



# **DBS IDEAL User Guide**

## **File Exchange for Form Submission**

March 2025



# Table of Contents

About File Exchange ..... 3

File Exchange - Send..... 4

Upload File ..... 7

Approve File ..... 8

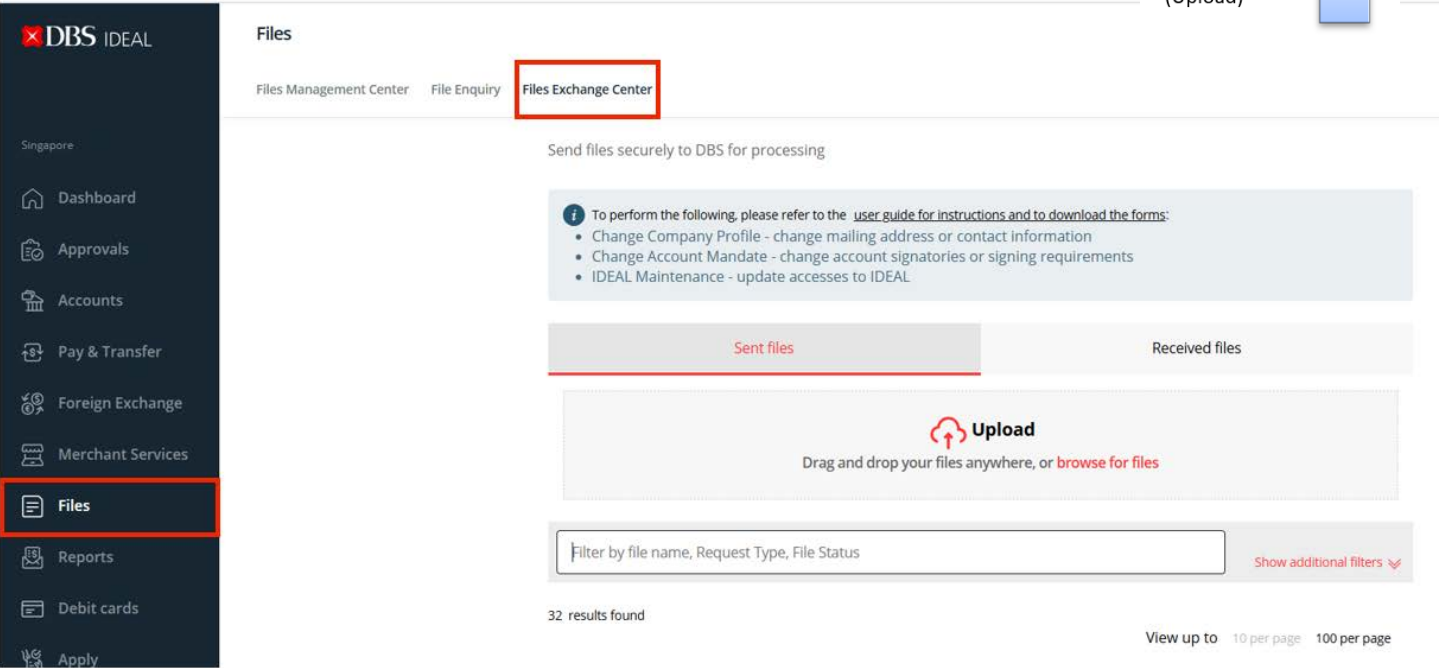
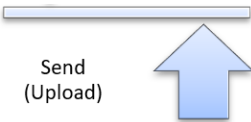
Bank Acknowledgement & Application Status Update ..... 9

File Completion ..... 9

File Rejection..... 10

# 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	
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](#) - I want to update my company's IDEAL accesses
  - [Change of Company Details](#) (e.g update of address) – I want to update my mailing address or contact information
  - [Change of Account Mandate](#) - I want a change of account signatories and/or signing requirements for my company's account(s)
  - [Application for Transfer of Documentary Credit](#) (to transfer your Export LC to your ultimate seller)
  - [Settlement Instruction](#) (to extend/rollover/settle your loan)
  - [Silent Confirmation](#) (to request DBS to add confirmation on silent basis)
  - [Trade Instruction Letter](#) (for other trade instructions)
- ✓ **Approve / Reject / Delete files; Keep track of file transmission status**

Click on the “**Files**” tab within DBS IDEAL, and click on “**File Exchange Center**”

The screenshot displays the DBS IDEAL File Exchange Center interface. On the left, a dark sidebar contains the 'Files' menu item, which is highlighted with a red box. The main content area has a header with 'Files' and sub-tabs: 'Files Management Center', 'File Enquiry', and 'Files Exchange Center' (the last one is highlighted with a red box). Below the header, a message states 'Send files securely to DBS for processing'. An information box provides instructions on required forms: Change Company Profile, Change Account Mandate, and IDEAL Maintenance. Below this are two tabs: 'Sent files' (active) and 'Received files'. A large 'Upload' section features a cloud icon and the text 'Drag and drop your files anywhere, or browse for files'. A search filter box is present with the text 'Filter by file name, Request Type, File Status' and a link to 'Show additional filters'. At the bottom, it shows '32 results found' and pagination options: 'View up to 10 per page 100 per page'.

