



Live more,
Bank less

DBS IDEAL

Customer Self Administration User Guide

Updated 30 July 2025

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 - Access CSA module
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Introduction

Manage and control user accesses and your company’s profile digitally with CSA module, at no additional charges:



MANAGING USERS

Add, modify or delete users



MANAGING PRODUCT ENTITLEMENTS AND ACCOUNT ACCESS

Manage the accounts users can access and users entitlements for products, including Payment Initiation, Account Transfer and Information Reporting



MANAGING SECURITY CREDENTIALS

Distribute user IDs, activate/inactivate users or unlock security devices of existing users



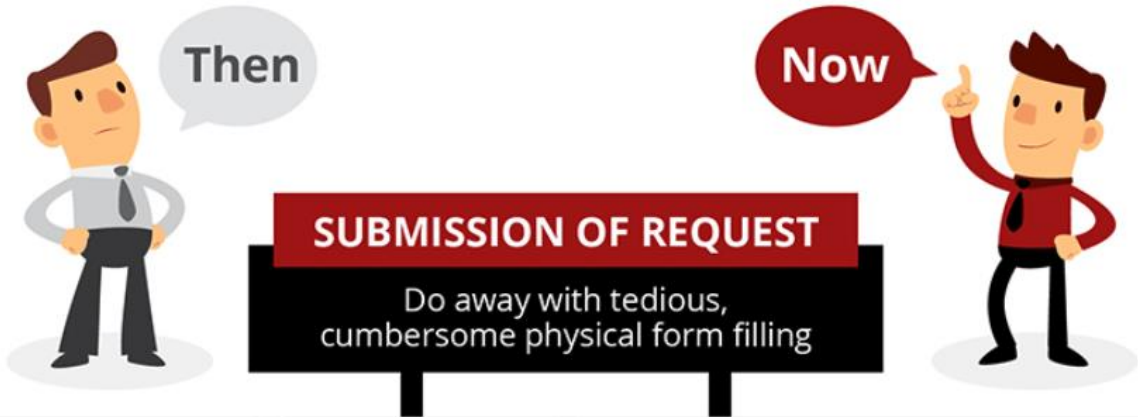
MANAGING YOUR COMPANY PROFILE

Enroll for new features, manage your company's authorisation policy, change limits, and much more

Note: by default, Administrator user cannot authorise any payments

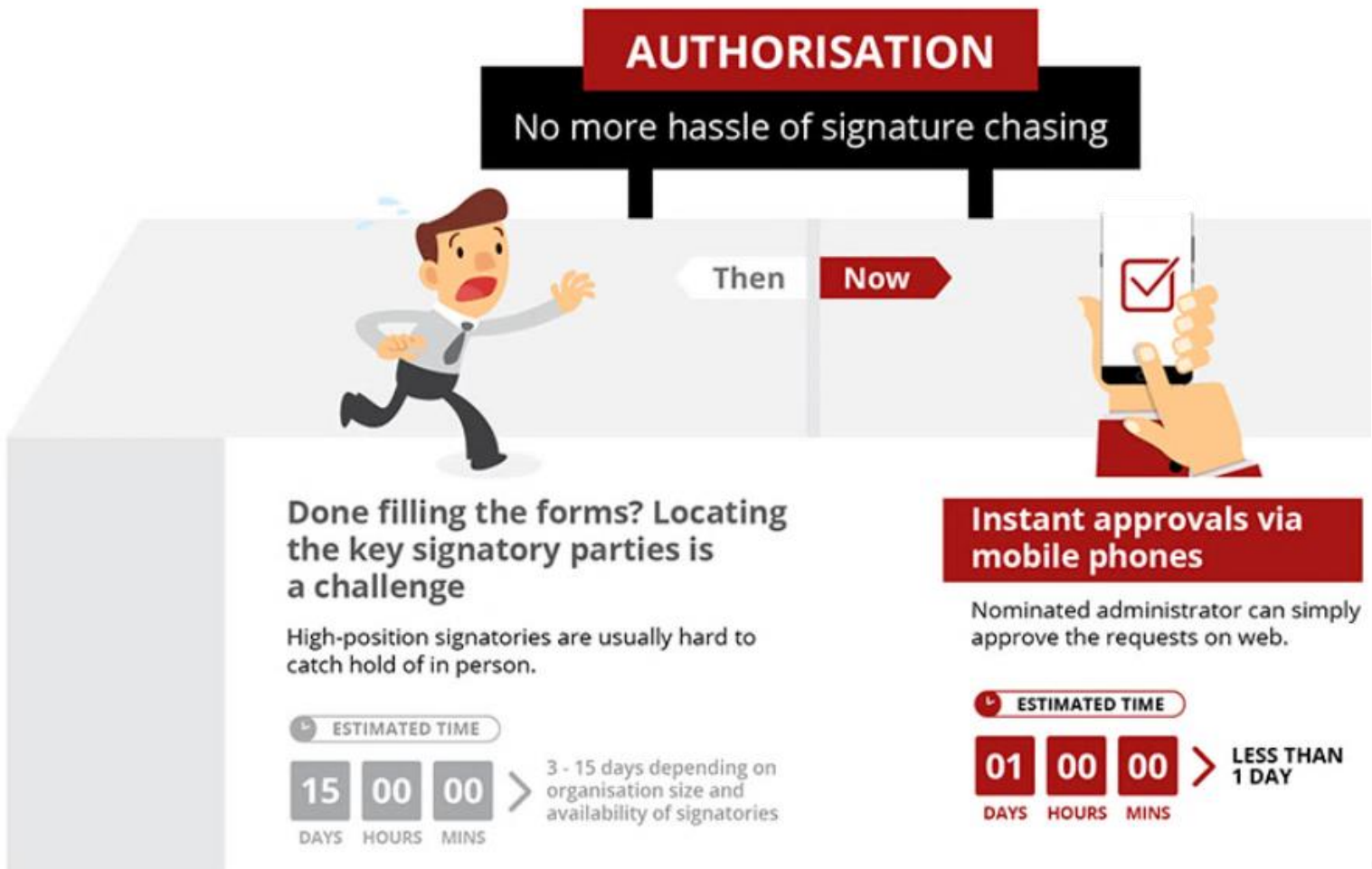
With the improved DBS IDEAL, your business can free up time & human resource to drive what truly matters.

Benefits



Then	Now
	
Company is bogged down by paperwork Company prints & fills out tedious authorisation forms to submit them to the bank in person. Incomplete forms, ink smudges or illegible writing can cause forms to be rejected.	One online click to get started The admin logs in online to add, modify or delete a user. No tedious form-filling means less room for human error! <i>*New approvers require a one-time hard copy submission to certify applicant is a real person.</i>
ESTIMATED TIME 00 01 25 > DAYS HOURS MINS 25mins form filling 1 hour traveling to the bank	ESTIMATED TIME 00 00 05 > DAYS HOURS MINS LESS THAN 5 MIN

Benefits



Benefits



Incomplete forms get rejected with no notification

More time is wasted if the company isn't immediately notified to update the forms.

ESTIMATED TIME

05

00

00

DAYS HOURS MINS

> Up to 5 days or more

Immediate feedback for quick approvals

The administrator is instantly notified the moment the request is approved or rejected. If additional materials need to be supplemented, the administrators will be notified instantly.

ESTIMATED TIME

00

00

00

DAYS HOURS MINS

> INSTANT NOTIFICATIONS

Benefits

ONBOARDING AN ADMINISTRATOR



Nominated administrator can get started in no time!

Once nominated, DBS will issue an IDEAL welcome pack to the new Administrator to authenticate their new login credentials.

ESTIMATED TIME

03

00

00

> 2 - 3 DAYS

DAYS HOURS MINS

Then
Long-drawn & tedious process

Process can take up to 1 month

Time-consuming paper work

No automatic notifications or information available

The Improved DBS IDEAL
Admin power at your fingertips

Approvals within a day

Less errors & time wastage with online submissions

Real-time and instant notifications

What are the Controls in place

1. An administrator cannot add another administrator using CSA module
2. Administrator cannot act alone to add/modify any setup. Maker checker is mandatory.
3. A minimum of 2 administrators are required to operate the self-service module.
4. 2 Factor Authentication (2FA) is required via M-Challenge with token response to approve any service request on CSA.
5. Post notification are triggered for action performed by the administrator (Both maker and approver)
6. Audit trail is captured for all activities performed by administrator.



Security Alert : DO NOT click on links from unsolicited SMS, emails or disclose account details, User ID, PIN or OTP to anyone over the phone, email or SMS. Click [here](#) for more ways to secure yourself.

SingaporeEnglish

DBS Business

EmailOrganisation IDQR CodeNEW

Organisation ID

User ID

PIN, Password, or Reg. code

Use virtual keyboard

Log in

Forgot login PIN or password / Unlock account

Get time login details

1

Access to CSA via DBS IDEAL:
<https://ideal.dbs.com/>

2

Login to your DBS IDEAL account.

Terms & Conditions | FAQ | Get In Touch | Vulnerability Disclosure Policy

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×

Verify your identity



Step 1

Go to your registered mobile device and open DBS IDEAL app

or



Tap the notification on your device



Step 2

Verify details before swiping to confirm

Not working? Try again in 53 seconds or [Enter code manually](#)

1

Verify your identity with your digital token.

DBS IDEAL

Singapore

Dashboard

Approvals

Accounts

Pay & Transfer

Foreign Exchange

Merchant Services

Files

Reports

Debit cards

Apply

Administration

Logout

Last Login: Thursday, 27 Feb 2025, 14:55 (SGT)

Hi [REDACTED]

SMS alerts will be discontinued soon. To continue receiving alerts, please ensure that your registered email address is up-to-date and enable (App) push notifications for DBS IDEAL App.

