



DBS IDEAL

Self-Service Administration



PT Bank DBS Indonesia is licensed and supervised by The Indonesian Financial Services Authority and Bank Indonesia, and an insured member of Indonesia Deposit Insurance Corporation (LPS)





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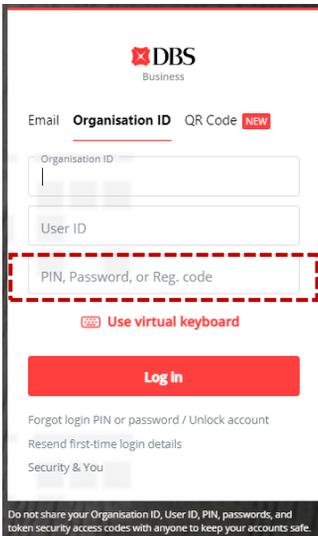
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01 Logging on for the first time

1 Go to <https://id.ideal.dbs.com/> and **Enter** in your log-in credentials



Enter password and click **Login**

Enter in 8-digit Security Access Code provided by your Digital / Physical Token and click **Submit**
Or Swipe on your mobile for Authentication with digital token+

Authenticate with digital token+

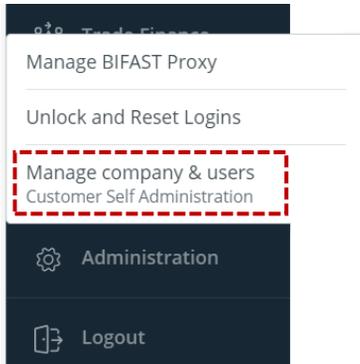


Use your IDEAL mobile app to verify your identity. [Learn More](#)

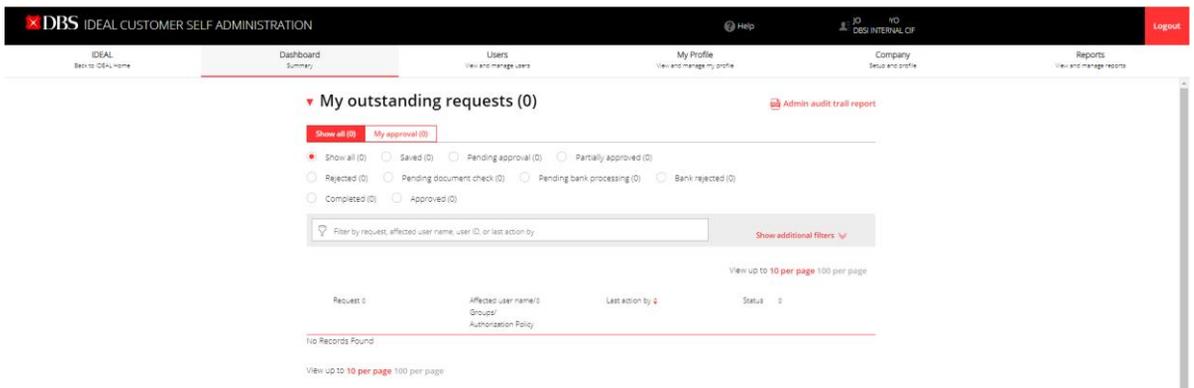
Enter code manually

Authenticate now

2 Access the **Customer Self Administration** function via the **Administration** tab



3 Arrive at the Self-Service Admin **Dashboard**



02 Creating New Users – Enquiry User

- 1 Access **Users** tab and **Click** on **Create a new user**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL Back to IDEAL Home | Dashboard Summary | **Users View and manage users** | My Profile View and manage my profile | Company Setup and profile | Reports View and manage reports

Help | IDADMIN1 DBSI GTS SA3 | Logout

User Library

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

Create a new user | Review user access

Filter by user or user ID | Show additional filters

- 2 Enter in **User Particulars** of the user you would like to create
- 3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

- 4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**

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

- 5a **Click** on Yes if created user is a designated contact person

Company name (Org ID)
AA BBB CCCC PTE LTD (SGABCP01)

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

- 5b **Click** on Yes for Enquiry access and **specify** accounts

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 1 accounts

Show advanced enquiry detail

Transaction access
user can create or approve payments (or payment templates)

Yes No

Cancel **Continue**

02 Creating New Users – Enquiry User

6 Verify user details

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 Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | | | | | | | | | |
|------------------------------|--|-----------------------|----------|------------------------------|------------------------------------|---------------|------------------------------------|---------------------|--|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) | | | | | | | | |
| Contact person | User is the official contact person or representative for DBS matters | | | | | | | | |
| Enquiry access | <div style="border: 1px solid #ccc; padding: 5px;">Access of account statement</div> <table border="1" style="width: 100%;"> <tr> <td>Account type/Services</td> <td>Accounts</td> </tr> <tr> <td>Current and savings accounts</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> </tr> <tr> <td>Cheque status</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> </tr> <tr> <td>FX contract enquiry</td> <td></td> </tr> </table> | Account type/Services | Accounts | Current and savings accounts | AA BBB CCCC PTE LTD-0721701138-SGD | Cheque status | AA BBB CCCC PTE LTD-0721701138-SGD | FX contract enquiry | |
| Account type/Services | Accounts | | | | | | | | |
| Current and savings accounts | AA BBB CCCC PTE LTD-0721701138-SGD | | | | | | | | |
| Cheque status | AA BBB CCCC PTE LTD-0721701138-SGD | | | | | | | | |
| FX contract enquiry | | | | | | | | | |

7 Click Submit upon verification

Cancel

Save as draft

Submit

8 Pending Approval user creation alert will pop up at the top of the page

Your request has been submitted

Print

✓ User EUGENE TAN on 2018-09-17 has been created successfully with status Pending Approval.

Create another user

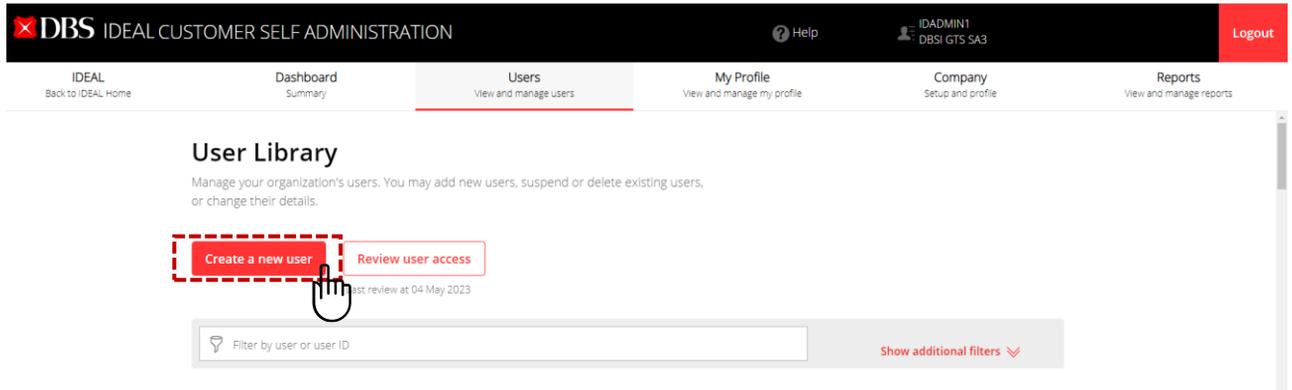
Finish

9 Click Finish to complete Enquiry User creation to send for approval

| Request | Affected user name (User ID) | Last action by | Status |
|--|---------------------------------|-----------------------------------|------------------|
| <input type="checkbox"/> New user creation | EUGENE TAN (EUGENTAN1) | HSAIOTINGYU 16:03, 17 Sep 2018 | Pending approval |