## File Exchange

Send files securely to DBS for processing

**1** →

To perform the following, please refer to the [user guide for instructions and to download the forms](#):

- Change Company Profile - change mailing address or contact information
- Change Account Mandate - change account signatories or signing requirements
- IDEAL Maintenance - update accesses to IDEAL

**2** →

**Sent files** | **Received files**

**4** ←

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

**1** →

Filter by file name, Request Type, File Status Hide additional filters

**Organisation** DBS Singapore-NAYANG PRODUCTION(5995) ▼

**File Date** DD MMM YYYY 📅

**Request Type** Show all ▼

**File Status** Show All ▼

**File Name**  Search

19 results found View up to 10 per page 100 per page

**5** ←

<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	30 Jul 2020	TWIT-GDGO06.txt	SAASASASASA SASASASASA	SG2BE11S01	SG2BE11S02	IDEAL Maintenance Form	Bank Received	Request takes 7 business days if all is in order.
<input type="checkbox"/>	20 Apr 2020	act.txt	q	SG2BE11S01	SG2BE11S02	Change of Customer Profile	Bank Received	Request takes 3 business days if all is in order.

**3** ↑

**6** ↑

**7** ↑

**May I help you?**

Main Menu	Description
1.Search	Dynamically search for uploaded files based on File Name, Request Type, or File Status
	<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

Main Menu	Description
	<div> <div>File Status</div> <div>List of all file status</div> </div>
	<div> <div>File Name</div> <div>Search customer's uploaded file(s) by file name</div> </div>
	<div> <div> <div>Search</div> </div> <div>Search the file list based on above criteria</div> </div>
2. Multi-Select	Support multiple file deletion and approvals
3. File Link	Once clicked, user can download and view the file
4. Upload File	Easy access to <b>upload</b> a new file
5. Page Controller	<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>
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 (For Trade Only)

This section is to walkthrough the steps to create a file transfer instruction (applicable for Trade only). For IDEAL Maintenance, Change of Company Profile, and Change of Account Mandate, please refer [here](#).

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.

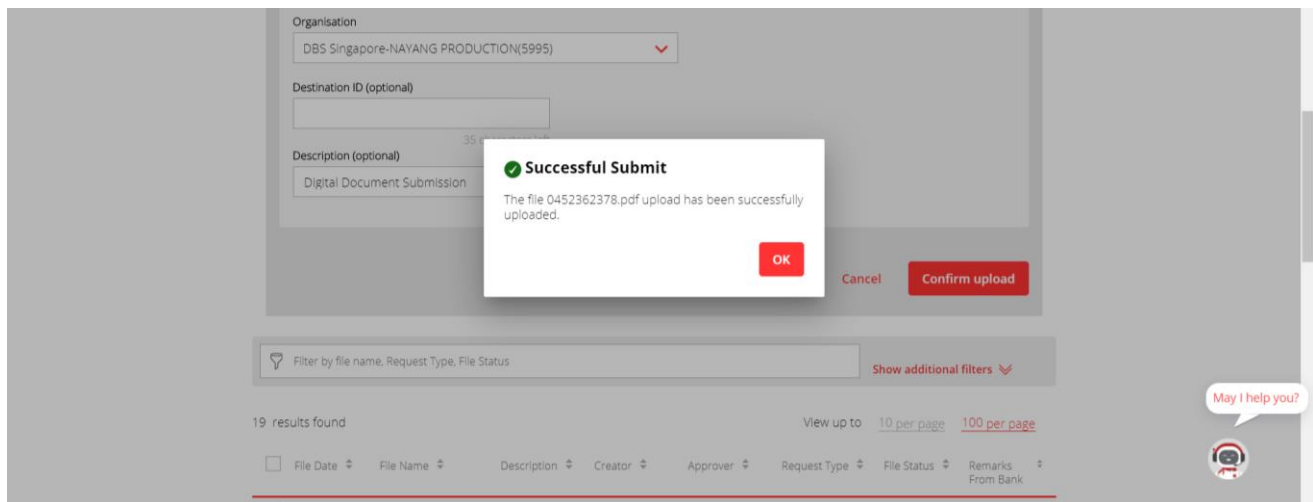
Download the required forms for submission here:

- [DBS IDEAL Maintenance](#) – I want to update my company's IDEAL accesses
- [Change of Company Details](#) (e.g update of address) – I want to update my mailing address or contact information
- [Change of Account Mandate](#) – I want a change of account signatories and/or signing requirements for my company's account(s)
- [Application for Transfer of Documentary Credit](#) (to transfer your Export LC to your ultimate seller)
- [Settlement Instruction](#) (to extend/rollover/settle your loan)
- [Silent Confirmation](#) (to request DBS to add confirmation on silent basis)
- [Trade Instruction Letter](#) (for other trade instructions)

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. For IDEAL Maintenance, Change of Company Profile, and Change of Account Mandate, follow the steps [here](#).

