DBS IDEAL™ 3.0 FAQ

MANAGING YOUR ACCOUNTS

Are my account balances available on a real-time basis?
Yes, your latest account information is available real-time via DBS IDEAL™, through which you can also retrieve transactions for the past 6 months.

Can I view my daily statements from other banks through DBS IDEAL™?
You can view daily statements from your accounts held with other banks through DBS IDEAL™. Simply instruct your other banks to issue an MT940 to DBS, at which point we can present your statements.

Can I export statements into my ERP system for reconciliation purposes?
You can export statements into the following formats through DBS IDEAL™:
- MT940 SWIFT
- MT940 SAP
- CSV (Comma Separated Values - with column headers)

Can I enquire about the status of incoming funds to my DBS account?
Yes, you can perform enquiries on incoming funds to DBS accounts via DBS IDEAL™. Information is categorised according to Account Transfers, SKN Payment, RTGS Payment and Telegraphic Transfers, and details such as the amount and remitting bank details of the incoming funds can be viewed.

MAKING CASH TRANSACTIONS

What validations are in place to ensure the accuracy of payment details in DBS IDEAL™?
Transactions in DBS IDEAL™ are validated on a real-time basis for data such as:
- Amount (non-zero value)
- Value Date (against transaction-specific cut-off times, public holidays and non-working days)
- The completeness of mandatory fields, such as debit account, beneficiary name, beneficiary address, value date and details like bank branch code (for payment related transactions)

Can I create a template for recurring payments such as utility bills and rental fees?
Yes, DBS IDEAL™ allows users to create templates for all recurring payments. Templates facilitate the creation of transactions by saving pre-determined payment details such as debit account, beneficiary name, account, bank and amount. Pre-determined fields can be locked or protected so that crucial information cannot be edited or amended. Alternatively, you can make use of the copy function to create a new transaction from an existing payment.

Can I transmit a transaction that is dated for the future?
Transactions can be created in DBS IDEAL™ up to 90 days in advance. These transactions are warehoused until the scheduled date and then processed accordingly. Transactions that are post-dated, exceed cut off times or are dated on non-business days will automatically be deemed invalid when you create your transaction.

DBS IDEAL™ 3.0
FASTER SIMPLER SMARTER

Can I transmit a transaction during a weekend or public holiday?
DBS IDEAL™ is accessible from anywhere and at anytime, so you can create transactions and perform account enquiries whenever you want, even on weekends or public holidays. However, transactions cannot be processed on non-business days or after cut-off times on the same day. Please refer to our Transaction Pricing and Cut-off Times for more information.

Can I print transaction reports for reporting purposes?
DBS IDEAL™ provides a comprehensive list of reports ranging from transaction-specific reports to summary reports and detailed reports on payment status. Customers can filter the transaction information provided based on categories such as debit account, value date range, status, beneficiary name and amount.

Can I amend the transaction after it has been submitted to the bank?
The bank processes successfully approved transactions on the scheduled date. As such authorised signatories must write to the bank in advance of this date in order to make changes.

MAKING TRADE APPLICATIONS
What trade services are available on DBS IDEAL™?
You can perform many trade services through DBS IDEAL™, including the following:

Import Products
- Letters of Credit (LC) Application
- Letters of Credit (LC) Amendment
- Shipping Guarantees / Air Way Bill Guarantee Application
- Bills under Letters of Credit
- Bills under Collection
- Settlement for Bills

You can initiate Import Letter of Credit applications and amendment(s) via DBS IDEAL™ and are able to receive copies of the Letter of Credit upon issuance. You can also perform multi-currency Letter of Credit/Import Collection settlements and apply for trust receipt financing. And you can apply online for a banker indemnity to clear goods from the shipping or airline companies before transport documents are received.

Export Products
- Export Letter of Credit Advising
- Export Letter of Credit Amendment
- Export Letter of Credit Confirmation Application
- Export Bills under Letter of Credit
- Export Bills under Collections

If your company is the beneficiary, you can view and print copies of SWIFT Export Letters of Credit and amendments, as well as apply for a Letter of Credit confirmation. Status of the acceptance and payment of the Export Letter of Credit or Collection bills can also be viewed online.

DBS IDEAL™ 3.0
FASTER SIMPLER SMARTER

Banker's Guarantee/ Standby Letter of Credit
- Banker's Guarantee / Standby Letter of Credit
- Banker's Guarantee / Standby Letter of Credit Amendment

You can apply for a Banker's Guarantee/Standby Letter of Credit and make amendments through DBS IDEAL™.