03 Creating New Users – Transaction Maker User

1 Access Users tab and **Click** on Create a new user



DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL Back to IDEAL Home | Dashboard Summary | **Users** View and manage users | My Profile View and manage my profile | Company Setup and profile | Reports View and manage reports | Logout

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

Create a new user | Review user access

Filter by user or user ID | Show additional filters

2 Enter in **User Particulars** of the user you would like to create

3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**



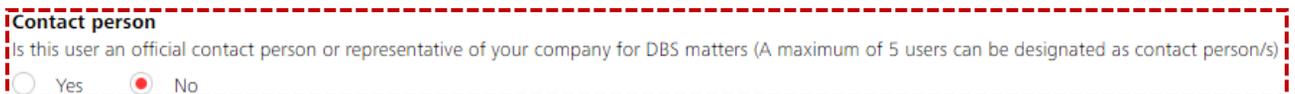
Copy from existing user

Select a user

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

Set up entitlement manually

5a Click on Yes if created user is a designated contact person



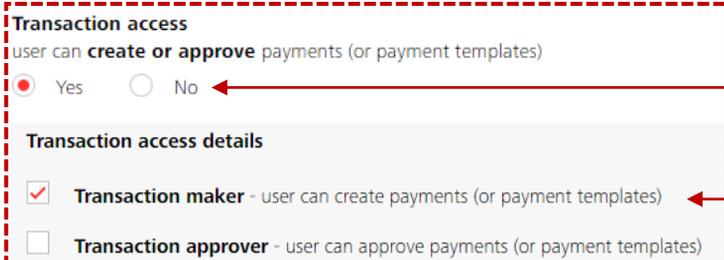
Contact person
Is this user an official contact person or representative of your company for DBS matters (A maximum of 5 users can be designated as contact person/s)

Yes No

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

Yes No

5b Click on Yes for Transaction access and **Select** the option for **Transaction maker**



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)

03 Creating New Users – Transaction Maker User

6a Select types of transactions (Payment / Payroll) and confidential Payroll viewing permissions for the intended Transaction Maker User

| <input checked="" type="checkbox"/> Payment Accounts All 1 accounts | <input checked="" type="checkbox"/> Show advanced payment options | <table border="1"> <thead> <tr> <th colspan="2">Transaction</th> <th colspan="2">Template</th> </tr> <tr> <th>Maker</th> <th>Approver</th> <th>Maker</th> <th>Approver</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> | Transaction | | Template | | Maker | Approver | Maker | Approver | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|--|---|---|-------------------------------------|--------------------------|----------|--|-------|----------|-------|----------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|
| Transaction | | Template | | | | | | | | | | | | |
| Maker | Approver | Maker | Approver | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | |
| <input checked="" type="checkbox"/> Payroll Accounts All 1 accounts <input checked="" type="checkbox"/> View confidential payroll details <small>Employee names and individual amounts can be viewed</small> | <input checked="" type="checkbox"/> Show advanced payroll options | <table border="1"> <thead> <tr> <th colspan="2">Transaction</th> <th colspan="2">Template</th> </tr> <tr> <th>Maker</th> <th>Approver</th> <th>Maker</th> <th>Approver</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> | Transaction | | Template | | Maker | Approver | Maker | Approver | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Transaction | | Template | | | | | | | | | | | | |
| Maker | Approver | Maker | Approver | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | |
| <input checked="" type="checkbox"/> BIFAST Payment AA BBB CCCC PTE LTD-0721701138-SGD | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | |
| <input checked="" type="checkbox"/> Fixed Deposit Instruction AA BBB CCCC PTE LTD-0721701138-SGD | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | |
| <input checked="" type="checkbox"/> Account Transfer AA BBB CCCC PTE LTD-0721701138-SGD | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | |

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 upload transaction files to initiate transactions
- File upload only** - user cannot create transaction manually

6b Select/Restrict types of accesses for the intended Transaction Maker User

| File management | Maker | Approver |
|-----------------|-------------------------------------|-------------------------------------|
| File upload | <input checked="" type="checkbox"/> | |
| File services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

03 Creating New Users – Transaction Maker User

7 Select payee management parameters and **Click** Continue

Payee (beneficiary) management

Can this user **create or manage** payees

Yes No

| Payee (beneficiary) management details | Maker | Approver |
|--|--|--------------------------|
| <input checked="" type="checkbox"/> Local payee | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Foreign currency payment or international payee | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> Payees created by this user requires approval | |

[Cancel](#)
[Continue](#)


8 Verify user details

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 Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | |
|-----------------------|---|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) |
| Contact person | User is the official contact person or representative for DBS matters |
| Transaction access | User · is a transaction maker |

Payment

Hide advanced payment options 

| Payment type | Accounts | Transaction | Template |
|------------------|------------------------------------|-------------|----------|
| BIFAST Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker |
| Fixed Deposit | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker |
| Account Transfer | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker |

Payroll

Show advanced payroll options 



03 Creating New Users – Transaction Maker User

9 Verify user details (Cont'd) and Click Submit

| | |
|------------------------|---|
| Transaction management | User <ul style="list-style-type: none">- can modify or edit transaction created by others- can delete transaction created by others- can upload transaction files to initiate transactions |
| | File management |
| | File upload Maker |
| | File services Maker |
| Payee management | Payee maker (Domestic) User can make payee . |

Cancel

Save as draft

Submit



10 Pending Approval user creation alert will pop up at the top of the page

Your request has been submitted

Print

User EUGENE TAN on 2018-09-18 has been created successfully with status Pending Approval.