**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
<input checked="" type="checkbox"/>	19 Aug 2020	(F) 0452362378.pdf	Digital Document Submission	SG2BE11S01		IDEAL Maintenance Form	Pending Approval	
<input checked="" type="checkbox"/>	02 Aug 2020	(F) SG_TT_UFF_File.txt		SG2BE11S01		Change of Account Mandate	Pending Approval	
<input type="checkbox"/>	02 Aug 2020	(F) TT-trail.txt		SG2BE11S01		Change of Customer Profile	Pending Approval	

Delete

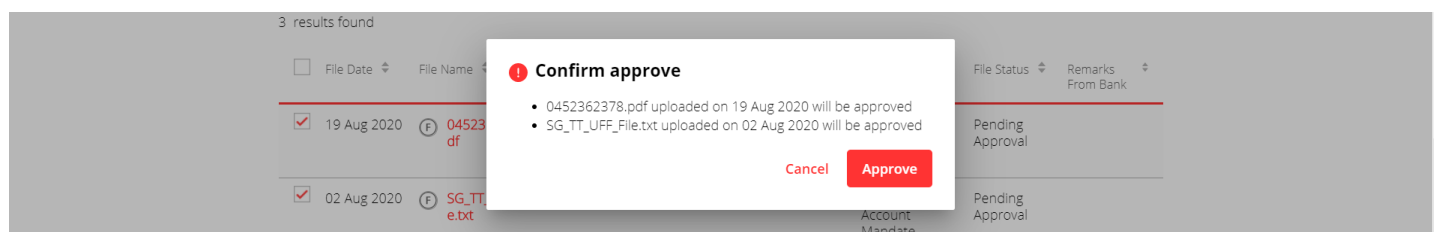
Approve

Reject



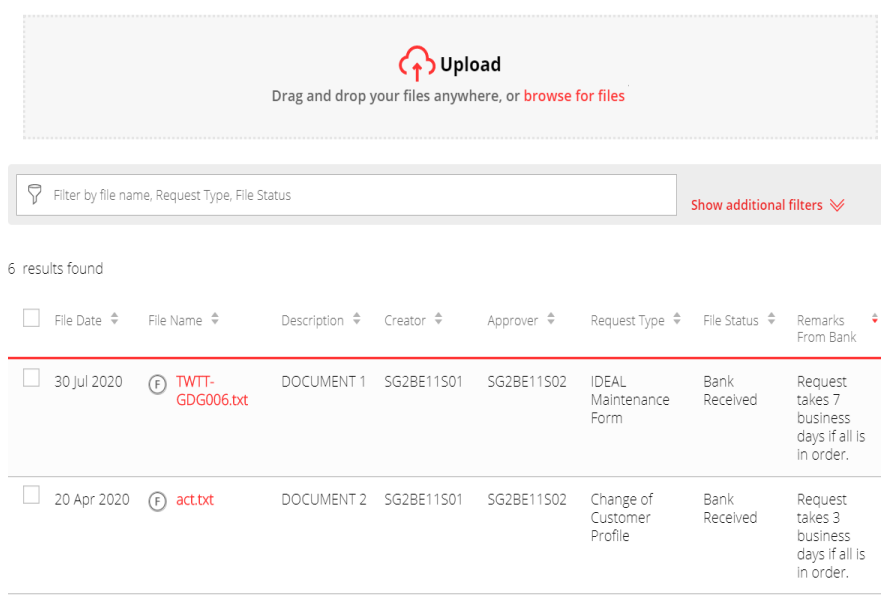


Once clicked, the **Confirm approve** popup would be prompted to review the file details. To proceed, click **Approve** to proceed, a successful system message will be prompted.



## 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.




May I help you?





## 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](#)

Show additional filters

6 results found

<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	30 Jul 2020	 TWTT-GDG006.txt	DOCUMENT 1	SG2BE11501	SG2BE11502	IDEAL Maintenance Form	Completed	
<input type="checkbox"/>	20 Apr 2020	 act.txt	DOCUMENT 2	SG2BE11501	SG2BE11502	Change of Customer Profile	Completed	


May I help you?

## 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).

 **Upload**  
 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	 <b>Change Account Mandate.pdf</b>	Change of Account Mandate	IBGGLTW	IBGGLTW	Change of Account Mandate	Bank Rejected	Refer to rejection code C1, C2.
<input type="checkbox"/>	27 Jul 2020	 <b>IDEAL Maintenance.pdf</b>	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