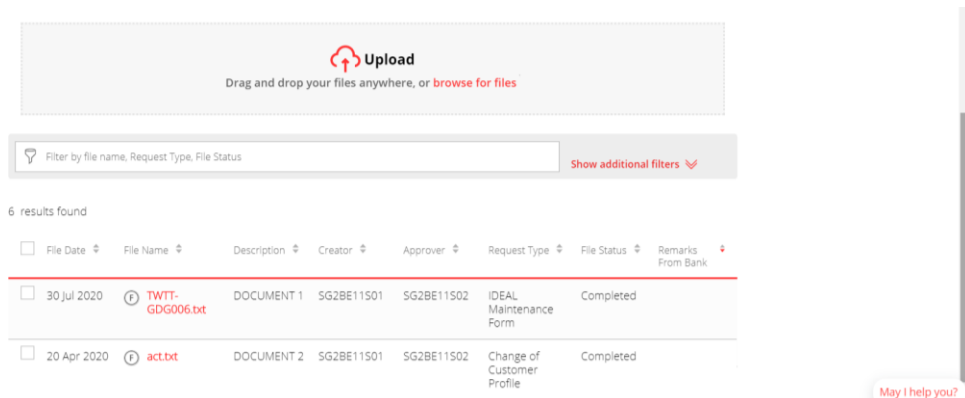
## Bank Acknowledgement & Application Status Update

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.



## 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 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).

Drag and drop your files anywhere, or [browse for files](#)

Show additional filters

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

<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	27 Jul 2020	📎 <a href="#">Change Account Mandate.pdf</a>	Change of Account Mandate	IBGGLTW	IBGGLTW	Change of Account Mandate	Bank Rejected	Refer to rejection code C1, C2.
<input type="checkbox"/>	27 Jul 2020	📎 <a href="#">IDEAL Maintenance.pdf</a>	IDEAL Maintenance Form	IBGGLTW	IBGGLTW	IDEAL Maintenance Form	Bank Rejected	Refer to rejection code ID1, ID2.

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