11 Click Finish to complete Transaction Maker User creation to send for approval

Create another user

Finish



| | | | | |
|--------------------------|-------------------|----------------------------|------------------------------------|------------------|
| <input type="checkbox"/> | New user creation | EUGENE TAN (EUGENETAN1) | HSIAOTINGYU 18:02 , 18 Sep 2018 | Pending approval |
|--------------------------|-------------------|----------------------------|------------------------------------|------------------|

04 Creating New Users – Transaction Approver User

- 1 Access **Users** tab and click on **Create a new user**

- 2 Enter in **User Particulars** of the user you would like to create
- 3 Enter in **IDEAL Settings** of the user you would like to create. You may enter your preferred user id for the new user.

- 4 Set up the **User Entitlement** for the user you would like to create. You may **copy** from an existing enquiry user or set up entitlement **manually**

- 5a Click on **Yes** if created user is a designated contact person

- 5b Click on **Yes** for Transaction access and **Select** the option for **Transaction Approver**

You may also **Select** types of payments Approver User can Approve

Note: Dual admin control is required

04 Creating New Users – Transaction Approver User

5c Select the approval group, Transaction types (Payments, Payrolls) and confidential payroll viewing rights for this new User

User belongs to the following group of approvers

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

Transaction type

| | Transaction | | Template | |
|--|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| | Maker | Approver | Maker | Approver |
| <input checked="" type="checkbox"/> Payment Accounts <input type="text" value="All 1 accounts"/>  <input checked="" type="checkbox"/> Show advanced payment options  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Payroll Accounts <input type="text" value="All 1 accounts"/>  <input checked="" type="checkbox"/> View confidential payroll details <small>Employee names and individual amounts can be viewed</small> <input checked="" type="checkbox"/> Show advanced payroll options  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> BIFAST Payment <input type="text" value="AA BBB CCCC PTE LTD-0721701138-SGD"/>   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Fixed Deposit Instruction <input type="text" value="AA BBB CCCC PTE LTD-0721701138-SGD"/>   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Account Transfer <input type="text" value="AA BBB CCCC PTE LTD-0721701138-SGD"/>   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

6 Select Payee management settings for this new User

Payee (beneficiary) management

Can this user **create or manage** payees

Yes No

| Payee (beneficiary) management details | Maker | Approver |
|---|---|-------------------------------------|
| <input checked="" type="checkbox"/> Local payee | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Foreign currency payment or international payee | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> Payees created by this user requires approval | |

04 Creating New Users – Transaction Approver User

7 Acknowledge documentation requirements for submission, and Click Continue

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 request (you can print a copy after submission of this request)
- 2) **Singapore Citizen / Permanent Resident**

Note: Please print the cover letter here for document submission

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)

HSIATINGYU has read this requirement on 24 Sep 2018, 09:03

Cancel

Continue 

8 Verify user details

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 Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | |
|-----------------------|---|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) |
| Contact person | User is the official contact person or representative for DBS matters |

Payment

Hide advanced payment options 

| Payment type | Accounts | Transaction | Template |
|------------------|------------------------------------|-------------|----------|
| BIFAST Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Fixed Deposit | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Account Transfer | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |

04 Creating New Users – Transaction Approver User

8 Verify user details (Cont'd) and **Click** Submit

Note: Confidential Payroll details will be visible to this user

| Payroll | | | |
|--|------------------------------------|-------------|----------|
| Payroll type | Accounts | Transaction | Template |
| Payroll (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |
| Payroll DBS (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD | Approver | Approver |

Payee management

Payee maker and approver (Domestic and international)
 User can make and approve payee .
 - payee created by this user requires approval

Cancel Save as draft **Submit**

9 Complete User creation request by **submitting hard-copy supporting documents** (for Approver) and **Click** Finish

Your request has been submitted



✓ User EUGENE TAN on 2018-09-24 has been created successfully with status Pending Approval.

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.

- Printed copy of this request (you can print a copy after submission of this request)
- 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)

Print this request form via **Clicking** this link to submit with supporting documentation

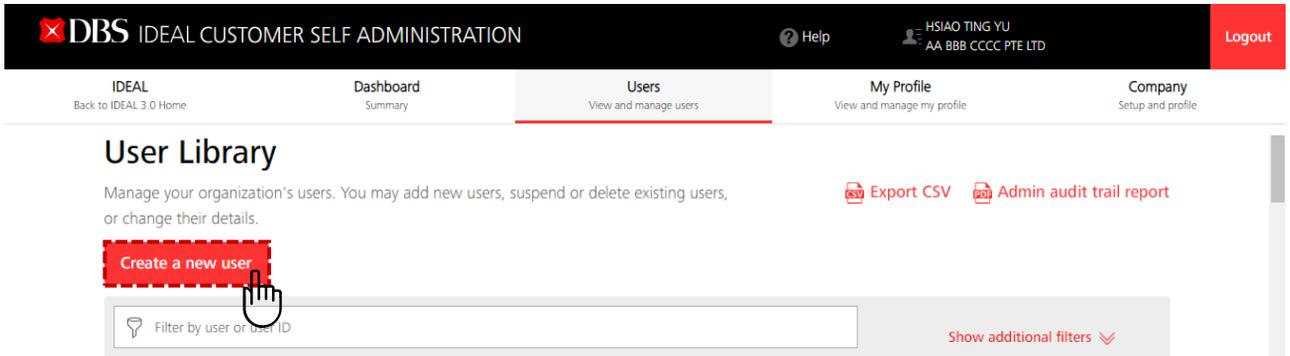
Create another user **Finish**

10 Approver User creation request submitted with **Pending Approval** status reflected on the Dashboard tab

| | | | |
|--|-----------------------------|------------------------------------|------------------|
| <input type="checkbox"/> New user creation | EUGENE TAN (EUGENETAN1) | HSIAOTINGYU 11:16 , 24 Sep 2018 | Pending approval |
|--|-----------------------------|------------------------------------|------------------|

05 Creating New Users – Copying an Existing User Profile

- 1 Access Users tab and **Click** on Create a new user



DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help | Hsiao Ting Yu | AA BBB CCCC PTE LTD | Logout

IDEAL | Dashboard | **Users** | My Profile | Company

Back to IDEAL 3.0 Home | Summary | View and manage users | View and manage my profile | Setup and profile

User Library

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

[Export CSV](#) [Admin audit trail report](#)

Create a new user

Filter by user or user ID [Show additional filters](#)

- 2 Enter in **User Particulars** of the user you would like to create
- 3 Enter in **IDEAL Settings** of the user you would like to create. You may even grant temporary access to a user and specify the date of access suspension

Temporary access (optional)

This account will be suspended on this date

- 4 Select the option to “**Copy from existing user**” and **Click** continue to complete User Set-up

Step 3: User Entitlement

Copy from existing user 

ADMINONLY@SGABCP01 REGINA LOH

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

Set up entitlement manually

REGINA LOH(ADMINONLY) entitlement has been pre-populated below.