Accounts

As of 03 Mar 2025

[REDACTED]

SGD 70.11

[REDACTED]

USD 92.47

View all 2 accounts

My approvals

Payments / Transfers 15 >

Files 02 >

Payees 12 >

Payment Term 01 >

Application status

You don't have any pending applications

Payments / transfers

Pay Local / Overseas Payee

Transfer within Own Accounts

Bulk Payment

Payee / Beneficiaries

Hide recent

03 Mar 2025

[REDACTED]

PENDING APPROVAL

USD 0.01

[REDACTED]

PENDING APPROVAL

USD 0.01

[REDACTED]

PENDING APPROVAL

USD 0.01

View all payments

Try our new GenAI chatbot! Drag the icon to move it.

1

You will land on DBS IDEAL "Dashboard". Expand "Administration" dropdown on the left menu and click on "Manage company & users".

DBS

IDEAL CUSTOMER SELF ADMINISTRATION

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View and manage my profile

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View and manage reports

▼ My outstanding requests (26)

Admin audit trail report

1

You will land on CSA "Dashboard".

Show all (26)

My approval (3)

Pending approval (4)

Partially approved (0)

Rejected (1)

Approved (0)

Pending bank processing (0)

Bank rejected (0)

Completed (21)

Filter by request, affected user name, user ID, or last action by

Show additional filters

View up to 10 per page 100 per page

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
☐ User Deletion		17:57 , 27 Feb 2025	Pending approval
☐ User Deletion		10:44 , 25 Feb 2025	Pending approval
☐ Modify user profile		14:40 , 24 Feb 2025	Completed
☐ New user creation		08:30 , 23 Feb 2025	Completed
☐ New user creation		08:30 , 23 Feb 2025	Completed
☐ New user creation			Completed

May I help you?

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User Library

Manage your organization's users. You may add new users, suspend or delete existing u or change their details.

1

Go to "Users" tab on the top menu.

Create a new user

Create a new administrator (CSA)

Review user access

Last review at 21 Jan 2025

2

Click on "Create a new user".

Filter by user or user ID

Search

Show additional filters

View up to 10 per page 20 per page 50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action
		Maker Approver -Group I... Verifier -Group V0... Releaser -Group R0... Enquiry	Active	Approved	Action
		Maker Approver -Group B... Enquiry	Active	Approved	Action
		Maker Enquiry	Active	Approved	Action

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Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Step 1 : User Particulars

Full name (as in identity document/passport)

60 characters left

Contact details

Email address

50 characters left

Used for one-time passwords

Mobile phone number

16 characters left

Used for challenge code and one time passwords. Please remove leading "0" for TW mobile number (e.g. enter "910123456" if your mobile number is 0910123456).

Nationality/citizenship

Identity type

Identity number

20 characters left

1

Key in the user particulars. Ensure that all information is accurate. Email address and mobile number needs to be valid to receive their first-time login package.

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Date of birth

dd MMM yyyy

Step 2: IDEAL Settings

User ID

20 characters left

6-20 alphanumeric characters,i.e. A-Z,0-9

Check Availability

1

Key in "User ID" and check for availability.

Language

English (UK)

The Language displayed on IDEAL

Security device

☒ Digital Token (on IDEAL mobile app)

Step 3: User Entitlement

☒ Copy from existing user

Select a user

All initial setting below will be taken from this user. You can modify these setting.

☐ Set up entitlement manually

2

User entitlements can be granted through these two methods:
1. Copy User
2. Manual Setup

Cancel

Continue

May I help you?

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dd MMM yyyy

Step 2: IDEAL Settings

User ID

6-20 alphanumeric characters, i.e. A-Z,0-9

Check Availability

20 characters left

Language

English (UK)

The Language displayed on IDEAL

Security device

☒ Digital Token (on IDEAL mobile app)

Step 3: User Entitlement

☒ Copy from existing user

Select a user

All initial setting below will be taken from this user. You can modify these setting

1

If you are copying entitlements from an existing user, you may search and select their name/user ID.

Cancel

Continue

May I help you?

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Step 3: User Entitlement

Copy from existing user

All initial setting below will be taken from this user. You can modify these setting.

Set up entitlement manually

entitlement has been pre-populated below.The user you are copying from has access in subsidiaries which you are not entitled to administer. Such subsidiary entitlements are not copied over to the new user.

Parent company access

Company name (Org ID)

Contact person

Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)

Yes

No

Enquiry access

Can this user check/view account info

Yes

No

Enquiry details

1

All entitlements will be displayed for your review. You can make any changes if required.

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Date of birth

dd MMM yyyy

Step 2: IDEAL Settings

User ID

6-20 alphanumeric characters,i.e. A-Z,0-9

Check Availability

20 characters left

Language

English (UK)

The Language displayed on IDEAL

Security device

☒ Digital Token (on IDEAL mobile app)

Step 3: User Entitlement

☒ Copy from existing user

Select a user

All initial setting below will be taken from this user. You can modify these setting.

☐ Set up entitlement manually

1

If you are setting up entitlements manually, select "Set up entitlements manually".

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May I help you?

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Parent company access

Company name (Org ID)

Contact person

Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)

☐ Yes

☒ No

Enquiry access

Can this user **check/view** account info

☐ Yes

☒ No

Custom Report Access

Can this user **check/view** custom reports

☐ Yes

☒ No

Transaction access

user can **create or approve** payments (or payment templates)

☐ Yes

☒ No

Trade Finance access

user can **create or approve** trade instruments(or trade instrument templates)

☐ Yes

☒ No

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our officer, holder or employees in connection with the provision of banking products and services to me/us.

May I help you?

1

Select “Yes” if you wish to appoint this user as a contact person to represent your company for DBS matters.

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Enquiry access

Can this user **check/view** account info

☒ Yes

☐ No

Enquiry details

Advanced enquiry options

can be used to customize enquiry access to cheque statuses, loans, and FX contracts.

Accounts

All 95 accounts

Show advanced enquiry detail

Custom Report Access

Can this user **check/view** custom reports

☐ Yes

☒ No

Transaction access

user can **create or approve** payments (or payment templates)

☐ Yes

☒ No

Trade Finance access

user can **create or approve** trade instruments(or trade instrument templates)

☐ Yes

☒ No

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

1

Select "Yes" if you wish to grant this user enquiry access and click on the dropdown to select the accounts.

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Custom Report Access

Can this user **check/view** custom reports

Yes

No

Report Access

Advanced custom report optionscan be used to customize access to individual reports.

Accounts

All 99 accounts

Hide advanced custom report detail

ATM topup Data File

Transaction listing file in text for ATM Top Up Transactions.

Bill Payment Data File

Transaction listing file in text for Bill Payment Transactions.

Bill Payment Report

Transaction listing file in PDF for Bill Payment Transactions.

Business Multiplier Bonus Interest Advice

Detailed breakdown of monthly bonus interest calculation.

Client Valuation Report

Mark-to-market report for outstanding Treasury transactions (Derivative, Foreign Exchange, Notes, Bonds)

Commercial Credit Summary Statements

1

Select “Yes” if you wish to grant this user custom report access and click on the dropdown to select the accounts.

2

Click on “Show advanced enquiry detail” to grant access to specific custom reports.

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Transaction access

user can **create or approve** payments (or payment templates)

☒ Yes

☐ No

Transaction access details

☒ **Transaction maker** - user can create payments (or payment templates)

☒ **Create transactions manually** - User can initiate transactions on DBS IDEAL

☒ **Create transactions via file upload** - User can upload transaction files on DBS IDEAL to initiate transactions

☐ **Transaction approver** - user can approve payments (or payment templates)

☐ **Transaction Releaser** - user can release payments (after all the approvers have approved the payment)

☐ **Transaction Verifier** - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

Transaction type

☒ **Payments**

Accounts

All 82 accounts

Show advanced payment options

☐ **Payroll**

Accounts

All 22 accounts

Transaction

Template

Maker

Approver

Maker

Approver

☒

☐

☒

☐

Transaction

Template

Maker

Approver

Maker

Approver

☒

☐

☒

☐

1

Select "Yes" if you wish to grant this user transaction access.

2

Tick on the roles you wish to grant the user.

For access to create transactions, tick on "Transaction Maker" and how user can create transactions (By default, manual creation and file upload should be given).

May I help you?

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Transaction access

user can **create or approve** payments (or payment templates)

Yes

No

Transaction access details

☐ Transaction maker - user can create payments (or payment templates)

☒ Transaction approver - user can approve payments (or payment templates)

User can **only** approve payments created by others (dual control)

[NOT RECOMMENDED] User can approve their own payments (single control)

User belongs to the following group of approvers

Select

This is used when an approval can be made by anyone in the same group of Approvers.

☒ Approve file uploads - User can approve uploaded transaction files

☐ Transaction Releaser - user can release payments (after all the approvers have approved the payment)

☐ Transaction Verifier - user can verify payments (before the approver start to approve the payment). Note that user who created the payment transaction cannot verify the same payment transaction by himself/herself.

Transaction type

☐ Payments

Accounts

All 82 accounts

Transaction

Template

Maker

Approver

Maker

Approver

☐

☒

☐

☒

Show advanced payment options

1

For access to approve transactions, tick on “Transaction approver” and indicate the approving group the user belongs to. (By default, user should have dual control and ability to approve files, risk disclosure is required to allow single control approval).

2

“Transaction Releaser” & “Transaction Verifier” roles are not recommended unless required.

May I help you?

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☐ Collections

Accounts

No accounts selected

Hide advanced collections options

☐ Bulk GIRO Collection

☐ Bulk GIRO Collection DBS

☐ FAST Collection

☐ Express Bulk Collection

☐ Loan Servicing

☐ Others

Accounts

No accounts selected

Hide advanced others options

Transaction

Template

Maker

Approver

Maker

Approver

☐

☒

☐

☒

Transaction

Single Control

Maker

Approver

Approver can approve transaction he/she created

☐

☒

☐

Transaction

Template

Maker

Approver

Maker

Approver

☐

☒

☐

☒

1

Tick on "Collections" is you wish to grant user with collection access and click on the dropdown to select the accounts.

2

Click on "Show advanced enquiry detail" to grant access to specific collections types.

3

Tick on "Loan Servicing" is you wish to grant user with loan access.

