

Onboarding – Customer new to IDEAL & eDS

Customer submits DBS IDEAL Application Form (with User details and Account number) required for setting up in IDEAL and then subsequently for Cash Bag Sign-Up.

IDEAL Application Form

The image shows a thumbnail of the DBS IDEAL Application Form. A blue rectangular box highlights Section 2, 'ACCOUNT(S) TO BE MANAGED UNDER IDEAL'. A large black arrow points from this box to the right, where a larger, detailed view of the form is shown. A small orange circle with the number '1' is placed near the arrow, indicating the step to be followed.

The image shows a detailed view of the DBS IDEAL Application Form. The form is titled 'Please complete this form in BLOCK LETTERS. *Mandatory Fields:'. It is divided into three main sections:

- 1 COMPANY DETAILS**
Company Name*
Company Registration No. (UEN)*
- 2 ACCOUNT(S) TO BE MANAGED UNDER IDEAL**
Tick where applicable ☒
☐ All DBS Accounts **OR** ☐ The Accounts Listed Below
[Empty text box for listing accounts]
- 3 AUTHORISE OWN TRANSACTIONS**
Tick where applicable ☒
Note: For authorisers who are approving transactions that they created themselves and that require only one authoriser, transaction challenge will only be sent via SMS to the registered mobile number.
☐ All Transaction Authorisers can authorise own transactions (Single Control)
Risk Disclosure Statement
For all transactions made through DBS IDEAL, the system will have **Dual Control** in place such that no single person could create and approve transactions that would result in fraudulent action.
Dual Control
A procedure that involves two or more people to complete a transaction – one person to create a transaction and another of higher authority to approve it in the system. This makes the system more secure as both persons would need to be in collusion to commit fraud.
Single Control
A procedure that needs only one person to complete a transaction, thus may incur higher risk compared with **Dual Control**.

- 1 Customer to fill in Section 2 – **“ACCOUNTS TO BE MANAGED UNDER IDEAL”**.

Note : Customer would also specify the Account to be used for Cash Bag Deposit service, included in this section.



Onboarding – Customer new to IDEAL & eDS (cont’)

Customer submits DBS IDEAL Application Form (with User details and Account number) required for setting up in IDEAL and then subsequently for Cash Bag Sign-Up.

IDEAL Application Form

DBS IDEAL APPLICATION PAGE (FOR SUBMISSION TO BANK)

1 COMPANY DETAILS

2 ACCOUNTS TO BE MANAGED UNDER IDEAL

3 AUTHORISE EDS TRANSACTIONS

4 SERVICE(S) AND USER ROLE(S)

5 CHOICE OF 2-FACTOR AUTHENTICATION (2FA) MODES

6 ACCESS TO WHICH ACCOUNT(S)?

4 SERVICE(S) AND USER ROLE(S)

Note: 2 Contact Persons must be provided.
As part of our enhanced security process, we require you to provide us with a **valid mobile number & email address**.
An invalid mobile number or email address may result in the inability to authenticate you and affect your login.
To add more users, click [here](#) for additional pages.

Tick where applicable

*Mandatory Fields

Name (as in NRIC/Passport)* NRIC/Passport No.*

Nationality* Date of Birth (DD/MM/YYYY)*

Preferred IDEAL User ID (8-12 alphanumeric characters, M, A-Z, 0-9) Mobile No.*

Email*

Service(s) & Role(s)

Transaction

Service(s)	Role(s)	Transaction Maker	Transaction Authoriser	Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy)
Payment				
Payroll				
Collection				
Trade				
Others				

☐ Enquiry ☐ DualOnline (Foreign Exchange)

☐ Administrator ☐ Contact Person

Additional Information

EDS Admin Officer

Choice of 2-Factor Authentication (2FA) Modes:
Note: If left blank, the default 2FA mode will be the digital token.

☐ IDEAL digital token (Security Authentication via smartphone) ☐ Security Device (Physical Token) *\$20 charge applies

Access to which Account(s)?
Note: If left blank, user will be given access to all accounts listed in Section 2.

☐ All Account from Section 2 ☐ OR ☐ The Accounts Listed Below

2 Under Section 4 – Services and User Roles → Additional Information → Customer to denote as “**EDS Admin Officer**” to nominate the user as EDS administrator

This EDS administrator can then create different Users under EDS, for Cash Bag Deposit Service.



Onboarding – Customer already on IDEAL & new to eDS

Customer submits DBS IDEAL Maintenance Form (with User details) for Cash Bag Sign-Up.

3 Add New/Edit Existing User Tick where applicable ☒

Note: For Supersede, your previous instructions will be deleted. As part of our enhanced security process, we require you to provide us with a valid **mobile number and email address**. An invalid mobile number or email address may result in the inability to authenticate you and affect your login. To add more users, [click here](#) for additional pages.

1 ☐ Add **OR** ☐ Supersede **OR** ☐ Remove

Name (as in NRIC/Passport)* NRIC/Passport No.*

Nationality* Date of Birth (DD/MM/YYYY)*

Preferred IDEAL User ID (8-12 alphanumeric characters, i.e. A-Z, 0-9) Mobile No.*

Email*

Service(s) & Role(s)

Service(s)	Transaction	Role(s)	Transaction Maker	Transaction Authoriser	Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy)
Payment					
Payroll					
Collection					
Trade					
Others					

☐ Enquiry ☐ DealOnline (Foreign Exchange)¹

☐ Administrator ☐ Contact Person

2 **EDS Admin Officer**

Additional Information

Choice of 2-Factor Authentication (2FA) Modes:
Note: If left blank, the default 2FA mode will be the digital token.

☐ IDEAL digital token (Security Authentication via smartphone) ☐ Security Device (Physical Token) *\$20 charge applies

Access to which Account(s)?
☐ All IDEAL Accounts **OR** ☐ The Accounts Listed Below

1 Customer to denote the existing IDEAL User ID details, who is now being nominated as EDS administrator.

2 Under Section 3 – Add New/Edit Existing User → Services and User Roles → Additional Information → Customer to denote as “**EDS Admin Officer**” to nominate the IDEAL User as EDS administrator.

EDS administrator will inherit the accounts granted as per his entitlement.

EDS administrator then create Users under EDS. Users created by this EDS admin officer will inherit his account entitlement.