Parent company access

Company name (Org ID)

AA BBB CCCC PTE LTD (SGABCP01)

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

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)

Note: User entitlement list will be copied and automatically expanded for review. You may further edit these entitlements

Cancel

Continue

05 Creating New Users – Copying an Existing User Profile

5 Verify user details and Click Submit

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 Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) | | | | | | | | |
|---|--|--------------|----------|-------------|----------|--------------|------------------------------------|-------|-------|
| Contact person | User is the official contact person or representative for DBS matters | | | | | | | | |
| Transaction access | User · is a transaction maker | | | | | | | | |
| <div style="background-color: #f0f0f0; padding: 5px;">Payment</div> | | | | | | | | | |
| Hide advanced payment options  | | | | | | | | | |
| Transaction management | <table border="1"> <thead> <tr> <th>Payment type</th> <th>Accounts</th> <th>Transaction</th> <th>Template</th> </tr> </thead> <tbody> <tr> <td>GIRO Payment</td> <td>AA BBB CCCC PTE LTD-0721701138-SGD</td> <td>Maker</td> <td>Maker</td> </tr> </tbody> </table> | Payment type | Accounts | Transaction | Template | GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker |
| Payment type | Accounts | Transaction | Template | | | | | | |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD | Maker | Maker | | | | | | |
| | User · can modify or edit transaction created by others · can delete transaction created by others · can upload transaction files to initiate transactions | | | | | | | | |
| | File management | | | | | | | | |
| | File upload Maker | | | | | | | | |
| | File services Maker | | | | | | | | |
| Payee management | <div style="background-color: #f0f0f0; padding: 5px;">Payee maker (Domestic)</div> | | | | | | | | |
| | User can make payee . | | | | | | | | |

Cancel

Save as draft

Submit 

6 Pending Approval user creation alert will pop up

Your request has been submitted

 Print

 User EUGENE TAN on 2018-09-18 has been created successfully with status Pending Approval.

7 Click Finish to complete "Copy from existing user"

Create another user

Finish 



06 Review user access– Check all users in your company

IDEAL
Back to IDEAL Home

Dashboard
Summary

Users
View and manage users

My Profile
View and manage my profile

Company
Setup and profile

Reports
View and manage reports

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.

| | | | | | |
|----------------------|-----------------------------------|-------------------------------|--------|--------------------|---|
| IDADMIN1 IDADMIN1 | admin1@abc.com +62--8188888888 | Approver -Group A... Admin | Active | 12 Jun 2023, 08:13 | <input type="text" value=""/> <ul style="list-style-type: none"> Retain <input checked="" type="checkbox"/> Suspend Delete |
|----------------------|-----------------------------------|-------------------------------|--------|--------------------|---|

Retained: 48 Suspend: 0 Deleted: 0 Total: 48

Cancel **Next**

1. Input Details **2. Verify Details** 3. Submit for Approval

User access review summary

Edit

| | |
|-----------|-------------------|
| Retained | 48 users |
| Suspended | 0 user |
| Deleted | 0 user |
| <hr/> | |
| Total | 48 users reviewed |

| | | | | | |
|----------------------|-----------------------------------|-------------------------------|--------|--------------------|--------|
| IDADMIN1 IDADMIN1 | admin1@abc.com +62--8188888888 | Approver -Group A... Admin | Active | 12 Jun 2023, 08:13 | Retain |
|----------------------|-----------------------------------|-------------------------------|--------|--------------------|--------|

Cancel **Submit**



07 Viewing / Modifying Existing Users

- 1a Access the Users tab to view all Users within your organisation
- 1b Search for existing user in the Search Bar
- 1c Click on User to View User settings



User Library

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

Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------|---------|-------|----------------|-----------------|--------|
|------|---------|-------|----------------|-----------------|--------|

| | | | | | |
|-----------------|-----------|--|--------|----------|-------------|
| EUGENE TAN (1c) | EUGENTAN1 | | Active | Approved | Action (1c) |
|-----------------|-----------|--|--------|----------|-------------|

- 2 Click on User Particulars, IDEAL Settings or Entitlements for Viewing

- 3b Copy
- Edit
- Delete
- Reset login details
- Suspend
- Unlock a security device



| | |
|---|--|
| Full name Contact details | EUGENE TAN eugenetan@abc.com |
| Nationality/citizenship Identity type Date of birth | +65 87016970 SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Print Edit (3a) Delete

- 3a Click on Edit to Modify User Particulars, IDEAL Settings or Entitlements in the "Edit a User" screen and modify User profile

Edit a User

Edit an existing user and access to IDEAL.



OR

- 3b Click on Action and Click Edit to access User modification page **directly**
- 4 Click on Continue after necessary modifications have been made

Cancel **Continue**



07 Viewing / Modifying Existing Users

5 Verify modified user details and **Click** Submit

Edit a User

Edit an existing user and access to IDEAL.

1. Input Details

2. Verify Details

3. Submit for Approval

Preview your new user's details

 Edit

User particulars

| | |
|---|--|
| Full name Contact details | EUGENE TAN eugenetan@abc.com +65 87016970 |
| Nationality/citizenship Identity type Date of birth | SINGAPORE P - Passport Number: E1153232A 27 Apr 1986 |

Ideal settings

| | |
|-----------------|-------------------------------------|
| User ID | EUGENTAN1 |
| Language | English (UK) |
| Security device | Digital Token (on IDEAL mobile app) |

User entitlement

Parent company access

| | |
|---|--|
| Company name (Org ID) | AA BBB CCCC PTE LTD (SGABCP01) |
| Contact person | User is the official contact person or representative for DBS matters |
| Transaction access | User <ul style="list-style-type: none"> · is a transaction approver · can only approve payments created by others (dual control) · Belong to Group A of approvers |
| Payment | |
| Hide advanced payment options  | |
| Payment type | Accounts |
| Transaction | Template |
| GIRO Payment | AA BBB CCCC PTE LTD-0721701138-SGD |
| Approver | Approver |
| Payroll | |
| Hide advanced payroll options  | |
| Payroll type | Accounts |
| Transaction | Template |
| Payroll (Confidential payroll details are visible) | AA BBB CCCC PTE LTD-0721701138-SGD |
| Approver | Approver |
| Payee management | Payee maker and approver (Domestic and international) User can make and approve payee . - payee created by this user requires approval |

Cancel

Save as draft

Submit 

6 Pending Approval user modification alert will pop up

Your request has been submitted

 Print

 User EUGENE TAN on 2018-09-24 has been modified successfully with status Pending Approval.

