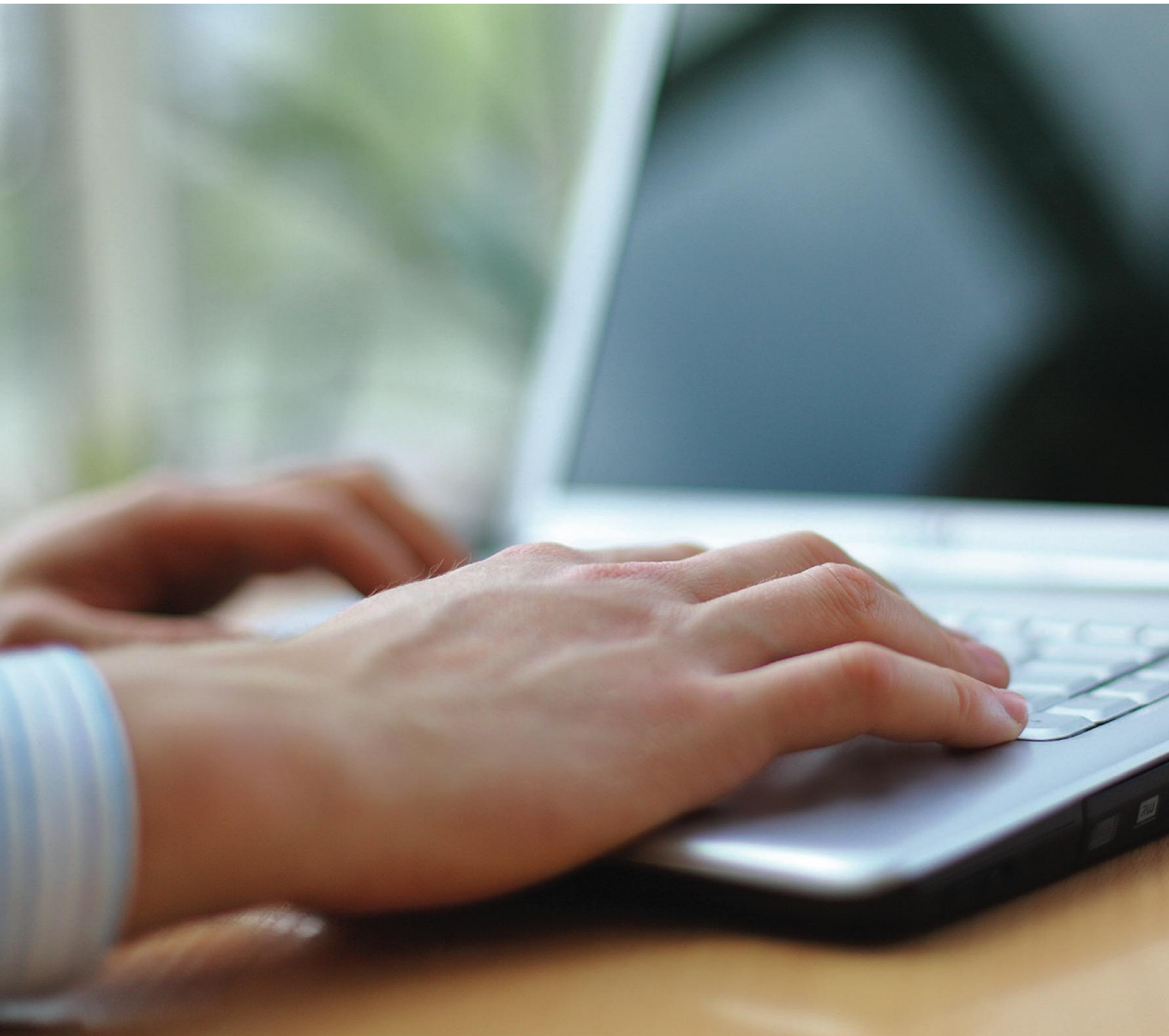


DBS IDEAL 3.0

Maintenance Form Guide

November 2015



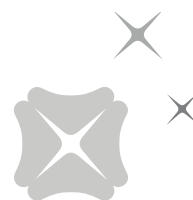
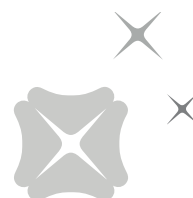