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☐ Others

Accounts

No accounts selected

Hide advanced others options

☐ Cheque Express

☐ Corporate Cheques

☐ MT101 Payment

☐ Partner Bank Payment

☐ On-Demand Sweep

☐ Cross Border ACH

☐ Direct Debit (DDA)

Transaction

Template

Maker

Approver

Maker

Approver

☐

☒

☐

☒

☐

☒

☐

☒

☐

☒

☐

☒

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☒

☐

☒

1

Tick on "Others" is you wish to grant user with other access and click on the dropdown to select the accounts.

2

Click on "Show advanced others options" to grant specific transaction types.

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Transaction management

☒ User can help approvers submit offline approval requests

☒ User can modify or edit transactions created by others

☒ User can delete transactions created by others

☒ User can send documents via File Exchange

File Exchange

Secure medium to send and receive documents, which might be used for other transaction type as notified from time to time

Upload

☐

Approver

☐

FX Contracts

User can convert funds from one currency to another at competitive rates for Value Today, Value Tomorrow, Spot, Forward and Time Option transactions for up to one year. Single Control Policy applies (only single user is required to initiate and approve transactions).

Book Contracts

☐

Merchant Portal

PayNow File Enquiry

PayNow File Enquiry

Maker

☐

Approver

☐

Manage Pay Now

Manage Pay Now

Maker

☒

Approver

☐

1

Tick on transaction management settings as required.
(By default, user should be allowed to modify and delete transactions created by others).

2

“File Exchange approver” should be granted to all authorised signatories.

3

Tick on “FX Contracts” if user is allowed to convert funds from one currency to another.

4

Tick on “PayNow File Enquiry” if user is allowed to upload/approve PayNow enquiry files to check PayNow Proxy.

5

Tick on “Manage PayNow” if user is allowed to manage/approve PayNow proxy and SGQR.

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Payee (beneficiary) management

Can this user create or manage payees

☒ Yes

☐ No

Payee (beneficiary) management details

☒ Local payee

☒ Foreign currency payment or international payee

Maker

☒

Approver

☐

☐ Payees created by this user requires approval

Trade Finance access

user can create or approve trade instruments(or trade instrument templates)

☒ Yes

☐ No

Transact access:

☐ View only

☒ Transaction maker

☐ Transaction approver

Open Account Trade

Info360 Reports

Inquiry

Show additional filters

Trade Product

Documentary Letters of Credit

Inquiry

Create/Modify/

Template Create/

Settlement Instruction

Approve/Delete

Offline Approve/

May I help you?

1

Select "Yes" if you wish to allow customers to create/approve payees, local and/or foreign, and whether any beneficiary creation requires approval.

Tick on "Maker" and/or "Approver" accordingly to the roles required.

2

Select "Yes" if you wish to grant "Trade Finance Access" to user as an enquiry, transaction maker and/or transaction approver.

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Open Account Trade

Info360 Reports

Inquiry

Hide additional filters

Info360 Reports - Accounts Receivables Purchase	☐
Info360 Reports - Distributor Finance (Anchor Seller)	☐
Info360 Reports - Distributor Finance (Buyer)	☐
Info360 Reports - Supplier Finance (Anchor Buyer)	☐
Info360 Reports - Supplier Finance (Supplier)	☐

Trade Product

Documentary Letters of Credit (Import)

Hide additional filters

	Inquiry	Create/Modify/Delete	Template Create/Modify/Delete	Settlement Instruction Alternate Workflow *	Approve/Delete	Offline Approve/Delete
	☐	☐	☐		☐	☐
Import LC Issuance: Documentary LC Application	☐	☐	☐		☐	☐
Import LC Issuance: Documentary LC Amendment		☐			☐	☐
Import Bills under LC	☐	☐			☐	☐

1

Select the trade products to grant the user.

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Show additional filters

Modify/ Delete

Create/ Modify/ Delete

Instruction Alternate Workflow *

Delete

Approve/ Delete

Administration

Show additional filters

Create/ Modify/ Delete

Template Create/ Modify/ Delete

Settlement Instruction Alternate Workflow *

Approve/ Delete

Offline Approve/ Delete

Setup

Hide additional filters

Create/ Modify/ Delete

Template Create/ Modify/ Delete

Settlement Instruction Alternate Workflow *

Approve/ Delete

Offline Approve/ Delete

Transaction Parties

Standard Clauses

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

Cancel

Continue

1

Ensure that your company subscribes to the products/services before granting users with the respective entitlements. If not, your service request might be rejected.

2

Click on "Continue" to proceed to Review page.

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Create/Modify/Delete

Template Create/Modify/Delete

Settlement Instruction Alternate Workflow *

Approve/Delete

Offline Approve/Delete

Show additional filters

All new approvers need to submit identity and proof of residential address documents to DBS

Please send us the following documents to avoid any delay in your IDEAL Approver setup.

1) Printed copy of this **CSA cover letter (you can print a copy after submission of this request)**

2) **Singapore Citizen / Permanent Resident**
Certified true copy of NRIC

Foreigner
Certified true copy of either
- National ID with residential address, OR
- Passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

☐ IBGCCIM has read this requirement on 12 Mar 2025, 11:51

I/We also acknowledge records.

In addition, the Bank authenticate or other

place any existing details which the Bank may have in its

personal data to service providers, to communicate, the provision of banking products and services to me/us.

Cancel

Continue

May I help you?

1

For creation of new transaction approvers, the cover letter and supporting documents (For Example: Original or Certified True Copy of Identity Document, Proof of Residential Address) is required to be mailed to the bank.

2

Click on "CSA cover letter" to open the download window and save the cover letter to your computer.

3

Tick on the checkbox to acknowledge the supporting documents required.

4

Click on "Continue" to proceed to Review page.

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DBS IDEAL CUSTOMER SELF ADMINISTRATION

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DBS IDEAL Customer Self Administration

Cover letter to be submitted to bank to set up new/existing DBS IDEAL user with approver entitlements

Full name of the User

User ID

Nationality

Company Name

Org ID

Identity type and number

Following documents are required to set up a DBS IDEAL approver

1. Printed copy of this **cover letter** with the details of new DBS IDEAL approver

2. **For Singapore Citizen / Permanent Resident**

- Certified true copy of both sides of NRIC

For Foreigner

- Certified true copy of National ID with residential address, OR
- Certified true copy of Passport and Residential Address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Documents must be dated within 3 months before the date of application, with the same name and Identity number used in the CSA request. Kindly ensure that your documents are in English, and refer to this [checklist](#) for the accepted certifiers

For faster processing, please mail the documents to:

T&O-SG IBG Ops

Corporate Account Services - Channel R&M

2 Changi Business Park Crescent

#04-06 DBS Asia Hub

Singapore 486029

Alternatively, you can submit the documents at any DBS branch (excluding POSB branches)

After the above-mentioned documents are submitted and received by the bank, your application will take an estimated 7 business days or longer to process, depending on the complexity of the request:

1. You will receive an acknowledgement email when we process your application

2. Upon successful application, new DBS IDEAL user will receive a Welcome Pack (including login credentials, One Time Registration Code (OTRC), instructions to setup digital token and to complete your first time login. New DBS IDEAL user will have to complete their first time login within 30 days upon receiving the welcome pack.

CEED 01

Logout

any
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View and manage reports

1
User details will be auto-populated in the cover letter.

2
Refer to the supporting documents requirements over here and click on the “checklist” to view accepted certifiers.

3
Mail the documents to the bank **only after all approvals has been given.** (Documents needs to be received by the bank 90days from full approval)

4
Refer to additional information of processing time and next step for new users first-time login.

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Create a New User

Create or add your colleague to give them access to DBS IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

Edit

User particulars

Full name	Full Name 1
Contact details	email@email.com +65 88888888
Nationality/citizenship	*****
Identity type	S - Local Identity Number: S9*****9D
Date of birth	2*****8

Ideal settings

1

Review and ensure that user particulars and entitlements are selected correctly.

May I help you?

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Transaction access

Payments

Payment type

Accounts

Hide advanced payment options

Transaction

Template

Transaction management

User

· can help approvers submit offline approval requests

File Exchange

File Exchange

Upload

PayNow File Enquiry

PayNow File Enquiry

Maker

Manage Pay Now

Manage Pay Now

Maker

FX Contracts

FX Contracts

Book Contracts

Merchant Portal

Payee management

Payee maker (Domestic)

User can make payee.

- payee created by this user requires approval

Cancel

Save as draft

Submit

1

You may click on "Save as draft" if you wish to continue later or click on "Submit" to proceed.

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1. Input Details

2. Verify Details

3. Submit for Approval

Your request has been submitted

Print

✓ User Full Name 1 on 2025-03-03 has been created successfully with status Pending Approval.

User particulars

Full name

Full Name 1

Contact details

email@email.com
+65 88888888

Nationality/citizenship

Identity type

S - Local Identity Number: S9*****9D

Date of birth

2*****8

Ideal settings

User ID

USERID

Language

English (UK)

May I help you?

1

Notification will be displayed to show that user has been created successfully, and it is now pending for approval.

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Payment type

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Transaction

Template

Hide advanced payment options

Transaction management

User

· can help approvers submit offline approval requests

File Exchange

File Exchange

Upload

PayNow File Enquiry

PayNow File Enquiry

Maker

Manage Pay Now

Maker

FX Contracts

FX Contracts

Book Contracts

Merchant Portal

Payee management

Payee maker (Domestic)

User can make payee.

- payee created by this user requires approval

Create another user

Finish

May I help you?

1

User particulars and entitlements will be shown in the summary page.

2

You may click on "Create another user" if you wish to create another user or click on "Finish" to go back to the "Dashboard".

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Last review at 21 Jan 2025

Filter by user or user ID

Hide

Status

Show all

Group

Show All

Role

Show All

Search

View up to

10 per page

20 per page

50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker	Active	Approved	Action
		Approver -Group I...		App	
		Verifier -Group V0...			
		Releaser -Group			
		R0...			
		Enquiry			
		Maker	Active	App	
		Approver -Group B...			
		Enquiry			
		Maker	Active	Approved	Action
		Enquiry			

May I help you?