7 Click Finish to submit **Modify User** Request for approval

Create another user

Finish 



08 Deleting Existing Users

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar
- 1c Click on User’s ID to **View** User settings



User Library

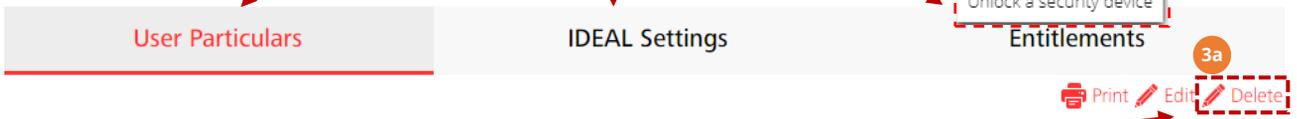
Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |

- 2 Click on User Particulars, IDEAL Settings or Entitlements for **Viewing**

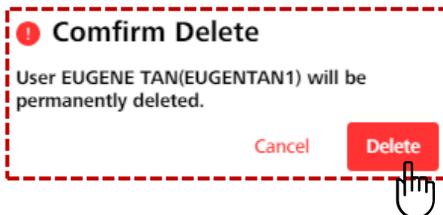


- 3a Click on Delete to **Delete** User

OR

- 3b Click on Action and **Click** Delete to delete User **directly** from User Search page

- 4 Click on Delete and Dismiss when “Confirm Delete” pop-up appears



Note: Deletion of Users is an irreversible function



09 Reset Login Details

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar



User Library

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

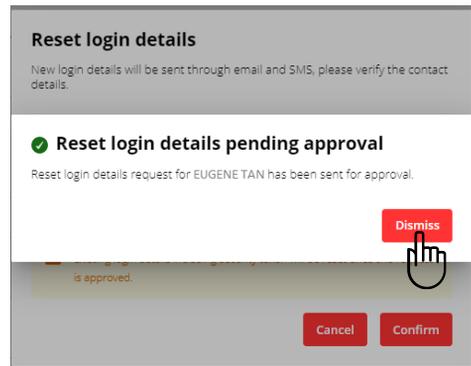
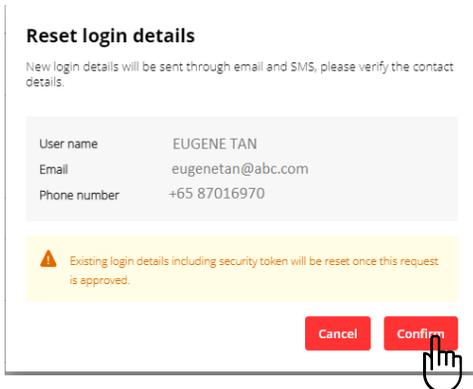
Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |



- 2 Click on Action and Click Reset login details to sent new Login Details via Email and SMS
- 3 Click Confirm and Dismiss when Reset login details user pop-ups appear



- 4 User Reset login details request has been submitted for approval

| | | | | |
|--------------------------|---------------------|---------------------------|------------------------------------|------------------|
| <input type="checkbox"/> | Reset login details | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 18:26 , 24 Sep 2018 | Pending approval |
|--------------------------|---------------------|---------------------------|------------------------------------|------------------|

10 Suspending Existing Users

- 1a Access the Users tab
- 1b Search for existing user in the Search Bar



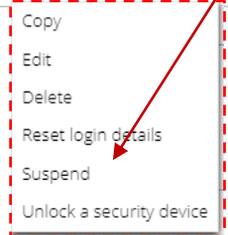
User Library

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

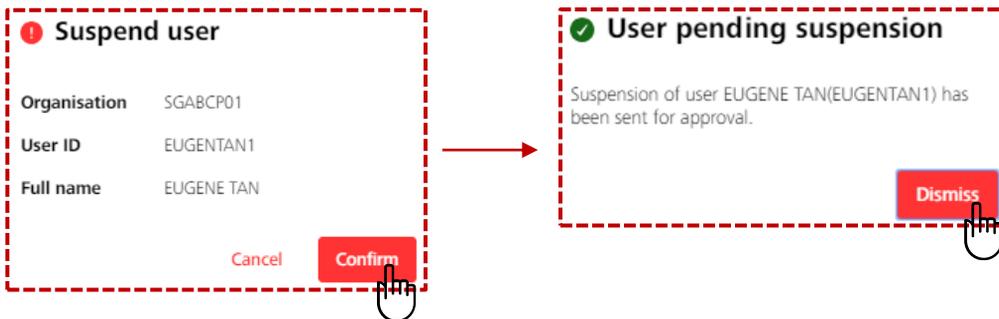
Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |



- 2 Click on Action and Click Suspend to Suspend User
- 3 Click Confirm and Dismiss when Suspend user pop-ups appear



- 4 User suspend request has been submitted for approval

| | | | | |
|--------------------------|--------------|----------------------------|------------------------------------|------------------|
| <input type="checkbox"/> | Suspend user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 18:26 , 24 Sep 2018 | Pending approval |
|--------------------------|--------------|----------------------------|------------------------------------|------------------|

10 Activating Existing Users

- 1a Access the Users tab
- 1b Search user to be re-activated in the Search Bar

| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|------------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENETAN1 | | Suspend | Approved | Action |

Account Status should reflect Suspend

- Copy
- Edit
- Delete
- Re-activate
- Unlock a security device

- 2 Click on Action and Click on Re-activate to activate suspended User
- 3 Click Confirm and Dismiss when Re-activate user pop-ups appear

Re-activate user

Organisation: SGABCP01

User ID: EUGENETAN1

Full name: EUGENE TAN

→

User pending re-activation

Re-activation of user EUGENE TAN (EUGENETAN1) has been sent for approval.

- 4 User re-activate request has been submitted for approval

| Request | Affected user name (User ID) | Last action by | Status |
|---|------------------------------|------------------------------------|------------------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENETAN1) | HSIAOTINGYU 11:08 , 26 Sep 2018 | Pending approval |

11 Unlocking Security Devices

- 1a** Access the Users tab
- 1b** Search user whose security device requires to be unlocked in the Search Bar



User Library

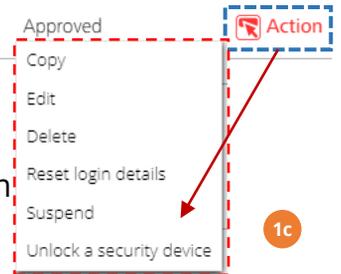
Manage your organization's users. You may add new users, suspend or delete existing users, or change their details.