TABLE OF CONTENTS

01	User Entitlement	03
02	Common Scenarios	
	2A-Scenario 1: Add and/or Remove a User	04
	2B-Scenario 2: Change of User Access	06
	2C-Scenario 3: Change of User Role	07
	2D-Scenario 4: Updating personal contact information	08
	2E-Scenario 5: Unlock Pin	09



01

USER ENTITLEMENT

Form Features

1. Details

Select one of the above options

- “Add”
- “Supersede”
- “Remove”

Fill in the details of the user

2. Service(s) and Roles

Indicate whether a user is a transaction maker or a transaction authorizer, according to the access that is designated to the user

Indicate authorizer group if user is authorizer

Indicate if user has access to these entitlements:

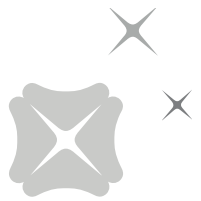
- Enquiry
- Deal Online (DOL)
- Admin Officer
- Contact Person

3. Account Access with DBS

User can either access all IDEAL accounts or access specified accounts

Summary of Service Access

Enquiry	Maker	Approver	Admin Officer	Contact Person
VIEW	CREATE	AUTHORIZE	MAINTAIN	TOUCHPOINT
Account statements	Payroll	Payroll	Unlock User	IDEAL sign up
Trade transactions	Payments	Payments	Unlock Security Device	IDEAL Services
Remittance advices	Collect	Collect	Request for new Login PIN	
Subscribe to alerts & trade notifications or enquire on Fixed Deposits	Trade Finance	Trade Finance		
	Deal Online	Group allocation & Authorization policy		



2A –Scenario 1: Add and/or Remove a User

Section: 3 & 4

Background

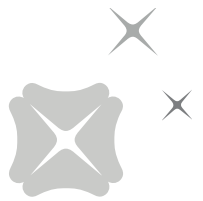
Alec is leaving the company and his access has to be removed. Jon has just joined the company and will be taking over Alec's role and will have the exact same accesses.

Account access and role of Alec that needs to be replaced:

- Admin Contact Person
- Access to view all Accounts and Reports

Authorization Policy specifies that only Group A can authorize all transactions

Key Points	Action to take																														
Add	<p>In Section 3, “Add New/Edit Existing User”:</p> <ul style="list-style-type: none"> • Tick “Add” option • Fill Contact details • Add access according to what Alec had 																														
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #f9f9f9; padding: 5px; border: 1px solid #ccc;"> <p>3 Add New/Edit Existing User</p> <p>Note: For Supersede, your previous instructions will be deleted. As per mobile number and email address. An invalid mobile number will prevent your login. To add more users, click here for additional pages.</p> <p><input checked="" type="checkbox"/> Add OR <input type="checkbox"/> Supersede OR <input type="checkbox"/> Remove</p> <p>Name (as in NRIC/Passport)* NRIC/Passport No.* Tan Zhong Ming Jon s8031063E</p> <p>Nationality* Date of Birth (DDMM/YYYY)* Singaporean 31/07/1980</p> <p>Preferred IDEAL™ User ID (8-12 alphanumeric characters, i.e. A-Z, 0-9) Mobile No.*(valid) JONTAND1 94719719</p> <p>Email*(valid) JONTAN@TANGOSOLUTIONS.COM</p> <p>Service(s) & Role(s)</p> <p>Transaction</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Service(s)</th> <th>Role(s)</th> <th>Transaction Master</th> <th>Transaction Authoriser</th> <th>Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorization Policy)</th> </tr> </thead> <tbody> <tr> <td>Payment</td> <td></td> <td></td> <td style="text-align: center;">✓</td> <td style="text-align: center;">A</td> </tr> <tr> <td>Payroll</td> <td></td> <td></td> <td style="text-align: center;">✓</td> <td></td> </tr> <tr> <td>Collection</td> <td></td> <td></td> <td style="text-align: center;">✓</td> <td></td> </tr> <tr> <td>Trade</td> <td></td> <td></td> <td style="text-align: center;">✓</td> <td></td> </tr> <tr> <td>Others</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><input checked="" type="checkbox"/> Enquiry <input type="checkbox"/> DealOnline (Foreign Exchange)*</p> <p><input type="checkbox"/> Admin Officer <input checked="" type="checkbox"/> Contact Person</p> <p>Additional Information <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> </p> <p>Access to which Account(s)? <input checked="" type="checkbox"/> All IDEAL™ Accounts OR <input type="checkbox"/> The Accounts Listed Below</p> </div> <div style="background-color: #f9f9f9; padding: 5px; border: 1px solid #ccc; margin-top: 10px;"> <p>4 REMOVE EXISTING USER</p> <p>Note: To remove more users, click here for additional pages.</p> <p>REMOVE Existing User</p> <p>User 1</p> <p>Name (as in NRIC/Passport)* Lee Zhong Ming Alec</p> <p>IDEAL™ User ID* ALECLEE01</p> </div> </div>	Service(s)	Role(s)	Transaction Master	Transaction Authoriser	Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorization Policy)	Payment			✓	A	Payroll			✓		Collection			✓		Trade			✓		Others				
Service(s)	Role(s)	Transaction Master	Transaction Authoriser	Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorization Policy)																											
Payment			✓	A																											
Payroll			✓																												
Collection			✓																												
Trade			✓																												
Others																															
Remove	<p>In Section 4 “Remove Existing User”:</p> <ul style="list-style-type: none"> • Fill up Alec’s details to remove him 																														