1

To view your own user profile, you may click on "My Profile" tab.

2

To view other user profiles, you may click on the user's name in "Users" tab.

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View user profile

Use this screen to view and manage instructions

User Particulars

IDEAL Settings

Entitlements

Print

Delete

Full name

Contact details

Nationality/citizenship

Identity type

S - Local Identity Number: S9*****5D

Date of birth

1*****4

Cancel

May I help you?

1 From here you will be able to view their particulars with sensitive information masked.

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View user profile

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User Particulars

IDEAL Settings

Entitlements

Print

Delete

User ID

Language

English (UK)

Account Status

Active

Last Modified

19-Aug-2024, 09:27

Security device

Digital Token (on IDEAL mobile app)
Serial number VKQLFE24F73F

Cancel

May I help you?

1
View user’s IDEAL profile from “IDEAL Settings” tab.

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View user profile

Use this screen to view and manage instructions

User Particulars

IDEAL Settings

Entitlements

Print

Edit

Delete

Parent company access

Company name (Org ID)

Contact person

User is not the official contact person or representative for DBS matters

Enquiry access

Access of account statement

Account type/Services

Accounts

Current and savings accounts

Cheque status

FX contract enquiry

Custom report access

Access of custom report

2

You may print this information if required.

1

View their entitlements from "Entitlements" tab.

May I help you?

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Entitlements

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Parent company access

Company name (Org ID)

Contact person

User is not the official contact person or representative for DBS matters

Enquiry access

Access of account statement

Account type/Services

Accounts

Current and savings accounts

Cheque status

FX contract enquiry

Custom report access

Access of custom report

1

To modify a user entitlements, you may click on "Edit".

May I help you?

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Filter by user or user ID

Hide additional filters

Status

Show all

Group

Show All

Role

Show All

Search

View up to 10 per page 20 per page 50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action Copy Edit Delete Reset login details Suspend Unlock a security device
		Maker Approver -Group I... Verifier -Group V0... Releaser -Group R0... Enquiry	Active	App	
		Maker Approver -Group B... Enquiry	Active	App	
		Maker Enquiry	Active	Approved	Action

1

Or click on "Edit" under the Action dropdown menu on "Users" tab.

May I help you?

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Edit a User

Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Step 1 : User Particulars

Full name (as in identity document/passport)

47 characters left

Contact details

Email address

30 characters left

Used for one-time passwords

Mobile phone number

+65

8 characters left

Used for challenge code and one time passwords. Please remove leading "0" for TW mobile number (e.g. enter "910123456" if your mobile number is 0910123456).

Nationality/citizenship

Identity type

S - Local Identity Nu...

Identity number

S8*****7F

Date of birth

↑*****↓

1

You will land on "Edit a User" page which look similar to "Create a user" page. Existing entitlements of the user will be displayed for your reference. You may edit the entitlements accordingly.

May I help you?

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Show additional filters

Modify/ Delete

Administration

Show additional filters

Create/ Modify/ Delete

Template Create/ Modify/ Delete

Settlement Instruction Alternate Workflow *

Approve/ Delete

Offline Approve/ Delete

Setup

Hide additional filters

Create/ Modify/ Delete

Template Create/ Modify/ Delete

Settlement Instruction Alternate Workflow *

Approve/ Delete

Offline Approve/ Delete

Transaction Parties

Standard Clauses

I/We also acknowledge that the Bank will be updating its records with the details herein which would replace any existing details which the Bank may have in its records.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our office holders or employees in connection with the provision of banking products and services to me/us.

Cancel

Continue

1

Click on "Continue" to proceed to Review page.

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Edit a User

Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Modifications

Parent company access -

Contact person

User is not the official contact person or representative for DBS matters

User is the official contact person or representative for DBS matters

View full user details

Cancel

Save as draft

Submit

1

Review the modifications. Any new entitlements added will be highlighted in green and any existing entitlements removed will be highlighted in red with the entitlements strike off.

2

Return to "Edit a user" page to make any amendments if required.

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Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Modifications

Parent company access -

Contact person

User is not the official contact person or representative for DBS matters

User is the official contact person or representative for DBS matters

View full user details

User particulars

Full name

Contact details

Nationality/citizenship

1

If you wish to view user particulars and entitlements, you may click on "View full user details"

May I help you?

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Edit an existing user and access to IDEAL.

1. Input Details

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3. Submit for Approval

Modifications

Parent company access -

Contact person

User is not the official contact person or representative for DBS matters

User is the official contact person or representative for DBS matters

View full user details

Cancel

Save as draft

Submit

1

You may click on "Save as draft" if you wish to continue later or click on "Submit" to proceed.

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1. Input Details

2. Verify Details

3. Submit for Approval

Your request has been submitted

Print

✓

User IBGTECH on 2025-03-05 has been modified successfully with status Pending Approval.

User particulars

Full name

Contact details

Nationality/citizenship

Identity type

P - Passport Number: 12*****23

Date of birth

1*****6

Ideal settings

User ID

Language

English (UK)

May I help you?

1

Notification will be displayed to show that user has been edited successfully, and it is now pending for approval.

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Billing of
Subscription /
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Charges: Trade
Billing Report

Inquiry

Tracking Report:
Transaction
Tracking Report

Inquiry

Turnover Report
(all instruments)

Inquiry

Analysis Report:
Trade Finance
Portfolio
Analysis

Inquiry

Company
Reports:
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Parties

Inquiry

Company
Reports:
Company User
Details

Inquiry

Create another user

Finish

May I help you?

1

User particulars and entitlements will be shown in the summary page.

2

You may click on "Create another user" if you wish to create another user or click on "Finish" to go back to the "Dashboard".

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Last review at 21 Jan 2025

Filter by user or user ID

Hide additional filters

Status

Show all

Group

Show All

Role

Show All

Search

View up to 10 per page 20 per page 50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action Copy Edit Delete Reset login details Suspend Unlock a security device
		Maker Approver -Group I... Verifier -Group V0... Releaser -Group R0... Enquiry	Active	App	
		Maker Approver -Group B... Enquiry	Active	App	
		Maker Enquiry	Active	Approved	Action

1

Click on "Delete" in the Action dropdown menu on "Users" tab.

May I help you?

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view up to 10 per page 20 per page 50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action
		Maker Approver -Group I... Verifier -Group V0...	Active	Approved	Action
		Maker Enquiry	Active	Ap	
		Maker Approver -Group B... Enquiry	Active	Approved	Action
		Maker Approver -Group A... Verifier -Group V0... Releaser -Group R0... Admin Enquiry	Active	Approved	Action
		Maker	Active	Approved	Action

Confirm Delete

User will be permanently deleted.

CancelDelete

1

A pop-up window will be shown to confirm the deletion. Click on "Delete" to proceed.

May I help you?

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User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action
		Maker Approver -Group I... Verifier -Group V0...	Active	Approved	Action
		Maker Enquiry	Active	Ap	
		Maker Approver -Group B... Enquiry	Active	Approved	Action
		Maker Approver -Group A... Verifier -Group V0... Releaser -Group R0... Admin Enquiry	Active	Approved	Action
		Maker	Active	Approved	Action

✔ User pending delete

Deletion of user has been sent for approval.

Dismiss

1 Notification will pop-up to show that user deletion is now pending for approval.

May I help you?

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User Library

Manage your organization's users. You may add new users, suspend or delete existing u or change their details.

Create a new user

Create a new administrator (CSA)

Review user access

Last review at 21 Jan 2025

Filter by user or user ID

Search

Show additional filters

View up to

10 per page

20 per page

50 per page

User	User ID	Roles	Account Status	Approval Status	Action
		Maker Approver -Group I... Admin Enquiry	Active	Approved	Action
		Maker Approver -Group I... Verifier -Group V0... Releaser -Group R0... Enquiry	Active	Approved	Action
		Maker Approver -Group B... Enquiry	Active	Approved	Action
		Maker Enquiry	Active	Approved	Action

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Review user access

Check all users in your company and perform relevant action based on their current status.

1. Input Details

2. Verify Details

3. Submit for Approval

Retain: to retain user's access and account status as it is.

Suspend: to suspend the user from login to IDEAL, can re-activate from user library.

Delete: Delete the user account permanently from IDEAL.

Review all 169 users

Filter by user name, user ID or contact details

User	Contact details	Roles	Account Status	Last login at	Action
		Maker Approver - Group A...Admin Enquiry	Active	04 Mar 2025, 10:20	Retain Suspend Delete
		Maker Approver - Group A...Enquiry	Active	04 Mar 2025, 10:18	
		Maker Approver - Group B...Enquiry	Active	04 Mar 2025, 10:14	Retain
		Maker Approver - Group B...Verifier -	Active	04 Mar 2025, 09:59	Retain

1

You will land on "Review user access" page. You may use the search bar to find a specific user in the list.

2

View their last login date to determine if they are inactive.

3

Indicate if you wish to "Retain", "Suspend", or "Delete" user under the "Action" dropdown menu.

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		Maker Enquiry	Active	Retain
		Maker Enquiry	Active	Retain
		Maker Enquiry	Active	Retain
		Maker Enquiry	Active	Retain
		Maker Approver - Group B...Verifier - Group V0...Releaser -Group R0...Enquiry	Active	Retain

Retained: 167

Suspend: 1

Deleted: 1

Total: 169

Cancel

Next

1

An overview will be shown at the bottom.

2

Click on "Next" to proceed to review page.

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Review user access

Check all users in your company and perform relevant action based on their current status.

1. Input Details

2. Verify Details

3. Submit for Approval

User access review summary

Edit

Retained	167 users
Suspended	1 users
Deleted	1 users
Total	169 users reviewed

User access review details

User	Contact details	Roles	Account Status	Last login at	Action
		Enquiry	Active		Retain
		Maker	Active		Retain

1

Return to "Review user access" page to make any amendments if required.