Admin audit trail report



| User | User ID | Roles | Account Status | Approval Status | Action |
|------------|-----------|-------|----------------|-----------------|--------|
| EUGENE TAN | EUGENTAN1 | | Active | Approved | |

- 1c** Click on Unlock a security device
- 2** Enter in unlock challenge code and **Click Confirm**



Unlock security device

Organisation SGABCP01
User ID EUGENTAN1
Full name EUGENE TAN
Security Device Serial Number 1234567890

This unlock challenge code will be the 8-digit code displayed on the locked security device

Unlock Challenge Please enter the challenge as displayed on the security device which needs to be unlocked

The system will generate an unlock code which needs to be entered into the locked security device. The owner of the security device will be required to enter a new pin for the security device once it is unlocked successfully.



- 3** Unlock security device request will be sent for approval and the Designated Approver(s) will receive an SMS notification

User pending unlock security device

Unlock Security Device for user EUGENE TAN(EUGENTAN1) has been sent for approval.



12 Approving Requests

- 1 After maintenance request (Create / Modify / Suspend / Re-activate) has been submitted, the designated Approver will be able to **Access All Pending Approval Requests** via the Dashboard tab

Note: This is the Approver's view

IDEAL Back to IDEAL 3.0 Home

Dashboard Summary

Users View and manage users

My Profile View and manage my profile

Company Setup and profile

▼ My outstanding requests(10) [Admin audit trail report](#)

Show all (10) My approval (4)

Show all (10)
 Saved (0)
 Pending approval (5)
 Partially approved (0)
 Rejected (1)

Pending document check (0)
 Pending bank processing (0)
 Bank rejected (0)
 Completed (4)
 Approved (0)

Filter by request, affected user name, user ID, or last action by [Show additional filters](#)

| Request | Affected user name (User ID) | Last action by | Status |
|---|------------------------------|---------------------------------|------------------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 11:08 , 26 Sep 2018 | Pending approval |

- 2 Click on type of Request to Delete, Reject or Approve submitted request

Re-activate suspended user request

Status Pending approval
 Initiated by USER02, 26 Sep 2018 17:44hrs
 Last action by USER02, 26 Sep 2018 17:44hrs
 Organisation ID SGABCP01
 Full name EUGENE TAN
 Login status Active

Cancel Delete Reject Approve

- 3 Follow the Approval steps and Click Approve to approve request

Confirm Approval

Following request/s will be approved:

Re-activate user for EUGENTAN1 - EUGENE TAN
 Approve

- 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

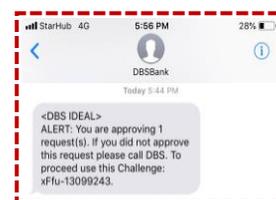


Security Device Instructions



- 3 Enter Response

13909243



Cancel

Approve



12 Approving Requests

- 4 Approve request notification pop-up will appear and approval status on the Dashboard tab will reflect “Completed” and the new user profile will be updated in the bank’s system

✔ Request approved

Re-activate user for EUGENTAN1 - EUGENE TAN is Completed

Dismiss



| Request | Affected user name (User ID) | Last action by | Status |
|---|---------------------------------|------------------------------------|-----------|
| <input type="checkbox"/> Re-activate user | EUGENE TAN (EUGENTAN1) | HSIAOTINGYU 18:22 , 26 Sep 2018 | Completed |

Note: Users granted with Approval rights are not able to approve their own requests

13 Viewing Company's Profile

- 1 Access **Company** tab and **Click** on **Company Profile** to view company details

DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL | Dashboard | Users | My Profile | **Company**

Company settings

Use this screen to view and manage your company setup

Company Profile | Bank Account Settings | Approval Policies | Approval Gr...

| | |
|-----------------|--------------------------------|
| Company name | RMG CORP |
| Organisation ID | STARSHIP |
| Holding company | Yes |
| Mailing address | BLK01 #11-11 JOO CHIAT ROAD |
| Post code | 420001 |
| Mailing country | SINGAPORE |
| Status | Active Corporation |
| Last modified | ASADM1, 26-Dec-2018, 15:29 |

Click on Print to save Company Profile as PDF or print

- 2 Scroll down to view **Company's contact person(s)**

Company contact person

| Contact information | Contact Name | Office Phone no. Fax no. | Mobile no. | Email Address |
|---------------------|--------------|-----------------------------|------------|-------------------|
| | Billy Chang | | 6590123779 | billychang@db.com |

- 3 Scroll down to view **Company's Service / Approval Information** and **Payee / Beneficiary Categories** and Details

Service information

Approval control: Single control - Approvers with right entitlement can approve their own payments

Approvers who can approve their own payments: ApproveOwnApprover IBM LM MKR2 (IBMLMKR2), ApproveOwnApprover IBM LM CKR2 (IBMLMCKR2), ApproveOwnApprover IBM LM CKR1 (IBMLMCKR1), ApproveOwnApprover IBM LM MKR1 (IBMLMMKR1)

| Type of approval | No of approvers required | Approvers enabled |
|---|--------------------------|---|
| Payee / beneficiary approval | 2 | IBM LM MKR2 (IBMLMKR2), IBM LM CKR2 (IBMLMCKR2), IBM LM CKR1 (IBMLMCKR1), IBM LM MKR1 (IBMLMMKR1) |
| IDEAL Customer Self Administration approval | 1 | IBM LM MKR1 (IBMLMMKR1), Mary Yong (STARSHIP01), sgdsqds (111111111), Tets data (COROPAY) |

Billing account for IDEAL fees: SGD

Payee / Beneficiary category

| Payee / Beneficiary Categories | Category ID | Category Name | Payee / Beneficiaries | Approval Status | Last Modifier |
|--------------------------------|-------------|------------------|-------------------------|-----------------|---------------|
| | 01 | Grup 1 Suppliers | 17 Payees View details | Approved | ADNAN2 |
| | 02 | Others | 388 Payees View details | Approved | ITGADM4 |

Click on User ID to zoom into User's profile

17 payee details

Filter by payee name, account number, amount

| No. | Payee Name | Account Number | Bank ID |
|-----|------------|----------------|-------------|
| 1 | Payee 1 | 2837294727 | CITIAUSDXXX |
| 2 | Payee 2 | 23940274829 | CITIAUSDXXX |
| 3 | Payee 3 | 324289282 | CITIAUSDXXX |
| 4 | Payee 4 | 236478869 | 016 |

Click on "View details" to view payee / beneficiary details



14 Viewing Company's Bank Account(s)

1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Bank Account Settings** tab and view Bank Account Settings

DBS IDEAL CUSTOMER SELF ADMINISTRATION

IDEAL | Dashboard | Users | My Profile | **Company**

Company settings

Use this screen to view and manage your company setup

Company Profile | **Bank Account Settings** | Approval Policies | Approval Groups

Filter by account number, account name, bank code, currency, service subscribed

Approval status: Show all

Approval type: Show all

Search

Show All accounts, sort by Account name

GTS SA CA3-3320123456-IDR

Deposit

| | | | |
|---------------|-------------------------------------|---|-----------------------------|
| Active Status | 046 (307) Bank Code(Branch Code) | bank, 05:48, 10 Apr 2022 Last modified | Approved Approval status |
|---------------|-------------------------------------|---|-----------------------------|