Points to Note

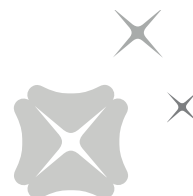
How authorization policy would be affected by the removal of the user.

Existing User:

- If a maker is leaving, ensure that there is another maker with the same authorization policy to cover the functions; else new access would have to be granted for other users.
- If an approver is leaving, ensure that there is another approver with the same authorization policy to cover the functions; else new access would have to be granted for other users.
- In this instance, because Alec had access to all roles, the new replacement would require all these roles too. In other instances, only the required roles would be selected

New User:

- Fill in details, including preferred IDEAL user account
- Determine what account access to be given to new user



2B – Scenario 2: Change of User Access

Section: 3

Background

Tan Min Min has been promoted and has gained the rights to be a “Transaction Authorizer”, with “Account Enquiry” entitlement.

Account access and roles for Min Min:

- Access to view Account 0301431035
- Access to create Payroll transactions
- Access to authorize Payroll transaction

Authorization Policy specifies that only Group E can authorize Payroll transactions

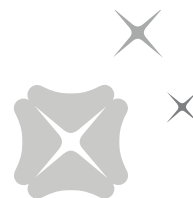
Key Points	Action to take
Add	<p>In section 3, “Add New/Edit Existing User”:</p> <ul style="list-style-type: none">• Tick “Add” option• Tick Transaction Authorizer - “Payroll”• Indicate authorization group for the user• Select User entitlement for “Enquiry”

<input checked="" type="checkbox"/> Add	OR	<input type="checkbox"/> Supersede	OR	<input type="checkbox"/> Remove
Name (as in NRIC/Passport)*	NRIC/Passport No.*			
TAN MIN MIN	S8898785A			
Nationality*	Date of Birth (DD/MM/YYYY)*			
SINGAPOREAN	10/10/1988			
Preferred IDEAL™ User ID (B-12 alphanumeric characters, i.e. A-Z, 0-9)	Mobile No.*(valid)			
MINTAN01	9000 9004			
Email*(valid)				
MINMIN@TANGOSOLUTIONS.COM				
Service(s) & Role(s)				
Transaction				
Role(s) / Service(s)	Transaction Maker	Transaction Authoriser	Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorization Policy)	
Payment			E	
Payroll		✓		
Collection				
Trade				
Others				
<input checked="" type="checkbox"/> Enquiry			<input type="checkbox"/> DualOnline (Foreign Exchange) ¹	
<input type="checkbox"/> Admin Officer			<input type="checkbox"/> Contact Person	
Additional Information				
Access to which Account(s)?				
<input type="checkbox"/> All IDEAL™ Accounts		OR	<input checked="" type="checkbox"/> The Accounts Listed Below	
0301431035				

Points to Note

Only tick new access and not accesses that the current user already has.

Update authorizer group according to authorization policy.



2C – Scenario 3: Changing of User Role

Section: 3

Background

Zac has been transferred to the HR department.