2

Review the summary for user access.

May I help you?

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Review user access

Check all users in your company and perform relevant action based on their current status.

1. Input Details

2. Verify Details

3. Submit for Approval

Print

Your request has been submitted

Review user access request has been submitted with status Pending Approval.

User access review summary

Retained	167 users
Suspended	1 users
Deleted	1 users
Total	169 users reviewed

User access review details

1

You may click on "Print" if you wish to print this page.

2

Notification will be displayed to show that your service request has been submitted successfully, and it is now pending for approval.

May I help you?

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V0...
Releaser -Group
R0...
Admin
Enquiry

Maker
Approver -Group
B...
Verifier -Group
V0...
Releaser -Group
R0...
Admin
Enquiry

Active

04 Mar 2025, 09:59

Retain

Maker
Approver -Group
B...
Enquiry

Active

04 Mar 2025, 10:14

Delete

Maker
Approver -Group
A...
Enquiry

Active

04 Mar 2025, 10:18

Retain

Maker
Approver -Group
A...
Admin
Enquiry

Active

04 Mar 2025, 10:20

Suspend

1

Summary will be shown over here.

2

Click on "Finish" to return to "Dashboard".

May I help you?

Finish

DBS

IDEAL CUSTOMER SELF ADMINISTRATION

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Company settings

Use this screen to view and manage your company setup

Company Profile

Bank Account Settings

Approval Policies

Approval Groups

Trade Finance Settings

Company name

Organisation ID

Holding company

Yes

Mailing address

Post code

Mailing Location

SINGAPORE

Status

Active Corporation

Last modified

Bank, 06-Feb-2025, 11:41

Company contact person

Company Profile

Group Overview

Enrol Company Product

Register/Manage Business Multiplier

Open Business Account

Link parent and subsidiary accounts

Learn more about how can you make payments more efficiently

1

To view company profile, go to "Company" tab and click on "Company Profile".

2

Navigate to:
Company profile - To view company information
Bank Account Settings – To view accounts belonging to your company
Approval Policies - To view authorisation policy (example: FAST,GIRO)
Approval Groups – To view approvers under each approval groupings
Trade Finance Settings – To view trade finance settings
Signing Mandate – To view who are your company's authorised signatories

May I help you?

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▼

My outstanding requests (26)

Admin audit trail report

Show all (26)

My approvals

Go to "Dashboard" tab.

☒ Show all (26)

☐ Saved (0)

☐ Pending approval (4)

☐ Partially approved (0)

☐ Rejected (1)

☐ Pending document check (0)

☐ Pending bank processing (0)

☐ Bank rejected (0)

☐ Completed (21)

☐ Approved (0)

Filter by request, affected user name, user ID, or last action by

Show additional filters

View up to 10 per page 100 per page

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
☐ User Deletion		17:57 , 27 Feb 2025	Pending approval
☐ User Deletion		10:44 , 25 Feb 2025	Pending approval
☐ Modify user profile		14:40 , 24 Feb 2025	Completed
☐ New user creation		08:30 , 23 Feb 2025	Completed
☐ New user creation		08:30 , 23 Feb 2025	Completed
☐ New user creation			Completed

May I help you?

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Administration Reports

Define, schedule, and generate admin reports.

Available Reports (35)

Published Reports (350)

Filter by report name, remarks

IDEAL Authorisation Policy Report

Details of approval/authorisation policies/profiles that have been set up, including approver group members

Show saved reports

Create new

User Setup Report

Details of selected users, including their accesses and entitlements

Show saved reports

Create new

Company Detail Report

Details of company settings, including bank accounts, users, etc.

Show saved reports

Create new

1

To download other reports, Go to "Reports" tab.

2

Find the report you wish to create and click "Create New".

May I help you?

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Create a New Report

Customise and schedule your report

1. Input Details

2. Verify Details

3. Submit for Approval

Step 1: Report details

Report type

User Setup Report

Report name

16 characters left

Organisations

Select organisations

User list

Search / select users

Accounts

All items selected

User role

All items selected

Function access

All items selected

Step 2: Schedule details

Report creation

One-off / ad-hoc

1

Indicate report name and select the information you need in your report.

May I help you?

DBS

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DBS

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Function access

All items selected

Step 2: Schedule details

Report creation

☒ One-off / ad-hoc

Report date

04 Mar 2025

Step 3: Format & Password

Report format

☒ PDF

☐ Excel

Password required to open document

Remarks

350 characters left

Cancel

Save and publish report

May I help you?

1

Select Report Date, format and setup a password (if required).

2

Click on "Save and publish report" to proceed.

DBS

IDEAL CUSTOMER SELF ADMINISTRATION

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Create a New Report

Customise and schedule your report

1. Input Details

2. Verify Details

3. Submit for Approval

Preview the report

Edit

Report type	User Setup Report
Report name	xav
Organisations	
User list	
Accounts	
User role	Enquiry Maker Verifier Approver Releaser Admin
Function access	View balances Loans FD

2

Click on "Edit" if you wish to make any amendments.

1

You will land on the preview page to view your selection.

May I help you?

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Releaser

Admin

Function access

View balances

Loans

FD

Payments

Payroll

Collections

Cheques

Others

Report creation

One-off / ad-hoc

Report date

12-Mar-2025, 12:01

Report format

PDF

Password required to open document

Remarks

Cancel

Submit

1

Click on "Submit to proceed."

May I help you?

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Create a New Report

Customise and schedule your report

1. Input Details

2. Verify Details

3. Submit for Approval

Report xav on 2025-03-12 has been created successfully.

Submit the report

Print

Report type

User Setup Report

Report name

xav

Organisations

User list

Accounts

User role

Enquiry
Maker
Verifier
Approver
Releaser
Admin

1

Notification will be displayed to show that report has been created successfully.

May I help you?

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Releaser

Admin

Function access

View balances

Loans

FD

Payments

Payroll

Collections

Cheques

Others

Report creation

One-off / ad-hoc

Report date

12-Mar-2025, 12:01

Report format

PDF

Password required to open document

Remarks

1

Summary will be displayed here.

2

May I help you?

You may create another report or click on "Finish" to go back to "Reports" tab.

Create another Report

Finish

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Published Reports (351)

Filter by report name, remarks

IDEAL Authorisation Policy Report

Details of approval/authorisation policies/profiles that have been set up, including approver group members

Show saved reports

Create new

User Setup Report

Details of selected users, including their accesses and entitlements

Hide saved reports

Create new

19 items

Expand all

View up to 10 per page 100 per page

Name

Modified

Last Published

Action

xav

12 Mar 2025

Sample Report 1

06 Mar 2025

06 Mar 2025, 15:16

ddd

30 Sep 2024

30 Sep 2024, 16:36

XAV20240808001

08 Aug 2024

08 Aug 2024, 15:09

XAV22

27 May 2024

27 May 2024, 10:48

Action

Edit

Delete

Publish

Click on "Show saved reports".

2

Expand the "Action" dropdown menu and click on "Publish".

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Define, schedule, and generate admin reports.

Available Reports (37)

Published Reports (351)

Filter by report name, remarks

IDEAL Authorisation Policy Report

Details of approval/authorisation policies/p

Show saved reports

Create new

User Setup Report

Details of selected users, including their acc

Hide saved reports

Create new

19 items

Expand all

☐	Name	Modified	Last Published	Action
☐	xav	12 Mar 2025		Action
☐	Sample Report 1	06 Mar 2025	06 Mar 2025, 15:16	Action
☐	ddd	30 Sep 2024	30 Sep 2024, 16:36	Action
☐	XAV20240808001	08 Aug 2024	08 Aug 2024, 15:09	Action
☐	XAV22	27 May 2024	27 May 2024, 10:48	Action

Confirm Publish

Report xav will be published.

Cancel

Publish

1

Click on "Publish" to proceed.

May I help you?

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Define, schedule, and generate admin reports.

Available Reports (37)

Published Reports (351)

Filter by report name, remarks

IDEAL Authorisation Policy Report

Details of approval/authorisation policies/p

Show saved reports

Create new

User Setup Report

Details of selected users, including their acc

Hide saved reports

Create new

19 items

Expand all

☐	Name	Modified	Last Publish	
☐	xav	12 Mar 2025		Action
☐	Sample Report 1	06 Mar 2025	06 Mar 2025, 15:16	Action
☐	ddd	30 Sep 2024	30 Sep 2024, 16:36	Action
☐	XAV20240808001	08 Aug 2024	08 Aug 2024, 15:09	Action
☐	XAV22	27 May 2024	27 May 2024, 10:48	Action

Report publish

Publish of Report xav has been published.

Dismiss

1

Dismiss the pop-up window showing that the report has been published successfully.

May I help you?

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Define, schedule, and generate admin reports.

1

Go to "Published Reports".

Available Reports (37)

Published Reports (352)

Filter by report name

352 items

View up to 10 per page 100 per page

Type	Report Name	Report as of	Published	Action
☐ User Setup Report	xav	12 Mar 2025	12 Mar 2025, 12:04	Action
☐ User Setup Report	Sample Report 1	06 Mar 2025	06 Mar 2025, 15:16	Delete
☐ User Setup Report	BLUE EXCEL	02 Mar 2025	02 Mar 2025, 21:51	Download
☐ User Setup Report	BLUE USER	02 Mar 2025	02 Mar 2025, 21:50	Action
☐ User Setup Report	GREEN EXCEL	02 Mar 2025	02 Mar 2025, 21:45	Action
☐ User Setup Report	GREEN PDF	02 Mar 2025	02 Mar 2025, 21:43	Action
☐ User Setup Report	green user csv	23 Feb 2025	23 Feb 2025, 09:01	Action
☐ Company Detail Report	green company	23 Feb 2025	23 Feb 2025, 09:01	Action
☐ User Setup Report	green user pdf	23 Feb 2025	23 Feb 2025, 09:01	Action

2

Key in the report name to search for the published report.

3

Expand "Action" dropdown menu and click on "Download". A download window will appear for you to save the report.