Show more details

Services Subscribed

| | | |
|------------------------------|----------------------------|------------------------------|
| Enquiry | Payments | Payroll |
| Current and savings accounts | Fixed Deposit Instructions | ID - Management Payroll |
| Fixed deposit | ID - Account Transfer | ID - Management Payroll - 02 |
| Cheque status | ID - BIFAST Payment | ID - Payroll |
| | ID - Bulk Payment | ID - Payroll - 02 |
| | ID - Tax Payment | |
| | ID - RTGS Payment | |
| | ID - RTOL Payment | |
| | ID - SKN Payment | |
| | ID - Telegraphic Transfer | |
| | Intra Company Transfer | |

Click on **Show more details** to view subscribed services within the Bank Account



15 Creating a New Approval Policy

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab and **Click** on **Create a new policy**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help PRATEEK JAYANT JOBALIA CHEN AUFEI (12) Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Company settings

Use this screen to view and manage your company setup

Company Profile Bank Account Settings **Approval Policies** Approval Groups Trade Finance Settings

Create a new policy

Cash management approval policy
Trade finance approval policy

Modify Search Show All, Show All, Show All

Cash Trade

Show all policies, sort by Policy name

- 2 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab and **Click** on **Create a new policy – Cash management approval policy**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCES Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Create a New Approval Policy - Cash Management

Use this screen to setup a new authorisation policy

1. Input Details 2. Verify Details 3. Submit for Approval

Step 1: Approval policy details

Policy name

Approval Policy 1
13 characters left

Policy description

Payment Approval Policy A
35 characters left

Approval policy for

Per payments Files

- 3 **Key in** Policy name and Policy description and **Select** approval policy to be created for **Payments** or **Files**

15 Creating a New Approval Policy – Approval Policy Per Payments

1 **Select** accounts, payment types and set amount tiers and approval flows and **Click** continue for **Approval Policy Per Payments**

The screenshot displays the 'Approval Policy' configuration page in the DBS IDEAL Customer Self Administration system. The page is titled 'Approval Policy for' and has two radio buttons: 'Per payments' (selected) and 'Files'. The main content area is divided into two sections: 'Step 1: Select Accounts and Payment Types' and 'Step 2: Set amount tiers and approval flows'.

Step 1: Select Accounts and Payment Types

- Select Accounts for approval policy creation:** A dropdown menu is shown with 'All 63 accounts' selected.
- Select payment types for approval policy and Click 'show more options' to Select detailed applicable payment types:** A list of payment types is shown with checkboxes and 'show more options' links: Payments, Payroll, Collections, and Others.

Step 2: Set amount tiers and approval flows

- Select Currency and Define amount tiers by inputting From and To amounts:** The 'Currency' dropdown is set to 'SGD'. Below it are input fields for 'From amount(SGD)' (with '0' entered) and 'To amount(SGD)'.
- Select approval order and approval flow:** The 'Approval order' section has 'Unordered approval flow' selected. The 'Approval flow' section has 'Verifier needed before all approvers' selected. A dropdown menu is shown with 'Select' chosen.
- Click to add amount tiers:** A red button labeled '+ Add another amount tier' is located at the bottom of the step 2 section.

At the bottom of the page, there are 'Cancel' and 'Continue' buttons.

15 Creating a New Approval Policy – Approval Policy For Files

- 1 Select for **Approval Policy for Files** and select approval policy by **File total** or **File highest amount**

DBS IDEAL CUSTOMER SELF ADMINISTRATION | Help | EUGENE LIM TZE WEI | GLOBAL TRANSACTION SERVICES - DO NOT PROCEED | Logout

IDEAL | Dashboard | Users | My Profile | Company

Back to IDEAL 3.0 Home | Summary | View and manage users | View and manage my profile | Setup and profile

Approval policy for
 Per payments Files

File total - based on the total amount needed by the file
 File highest amount - based on the highest amount transaction within the file

Create approval policy by File total or File highest amount

Step 2: Set amount tiers and approval flows

Currency
SGD

From amount(SGD) To amount(SGD)
0

Set the approval flow for this amount range

Approval order
 Unordered approval flow Ordered approval flow

Approval flow
Select the authoriser groups need in approval flow.
 Verifier needed before all approvers Releaser needed before all approvers

Select

+ Add alternative approve flow

+ Add another amount tier

Cancel Continue

Select Currency and Define amount tiers by inputting From and To amounts

Select Approval Groups

Select approval order and approval flow

Click to add amount tiers

15 Managing Existing Approval Policies

1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Policies** tab to view existing Approval Policies

Company settings
Use this screen to view and manage your company setup

Company Profile | Bank Account Settings | **Approval Policies** | Approval Groups | Trade Finance Settings

Create a new policy

Modify Search Search results displayed for: Show All, Show All, Show All

Cash Trade

By File Total SGD
By File Total SGD

Show all policies, sort by Policy name
Policy name
Currency
Approval policy
Last modified
Status

View details of Approval Policy and amount tiers and approval flows

Click to sort existing Approval Policies

Click Action to Modify or Delete existing Approval Policies

| From amount - to amount | Unordered approval flow | Approved Status |
|-------------------------|----------------------------------|-----------------|
| 0.00 - 1.00 | Group A and Group B | |
| 1.01 - 2.00 | Group A and Group A | |
| 2.01 - 10.00 | Group V0 and Group A and Group A | |



16 Creating a New Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Create a new group**

The screenshot shows the 'Company settings' page in the DBS IDEAL system. The navigation bar includes 'IDEAL', 'Dashboard', 'Users', 'My Profile', and 'Company'. The 'Company' tab is active, showing 'Company Profile', 'Bank Account Settings', 'Approval Policies', 'Approval Groups', and 'Trade Finance Settings'. The 'Approval Groups' tab is highlighted with a red dashed box. Below the tabs, there is a 'Create a new group' button, also highlighted with a red dashed box and a hand cursor. A search filter is present below the button, and a 'View up to 10 per page 100 per page' option is at the bottom right.

- 2 **Enter** in Group name and Group type and **Add** users into the Approval group

The screenshot shows the 'Create a New Approval Group' form. The form is divided into three steps: 1. Input Details, 2. Verify Details, and 3. Submit for Approval. The 'Input Details' step is active, showing fields for 'Group name' and 'Group type' (with radio buttons for Approver, Verifier, and Releaser). A 'Users' dropdown menu is also visible. A 'Continue' button is at the bottom right.



16 Creating a New Approval Group

3 Verify Details and **Click** Submit

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Create a New Approval Group

User this screen to create a new approval group.