Account access and roles of Zac:

- Access to view Account 0301431035
- Access to create Payroll transactions
- Access to authorize Payroll transaction

Authorization Policy specifies that only Group E can authorize Payroll transactions

Key Points

Action to take

Supersede

In section 3, “Add New/Existing User”:

- **Tick** “Supersede” option, which will replace all previous accesses
- **Tick** Payroll transaction Maker and Authorizer
- **Indicate** authorization group for the user
- **Select** User entitlement for “Enquiry”
- **Update** Account access below

Add **OR** **Supersede** **OR** Remove

Name (as In NRIC/Passport)*
LEE XIAO XING ZAC NRIC/Passport No.*
830987654123

Nationality*
MALAYSIAN Date of Birth (DD/MM/YYYY)*
10/09/1983

Preferred IDEAL™ User ID (8-12 alphanumeric characters, i.e. A-Z, 0-9)
ZACLEE01 Mobile No.*(valid)
9000 9005

Email*(valid)
ZACLEE@TANGOSOLUTIONS.COM

Service(s) & Role(s)

Transaction

Service(s)	Role(s)	Transaction Maker	Transaction Authoriser	Please indicate a authoriser group for this user: (i.e. A, B, C, D, or E, if applicable to Authorisation Policy)
Payment				E
Payroll		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Collection				
Trade				
Others				

Enquiry DaoOnline (Foreign Exchange)¹

Admin Officer Contact Person

Additional Information

Access to which Account(s)?

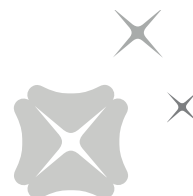
All IDEAL™Accounts **OR** The Accounts Listed Below

0301431035

Points to Note

Ensure that all his accesses have been completely removed and to denote his new accesses clearly.

Update authorizer group according to authorization policy.



2D – Scenario 4: Updating personal contact information

Section: 3

Background

Zac would like to update his mobile number and email address with no change in entitlements.

Account access and roles of Zac:

- Access to view all Accounts
- Able to create Payment, Collection and Trade transactions

Key Points	Action to take
Add	In section 3, “Add New/Existing User”: <ul style="list-style-type: none">• Tick “Add” option• Fill up updated personal contact
Additional Information	<p>Specify the instruction in “Additional Information” field:</p> <p>“Please update the latest mobile number and Email for this user with all existing services & roles remained”</p>

Service(s) & Role(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 Authorization Policy)
Payment				
Payroll				
Collection				
Trade				
Others				

Enquiry DealOnline (Foreign Exchange)¹

Admin Officer Contact Person

Additional Information

“Please update the latest mobile number and Email for this user with all existing services & roles remained”

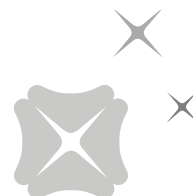
Access to which Account(s)?

All IDEAL[™]Accounts The Accounts Listed Below

Points to Note

Do ensure that additional instructions are filled in to guide the bank to address the right changes.

Mobile number and email has been changed, with the additional information field being filled to denote that there was a profile update with the existing access and roles remaining the same.




2E – Scenario 5: Unlock Pin

Section: 7


Background

Customer wants to unlock the security device by retrieving the “Security Device Unlock PIN”

Key Points	Action to take
Unlock	<p>In Section 7, “Change User Access”:</p> <ul style="list-style-type: none">• Tick “Unlock Security Device”• Input “Unlock Pin” as seen below



DBS
LOCK PIN
3659568



7 **CHANGE USER ACCESS**

Note: To add more instructions, click [here](#) for additional pages.

Name (as in NRIC/Passport)
Lee Xiao Xing Zac

IDEAL™ User ID*
ZACLEED01

Email*(valid)
ZACLEE@TANGOSOLUTIONS.COM

I want to

- Unlock Security Device (physical device not required to be returned)**
Security Device Serial No. (required for Unlock Security Device option)
1 5 - 2 7 7 5 5 6 1 - 9
Security Device Unlock PIN (required for Unlock Security Device option)
3 6 5 9 5 6 8
- Replace Security Device (faulty device required to be returned) ↗**
Security Device Serial No. (required for Replace Security Device option)
- - - - -
Reason for Replacing Security Device
 Misplaced Security Device Faulty Security Device
Others

↗ A service fee of \$20 is chargeable if faulty device is not returned

Points to Note

Unlock PIN can be found in the token. However, in the token, it's shown as “LOCK PIN”. Customers are not sure how to retrieve the Unlock PIN

DBS will send you an unlock code which you can input into your token after this has been processed.