May I help you?

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Go to "Dashboard" tab

My outstanding requests (32)

Admin audit trail report

Go to "My Approval".

2

Show all (32)My approval (4)

Filter by request, affected user name, user ID, or last action by

Hide additional filters

Request date02 Feb 2025To04 Mar 2025

StatusShow all

Search

3

Search for the service request to approve. Expand "Show additional filters" and ensure you have indicated the correct filtering for request date and status.

4

Tick the checkboxes of the service requests that you wish to approve.

View up to 10 per page100 per page

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
☒ New user creation		11:04 , 04 Mar 2025	Pending approval
☐ User Deletion		17:57 , 27 Feb 2025	Pending approval
☐ Reset login details request		10:21 , 21 Feb 2025	Pending approval
☐ Reset login details request		09:22 , 21 Feb 2025	Pending approval

View up to 10 per page100 per page

May I help you?

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Request

Affected user name/ Groups/ Authorization Policy

Last action by

Status

☒

New user creation

11:04 , 04 Mar 2025

Pending approval

☐

User Deletion

Pending approval

☐

Reset log

☐

Reset log

View up to 10

Use the IDEAL Mobile app to approve transaction

Approve now

Alternatively, use your digital token or security device for approval

Cancel

Approve

1

Click on "Approve" at the bottom of the page

2

Click on "Approve now" and use your IDEAL mobile app to approve the service request.

Quick access

User management

Create new user

Create new administrator (CSA)

View/Modify/Delete user

May I help you?

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Go to "Dashboard" tab

My outstanding requests (32)

Admin audit trail report

Go to "My Approval".

2

1

3

4

Search for the service request to approve. Expand "Show additional filters" and ensure you have indicated the correct filtering for request date and status.

Click on the service request you want to view.

Show all (32)My approval (4)

Filter by request, affected user name, user ID, or last action by

Hide additional filters

Request date02 Feb 2025To04 Mar 2025

StatusShow all

Search

View up to 10 per page100 per page

Request	Affected user name/ Groups/ Authorization Policy	Last action by	Status
☒ New user creation		11:04 , 04 Mar 2025	Pending approval
☐ User Deletion		17:57 , 27 Feb 2025	Pending approval
☐ Reset login details request		10:21 , 21 Feb 2025	Pending approval
☐ Reset login details request		09:22 , 21 Feb 2025	Pending approval

View up to 10 per page100 per page

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Suspend user request

Status

Pending approval

Initiated by

Last action by

Organisation ID

Full name

User ID

Cancel

Delete

Reject

Approve

1

Review the service request.

2

Choose if you wish to "Delete", "Reject", "Approve" or "Cancel" to go back to the "Dashboard"

May I help you?

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Status

Pending approval

Initiated by

Last action by

Organisation ID

Full name

User ID

Confirm Approval

Following request/s will be approved:

1.Suspend user for EDITED GREEN

Approve

Use the IDEAL Mobile app to approve transaction

Approve now

Alternatively, use your digital token or security device for approval

Cancel

1

Click on "Approve now" and use your IDEAL mobile app to approve the service request.

May I help you?

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Suspend

Status

Initiated by

Last action by

Organisation ID

Full name

User ID

Confirm Approval

Following request/s will be approved:

1.Suspend user for [REDACTED] EDITED GREEN

Approve

Use the IDEAL Mobile app to approve transaction

Approve now

Alternatively, use your digital token or security device for approval

1 Send Challenge to your registered smartphone

Get Challenge via SMS

2 Enter the Challenge into either of these security tokens to generate a Response

Digital Token Instructions

Security Device Instructions

3 Enter Response

Cancel Approve

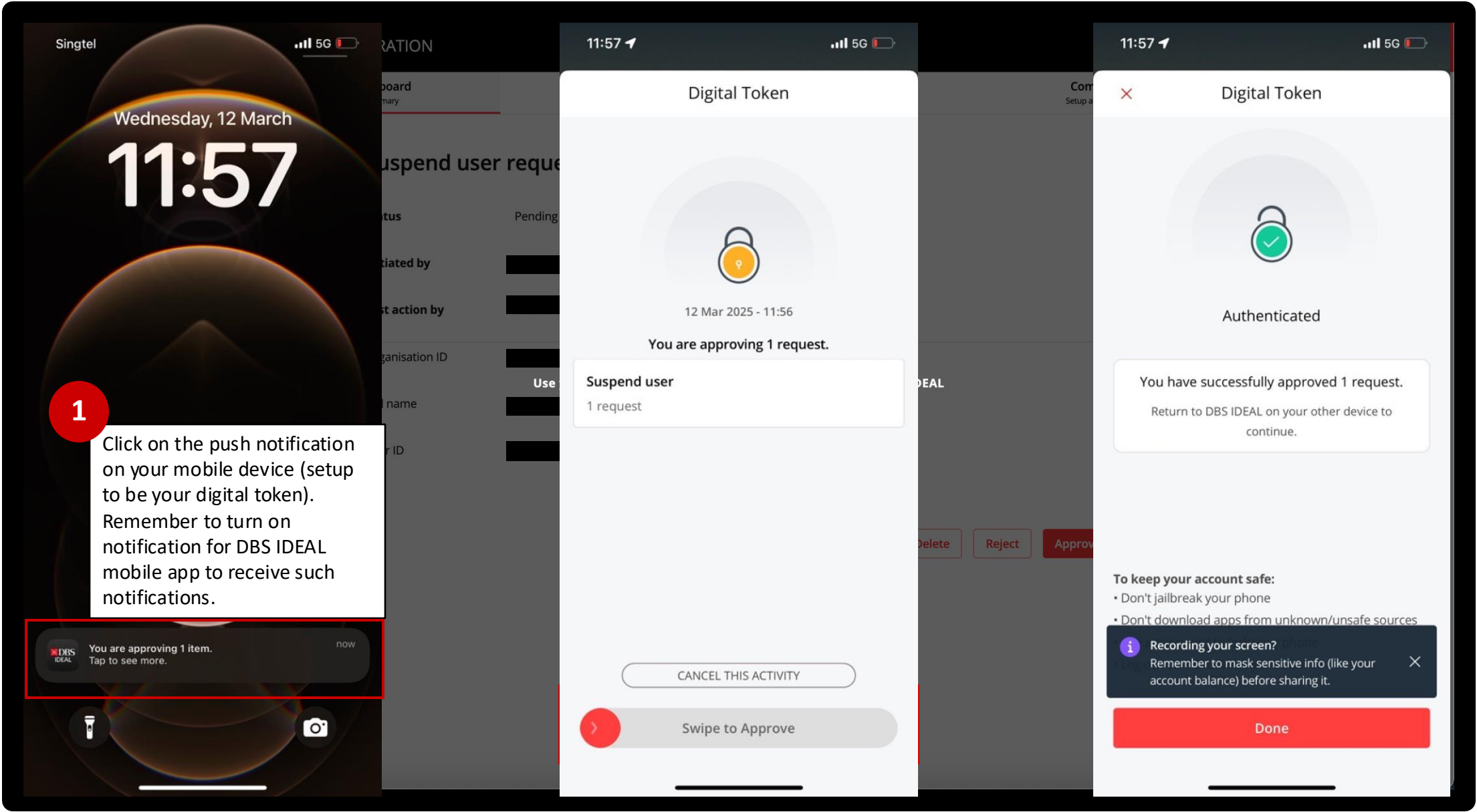
1

Alternatively, you may click on "Alternatively, use your digital token or security device for approval" to approve via security authentication code.

2

Click on "Get Challenge via SMS" and key the code into your digital token or security device. A response code will be displayed for you to key it in the response field before clicking on "Approve".

May I help you?



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Suspend user request

Status

Pending approval

Initiated by

Last action by

Organisation ID

Full name

User ID

Request approved

1.Suspend user for is Completed

Dismiss

1

Popup window will display that your service request has been successfully approved.

2

Click on "Dismiss" to go back to the "Dashboard".

May I help you?

1

Visit <https://www.dbs.com.sg/ibg-eforms/sg/idealmaintenance> to access the Online IDEAL Maintenance Form .

DBS IDEAL Maintenance Form

1

2

3

Step 1

Start a new application

Step 2

Select action(s) to complete

Step 3

Get approval from authorised signatories

Unsure how it works? See [FAQ](#)

Create a new application

Use IDEAL Maintenance form to:

- Manage accounts and user(s) access
- Update authorisation policies

You can save anytime and continue later.

Create new application >

Resume existing application

[How to find my Application ID?](#)

Enter Application ID

eg. IDEALMAINT-000000-00-00000

Resume existing application

By clicking 'Create new application', You agree to the [DBS Privacy Policy](#) and [Terms & Conditions Governing Electronic Application](#)

2

Click on "Create new application".

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DBS IDEAL Maintenance Form

Let's start by getting your business info

[Which account do I use?](#)

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

Login with DBS IDEAL

Use ACRA Search to prefill

OR

Manually input

To login, please ensure your web browser allows pop-up windows to appear.

[How do I enable pop-ups on my browser?](#)

3

Select "Login with DBS IDEAL" to verify your identity.

DBS IDEAL Maintenance Form

Let's start by getting your business info

[Which account do I use?](#)

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

Login with DBS IDEAL

Use ACRA Search to prefill

OR

Manually input

To login, please ensure your web browser allows pop-up windows to appear.

[How do I enable pop-ups on my browser?](#)

4

Log in to DBS IDEAL using your preferred method (try QR Login!).

DBS IDEAL

Securely log in with your DBS IDEAL account to continue.

Email Organisation ID QR New!

Organisation ID

User ID

PIN or Password

By proceeding, you consent to DBS disclosing to third parties your personal data required to process your requests.

Log in

Terms & Conditions | FAQ | Get In Touch

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DBS IDEAL Maintenance Form

Let's start by getting your business info

Which account do I use?