1. Input Details 2. **Verify Details** 3. Submit for Approval

Print Edit

Preview the approval group

Once approved, 1 users will be transferred to Approval Group 1.

Group name Approval Group 1

Group type Approver

Group users Mary Young (Transfer from Group A)

Cancel **Submit**

DBS IDEAL CUSTOMER SELF ADMINISTRATION

Help EUGENE LIM TZE WEI GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Back to IDEAL 3.0 Home Dashboard Summary Users View and manage users My Profile View and manage my profile Company Setup and profile

Create a New Approval Group

User this screen to create a new approval group.

1. Input Details 2. Verify Details 3. **Submit for Approval**

Print

Approval group has been submitted

Approval Group Test1 on 2019-04-16 has been created successfully with status Pending Approval.

Group name Approval Group 1

Group type Approver

Group users Mary Young (Transfer from Group A)

Click Finish to complete Approval Group creation or **Click** Create another Group



16 Managing an Existing Approval Group

- 1 Access **Company** tab and **Click** on **Company Profile** to **Access** the **Approval Groups** tab and **Click** on **Action** to modify or delete approval group

The screenshot shows the 'Company settings' page in the DBS IDEAL Customer Self Administration system. The page has a navigation bar at the top with tabs for 'IDEAL', 'Dashboard', 'Users', 'My Profile', and 'Company'. The 'Company' tab is active, and the 'Approval Groups' sub-tab is highlighted with a red dashed box and a hand cursor. Below the navigation bar, there is a 'Create a new group' button and a search filter. A table lists approval groups, with the 'Action' column for 'Group A' highlighted with a red dashed box and a hand cursor.

| Group name | Group type | Users | Status | Last action by | Action |
|------------|------------|-------|----------|---------------------------|-------------------------------|
| Group A | Approver | | Approved | Bank 09:20 15 Mar 2019 | Action Mod Delet |



17 Viewing Group Overview Details

- 1 Access **Company** tab and **Click** on **Group Overview** to **Access** the **Group Overview**

DBS IDEAL CUSTOMER SELF ADMINISTRATION Help EUGENE LIM TZE WEI
GLOBAL TRANSACTION SERVICES - DO NOT PROCEED Logout

IDEAL Dashboard Users My Profile Company

Back to IDEAL 3.0 Home Summary View and manage users View and manage my profile Setup and profile

Group Overview

Use this screen to view your corporation's group structure

| Company name | Organisation ID | Location | Address |
|------------------------------------|-----------------|---------------|---|
| Parent company Parent Company 1 | ORG 1 | DBS SINGAPORE | 12 MARINA BOULEVARD MARINA BAY FINANCI... |
| Subsidiary company 1 | ORG 2 | DBS SINGAPORE | #07-09 2 CHANGI BUSINESS PARK CRESCENT D... |
| Subsidiary Company 2 | IND ORG 1 | DBS INDIA | 124 TESTING ADDRESS MUMBAI 150 ADDRESS ... |
| DBS-IDEAL COM 5 | HKTSHD2 | DBS HONG KONG | 11/F THE CENTER 99 QUEEN'S ROAD CENTRAL ... |



- 2 **Click** on individual company names to access selected company profile.
Note: You may access selected company profiles only if you are an administrator for that company



18 Generating Reports

1a To generate **Admin reports**, **Access** the Dashboard tab, click Reports, and select the report type.

The screenshot shows the DBS IDEAL Customer Self Administration interface. At the top, there is a navigation bar with the DBS logo and the text "IDEAL CUSTOMER SELF ADMINISTRATION". On the right side of the navigation bar, there are links for "Help", "IDADMIN1 DBSI GTS SA3", and "Logout". Below the navigation bar, there is a secondary navigation bar with tabs for "IDEAL", "Dashboard", "Users", "My Profile", "Company", and "Reports". The "Reports" tab is currently selected and highlighted in red. Below the navigation bar, the main content area is titled "Administration Reports" with the subtitle "Define, schedule, and generate admin reports." There are two tabs: "Available Reports (1)" and "Published Reports (3)". Below the tabs is a search bar with the placeholder text "Filter by report name, remarks". Below the search bar, there are three report entries, each with a "Create new" button:

- IDEAL Authorisation Policy Report**
Details of approval/authorisation policies/profiles that have been set up, including approver group members
- User Setup Report**
Details of selected users, including their accesses and entitlements
- Company Detail Report**
Details of company settings, including bank accounts, users, etc.



19 Generating Audit Reports

1a To generate **Admin audit reports**, **Access** the Dashboard tab and **Click** Admin audit trail report

IDEAL CUSTOMER SELF ADMINISTRATION

Help HIAO TING YU AA BBB CCCC PTE LTD Logout

IDEAL Back to IDEAL 3.0 Home

Dashboard Summary

Users View and manage users

My Profile View and manage my profile

▼ My outstanding requests(11)

Admin audit trail report



20 Frequently Asked Questions

Q How many approvals are required for a maintenance request to be fully approved?

A: The number of approvals required is as per the administrator setup form. IDEAL Customer Self Administration module requires a minimum of one administrator to approve the request. Companies can choose to have a more stringent approval requirement, if needed. IDEAL Customer Self Administration module supports a maximum of 5 levels of approval.

Q Will I be notified when I approve a new maintenance request?

A: Yes. DBS will notify administrator when he/she approves a request to add/edit/delete any user. The notification is extended to all administrators with in the company. IDEAL Customer Self Administration module will reflect the updated status of the request as soon as the approval is done.

Q What happens after my request to add/edit/delete an user is approved?

A: When the request is approved, IDEAL Customer Self Administration module will check if additional approvals are required from another administrator and it will route the request for further approval. If additional approval is not required, then the request will be processed by the bank and the changes will take effect immediately. Except for the case where you are adding a transaction approver or upgrading a user to transaction approver access, additional supporting documents may be required from the approver, depending on the regulatory requirements. IDEAL Customer Self Administration module will guide you to submit required documents to DBS to activate your user.



20 Frequently Asked Questions

Q What happens if I do not submit the additional documents required for a new transaction approver user?

A: The process of your user creation will be delayed. Supporting documents are required to activate new transaction approvers. If the required supporting documents are not submitted, user record will not be activated.

Q Can the system administrator create the same User ID after it had been previously deleted from the system?

A: No. User ID of any user deleted by administrator cannot be re-used for new user creation.

Q How do I suspend / terminate Administrators? How long does it take?

A: You may suspend / delete Administrators via IDEAL Customer Self Administration module, the same way you will suspend / delete normal users. It will take effect as soon as the request is fully approved.



Thank you!

Thank you for choosing DBS IDEAL as your online banking business tool! More new screen experience will be coming soon in this year!

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