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

Login with DBS IDEAL

Use ACRA Search to prefill

OR

Manually input

To login, please ensure your web browser allows pop-up windows to appear.
[How do I enable pop-ups on my browser?](#)

DBS - MARS Login

ideal.dbs.com/marsErpSubscriber/login/push

Authenticate with digital token +

Use your IDEAL mobile app to verify your identity. [Learn more](#)

Enter code manually

Authenticate now

5

Authenticate yourself using your IDEAL mobile app.

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DBS IDEAL Maintenance Form

Let's start by getting your business info

[Which account do I use?](#)

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

Login with DBS IDEAL

Use ACRA Search to prefill

OR

Manually input

To login, please ensure your web browser allows pop-up windows to appear.
[How do I enable pop-ups on my browser?](#)

DBS - MARS Login

ideal.dbs.com/marsErpSubscriber/login/push

Authenticate with digital token +

Tap the notification on your registered IDEAL mobile device to verify your identity
Not Working? Please try again in 53 seconds... or [Cancel](#)

Enter code manually

6

Verify your Identity using your digital token.

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DBS IDEAL Maintenance Form

Apply for IDEAL Maintenance Form

Who is filling out this application?

On behalf of company

1

Next

7

Upon successful log in, your information will be automatically populated.

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DBS IDEAL Maintenance Form

Apply for IDEAL Maintenance Form

1. Manage and control user accesses and your company's profile.
2. Assign administrator access to designated users, at no charge for greater flexibility and control on DBS IDEAL. Click [here](#) for more details.

1. Fill in Organisation Details

Company Name

Business Registration Number (BRN)

Organisation ID

2. Select action(s) you need to complete today

You can select more than one.

Update User Information

- ☐ Add / manage existing users' services and roles ⓘ
- ☐ Remove user(s) ⓘ
- ☐ Update personal details for existing user(s) ⓘ
- ☒ Nominate an administrator to manage your company's DBS IDEAL (Customer Self Administration) ⓘ

Edit Accounts

- ☐ Add / remove accounts from IDEAL (CASA, FD and Securities) ⓘ

Manage Authorisation Policies

- ☐ Add / update Cash Authorisation Policy(ies) ⓘ
- ☐ Add / update Trade Authorisation Policy(ies) ⓘ
- ☒ Add / update Administrator Approval Policy (CSA) ⓘ
- ☐ Add / update Loan Authorisation Policy ⓘ
- ☐ Add / update Open Account Trade (OAT) Authorisation Policy ⓘ

8

Your organisation information will be automatically populated.

Business Registration Number (BRN)
[Redacted]

Organisation ID
[Redacted]

2. Select action(s) you need to complete today

You can select more than one.

Update User Information

- ☐ Add / manage existing users' services and roles ⓘ
- ☐ Remove user(s) ⓘ
- ☐ Update personal details for existing user(s) ⓘ
- ☒ Nominate an administrator to manage your company's DBS IDEAL (Customer Self Administration) ⓘ

Edit Accounts

- ☐ Add / remove accounts from IDEAL (CASA, FD and Securities) ⓘ

Manage Authorisation Policies

- ☐ Add / update Cash Authorisation Policy(ies) ⓘ
- ☐ Add / update Trade Authorisation Policy(ies) ⓘ
- ☒ Add / update Administrator Approval Policy (CSA) ⓘ
- ☐ Add / update Loan Authorisation Policy ⓘ
- ☐ Add / update Open Account Trade (OAT) Authorisation Policy ⓘ
- ☐ Add / update Securities & Fiduciary Services (SFS) Authorisation Policy ⓘ

Others

- ☐ Add Risk Disclosure for transaction approvals (Single Control) ⓘ
- ☐ Add / update Parent & Subsidiary Company Linkage(s) ⓘ
- ☐ Update Electronic Banking Board Resolution (EBBR) ⓘ

9

Select "Nominate an administrator to manage your company's DBS IDEAL (Customer Self-Administration)" to grant new administrator entitlements.

10

Select "Add/ update administrator approval policy (CSA)" to setup CSA approval policy.

11

Click on the "Next" button to proceed.

You can still make edits later

Next

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← → ↺ ↻ dba.com.sg/lbg-efoms/sg/idealmainenance

Important information pertaining to
Customer Self Administrator(s)(CSA)

Nominated Customer Self Administrator(s) will have the full power to administer and operate DBS IDEAL on behalf of the organisation, including:

- Add or remove a Transaction maker and authoriser
- Modify any user access to accounts and services
- Suspending and re-activate a User's IDEAL access
- Unlocking Security Device
- Requesting for a new Security Device
- Managing company profile in IDEAL
- Manage company authorisation policy

Important notes

Given the wide powers conferred on the appointed Customer Self Administrator(s), Customer Self Administrator(s) should be persons within the organisation with sufficient executive power and authority to take on the role and the organisation is responsible for ensuring that it has appropriate and adequate internal controls procedures and security measures in place to prevent any fraud, abuse or unauthorised acts/omissions by Customer Self Administrators.

For security reasons, at least 2 Customer Self Administrators must be appointed and any action initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator. Hence,

a) Customer Self Administrator cannot act alone to add/modify any setup.
b) Dual control is always required for any actions performed. It is mandatory to provide a valid mobile number and submit a Certified True Copy of identification document for all Customer Self Administrators together with this application.

You will need to submit the Electronic Banking Board Resolution (EBBR) when signing up for Loan or Customer Self Administrator service.

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Read the important information regarding CSA, and click on “Next”.

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DBS IDEAL Maintenance Form

Application form

Nominate an administrator (Customer Self Administration)

Add / update Administrator Approval Policy (CSA)

Review Application

Authorisation

Edit sections

Application Reference No.: IDEALMAINT-110724-65-00058

Registered business name:

Nominate an administrator to manage your company's DBS IDEAL (Customer Self Administration)

This page is to nominate a user as CSA for your company. If you want the user to view account balances and/or make payments, use the **Add User(s) or edit existing users' services and roles page** to nominate user as CSA and allow the user to view account balances and/or make payments.

User 1

Name (as in NRIC/Passport)

Full Name

ID Document type

Singapore NRIC

NRIC/Passport number

S9999999D

Nationality

Singapore

Date of birth

10/07/2024

Is the CSA existing IDEAL user?

Yes

No

Preferred IDEAL User ID

Mobile number

+65

88888888

Email

email@email.com

Clear

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For new IDEAL user: Provide user information and indicate a preferred IDEAL user ID. Ensure that information are provided correctly to receive first-time login welcome package.

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DBS IDEAL Maintenance Form

Application form

Nominate an administrator (Customer Self Administration)

Add / update Administrator Approval Policy (CSA)

Review Application

Authorisation

Edit sections

Application Reference No.: IDEALMAINT-110724-65-00058

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User 1

Clear

Name (as in NRIC/Passport)

Full Name

ID Document type

Singapore NRIC

NRIC/Passport number

S9999999D

Nationality

Singapore

Date of birth

10/07/2024

Is the CSA existing IDEAL user?

Yes

No

Existing IDEAL User ID

USERID

Mobile number

+65

88888888

Email

email@email.com

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For existing IDEAL user: Provide user information and indicate their IDEAL user ID. Ensure that information are provided correctly to prevent any delay in processing.

Edit sections

Application Reference No.:
IDEALMAINT-110724-65-00058

Registered business name:
[REDACTED]

Name (as in NRIC/Passport)

Full Name

ID Document type

Singapore NRIC

NRIC/Passport number

S9999999D

Nationality

Singapore

Date of birth

10/07/2024

Is the CSA existing IDEAL user?

☒ Yes

☐ No

Existing IDEAL User ID

USERID

Mobile number

+65

88888888

Email

email@email.com

Is user an existing DBS/POSB customer?

☐ Yes

☒ No

+ Nominate another CSA

Save for later

Next

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Click on "Next" to proceed.

DBS IDEAL Maintenance Form

Application form

Nominate an administrator (Customer Self Administration) ✓

Add / update Administrator Approval Policy (CSA) →

Review Application

Authorisation

Edit sections

Application Reference No.: IDEALMAINT-110724-65-00058

Registered business name: [REDACTED]

Add / update Administrator Approval Policy (CSA)

Please indicate the number of Customer Self Administrator(s) required to approve a set-up, administration and/or maintenance created by a Customer Self Administrator. Please have a valid policy in place for the following services to be enabled.

Number of Customer Self Administrators (CSA) required to approve a request

1

You may have up to 5 CSA approvals required for a request

CSA1

Creates a Request

CSA2

Approves

Processed

Back

Save for later

Next

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To setup administration approval policy for your company, select the number of Customer Self Administrators (CSA) required to approve a request.

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Click on "Next" to proceed.

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DBS IDEAL Maintenance Form

Application form

Review Application →

Authorisation

Edit sections

Application Reference No.: IDEALMAINT-110724-65-00058

Registered business name:

Preview

Organisation Detail

Company Name

Business Registration Number (BRN)

Organisation ID

Edit

IDEAL Maintenance Form

Update User Information

Nominate an administrator to manage your company's DBS IDEAL (Customer Self Administration)

Edit Accounts

Manage Authorisation Policies

Add / update Administrator Approval Policy (CSA)

Others

Important Information Pertaining to Customer Self Administrator(s) (CSA)

Nominated Customer Self Administrator(s) will have the full power to administer and operate DBS IDEAL on behalf of the organisation, including:

Add or remove a Transaction maker and authoriser

Modify any user access to accounts and services

Suspending and re-activate a User's IDEAL access

Unlocking Security Device

Requesting for a new Security Device

Managing company profile in IDEAL

Manage company authorisation policy

Important notes

Given the wide powers conferred on the appointed Customer Self Administrator(s),

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Click on "Edit" if you need to make any amendments.

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Review the information that you have provided on the preview page. Ensure that it is correctly indicated in the online form.

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Read through the Terms & Conditions before providing us your acknowledgement.

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Click on “Authorise Submission” to proceed.

are true, complete and accurate. When providing any personal data to the Bank, I/we confirm that I am/we are lawfully providing the data for the Bank to use and disclose for the purposes of:

(1) providing products or services to me/us;

(2) meeting the operational, administrative and risk management requirements of DBS Group; and

(3) complying with any requirement, as DBS Group reasonably deems necessary, under any law or of any court, government authority or regulator. “DBS Group” means DBS Group Holdings Ltd and its affiliates.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our officer holders or employees in connection with the provision of banking products and services to me/us.

4. Should any Customer Self Administrator cease to be employed by the Organisation, I/we undertake to inform the Bank and the Organisation will submit the IDEAL Maintenance form to delete this Customer Self Administrator’s user profile in IDEAL. I/We agree that the Organisation shall not hold the Bank liable for any act or omission by a Customer Self Administrator who ceases to be employed by the Organisation for which the Bank is not informed.

5. For partnership, the signatures of all partners are required. For a company which has furnished the Bank with a standalone Electronic Banking Board Resolution, the authorised signatories must be the current authorised signatories specified in that document. For a company which has furnished the Bank with a Board Resolution for the opening of the current account that covers Electronic Banking services, the authorised signatories must be any two directors or the current authorised signatories with the highest authorisation limit as specified in that document.

6. For Associations, Clubs & Societies, signatures of any two of existing/outgoing Chairman, Secretary or Treasurer are required.

I/We hereby confirm that I/we have obtained copies of the **TERMS AND CONDITIONS GOVERNING ELECTRONIC APPLICATIONS**, which I/we have read, understood and accepted. By submitting this form, I/We hereby confirm that I/we have read, understood and agree to be bound by these terms (including the clause relating to the collection, processing, use and disclosure of personal data)

☒ I understand and acknowledge the terms and conditions stated above.

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Save for later

Authorise Submission

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DBS IDEAL Maintenance Form

Application form

Review Application

Authorisation

Authorised Signatories

Edit sections

Application Reference No.: IDEALMAINT-110724-65-00058

Registered business name:

Get approval from authorised signatories

To update the contact info of authorised signatories, select 'Save for later' to continue this application later. Then contact BizCare on 1800 222 2200 to make the updates.

Authorised signer 1

Select

Authorisation Methods

Please ensure that you submit the following supporting documents to avoid delays in your IDEAL maintenance application. The IDEAL application is valid only within 3 months upon submission. If your supporting documents are not in English language, kindly ensure that it is translated to English by a suitable translator before submission.

For all new approvers / Customer Self Administration (CSA) users who are Singapore Citizens or Permanent Residents :

- Certified true copy of NRIC

For all new approvers / Customer Self Administration (CSA) users who are non-Singapore Citizens and non-Permanent Residents :

- Certified true copy of Passport
- Certified true copy Proof of Residential address within 3 months from the statement date e.g. Recent utility or phone bill, bank statement or correspondence from a government agency or National ID with residential address

For Clubs, Associations, Societies, Religious Organizations, Charities, MCST

- Minutes of Meeting (MOM), to be signed-off and duly certified (on all pages) by any two from existing Chairman/ Treasurer/ Secretary

If foreign incorporated:

- Original or Certified true Copy of Certificate of Incumbency (Dated within last one year) / Certificate of Registration / Annual return / Register of Directors

Original copy required, otherwise a copy certified true by the following external certifiers (i.e. not a company's employee):

Solicitor/Lawyer/Notary Public/Certified Public or Professional Accountant/Auditor/Chartered Secretary from a FATF member country OR a bank staff. Please refer to the list of FATF member countries [here](#).

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Select your company's Authorised signers according to your signing requirements.

Ensure that their contact details are reflected correctly.

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Read the supporting documents required for granting users with CSA entitlements.

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For all new approvers / Customer Self Administration (CSA) users who are Singapore Citizens or Permanent Residents:

-Certified true copy of NRIC

For all new approvers / Customer Self Administration (CSA) users who are non-Singapore Citizens and non-Permanent Residents:

-Certified true copy of Passport

-Certified true copy Proof of Residential address within 3 months from the statement date

e.g. Recent utility or phone bill, bank statement or correspondence from a government agency or National ID with residential address

For Clubs, Associations, Societies, Religious Organizations, Charities, MCST

- Minutes of Meeting (MOM), to be signed-off and duly certified (on all pages) by any two from existing Chairman/ Treasurer/ Secretary

If foreign incorporated:

- Original or Certified true Copy of Certificate of Incumbency (Dated within last one year) / Certificate of Registration / Annual return / Register of Members

Original copy required, otherwise a copy of the original signed by an authorised signatory (employee):

Solicitor/Lawyer/Notary Public/Certified Public Accountant (CPA) / Chartered Accountant (CA) / FATF member country OR a bank staff.

Select approval method

Print and send

Download this application as a PDF and print it for authorised signatories to sign before sending it to us.

Back

Save for later

Next

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Select "Print & Send" authorisation method. You are required to mail the form (signed with wet ink signature by authorised signatories) together with the Certified True copy of the supporting documents to the bank for processing.

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Click on "Next" to submit.

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Open the PDF form with the password received via SMS to your registered mobile device.

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If you did not receive the SMS, you might need to update your IDEAL contact information.

Xavier <xav10112023@gmail.com>

to: Xavier GIAM

IDEALMAINT-110724-...
93 KB

Download · Preview

DBS

Live more,
Bank less

www.dbs.com.sg/sme

Hi [REDACTED]

[REDACTED]

Application reference number: IDEALMAINT-110724-65-00058.



<DBS>

Hi [REDACTED], we refer to your application to manage IDEAL user roles for [REDACTED] (IDEALMAINT-110724-65-00058). Check your email for instructions in a PDF which you can open with password **NY3X4g2BeJ**.

We refer to your application to manage IDEAL user roles .

To proceed, follow the instructions in the attached PDF. Enter the password sent by SMS to open the PDF.

Kindly submit the application before Oct 09, 2024 to avoid expiry.



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[illegible]

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What are the common mistakes

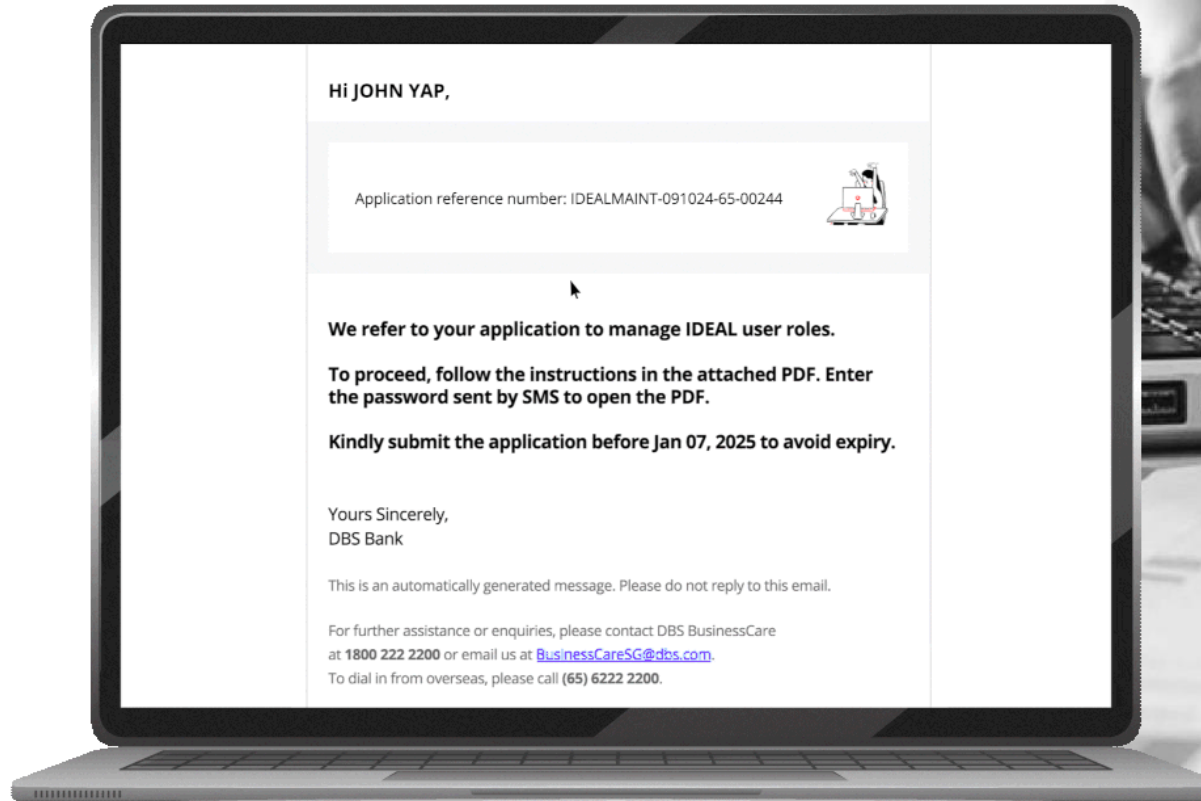
IDEAL Maintenance Online Form

1. Signatories not according to mandate (Manual Entry)
 - Indicate wrong signer information or signing requirements
2. Incomplete mandatory setup
 - Select products that your company did not sign-up for
3. Incomplete Documents
 - Missing supporting documents
4. Unable to identify and verify IDEAL approver/CSA
 - Supporting documents does not match
5. Signature Irregular / Not found (Print & Send)
 - Wet-ink signature differs from bank record



Key takeaways

1. CSA should be the primary solution to perform any IDEAL maintenance
2. Update company mandate and contact details with the bank whenever required
3. Regularly review user accesses to safeguard your company's business account for optimal security.
4. If you wish to check the application status for DBS IDEAL Online Maintenance form, visit <https://www.dbs.com.sg/sme/self-service>



Self-Help Resources

DBS IDEAL Customer Self Administration (CSA):

[Webpage](#) | [Registration Guide](#) | [User Guide](#)

IDEAL Online Maintenance Form:

[Webpage](#) | [Online Form](#) | [User Guide](#) | [FAQs](#)