Reports
- Imports and Banker's Guarantee / Standby Letter of Credit
- Exports
- Trade Loans
- Consolidated Statement

DBS IDEAL™ provides a comprehensive list of reports, and user-defined parameters are available to filter the information based on value date range, status, beneficiary name and amount, among others. An electronic month-end trade statement can be downloaded in Excel, and you can also view a summary of the outstanding amount for trade transactions.

Enquiries
- Imports
- Exports
- Banker's Guarantee / Standby Letter of Credit
- Trade Loans

Through DBS IDEAL™, you can search for information relating to trade transactions by specifying your criteria. This is available for transactions initiated through the system or by physical application made over the bank's counters.

APPROVING TRANSACTIONS AND APPLICATIONS

What authorisation limits are in place over transactions initiated via DBS IDEAL™?
You can set up your authorisation matrix according to the account opening process or otherwise, depending on your requirement, however this requires approval from your signatories as appointed in the Article of Association of the Company.

Is there a segregation of duties between the maker and authoriser?
DBS IDEAL™ allows the configuration of user access rights and privileges in two categories:
- Single access: Where the maker can authorise his/her own transactions. This is applicable for small companies where DBS IDEAL™ is operated by just one person
- User segregation: Where there is a segregation of duties between makers and authorisers

Can the authoriser approve transactions when he is out of the office or overseas?
DBS IDEAL™ is accessible from anywhere, as long as an Internet connection is available. As such, authorisers can login to the system even when they are out of office and approve transactions using the DBS security device. They can also approve transactions by accessing DBS IDEAL™ using a smart phone browser, or by downloading the Mobile Banking app from the Apple App Store.

DBS IDEAL™ 3.0
FASTER SIMPLER SMARTER

What happens if approval is made after the cut-off time in DBS IDEAL™?

If the approval is made after the cut-off time, DBS IDEAL™ will advise the authoriser of this and provide an option for the system to automatically adjust the scheduled date appropriately. Alternatively, the authoriser can choose to reject the transactions and have the maker perform the necessary amendments before approval.

SECURITY FEATURES

How do you ensure the highest level of security for DBS IDEAL™ users?

DBS deploys the following security mechanisms through DBS IDEAL™:

Automatic Logout Feature

DBS IDEAL™ automatically terminates the session when you are inactive for 30 minutes or more. You will need to login again using you User ID and PIN if you wish to continue to access to the service.

Constant and Vigilant Monitoring

We've put security surveillance systems in place to constantly monitor and detect any potentially illegitimate activities on our network and systems.

Regular Review and Audit

In order to ensure the effectiveness of our safety measures, DBS conducts regular security reviews and audits performed both by internal and external auditors.

2 Factor Authentication (2FA)

DBS uses 2 Factor Authentication (2FA) to verifying the identity of anyone trying to access your account. The two factors involved are something you have and something you know. A common example, when you visit the ATM you must physically use your card and know your PIN. Someone who finds your ATM card is unlikely to also know your PIN number.

In addition, the following configurations have been established by the bank, based on the entitlement process during implementation:

- User access
- Authorisation matrix

How does 2FA impact the way I use DBS IDEAL™?

All DBS IDEAL™ users are required to login using a Security Device in addition to the Organisation ID, User ID and PIN assigned to you.

Why do I need the security device?

With online fraud becoming increasingly sophisticated, a more stringent online security system is needed to combat potential cyber crimes. And with the implementation of 2FA, should your User ID and PIN be compromised for any reason, the "thief" will need to have your personal Security Device, without which he will be unable to access IDEAL™. This makes it more difficult for hackers who manage to obtain a string of customers' User IDs and PINs via phishing or spyware.

DBS IDEAL™ 3.0

FASTER SIMPLER SMARTER

What are the benefits of 2FA?
2FA offers a higher level of security, ensuring fraudsters can't steal 'something you have' in your physical possession (such as a mobile phone) over the Internet. It also offers protection for high-risk transactions such as fund transfers to non-designated accounts by providing an additional authentication factor that is physically held by you only. And 2FA is convenient. We offer you greater online security with just a few simple, straightforward steps.

What is the Security Device?
The Security Device generates a unique Security Access Code (SAC) that acts as a second level authentication for you. After registering your Security Device, you will require it whenever you log in to DBS IDEAL™. More specifically, you will need to login in with your Organisation ID, User ID and the Security Access Code (SAC) generated by the Security Device.

Does DBS IDEAL™ store my User ID in the cache?
For added security, DBS IDEAL™ does not store your User ID in the cache.

Are audit trails available via DBS IDEAL™?
A full audit trail is available in DBS IDEAL™, and can capture information relating to each transaction such as date, action performed and name of the user.

TROUBLESHOOTING
How many invalid login attempts can I make before my user account is locked out from DBS IDEAL™?
The User ID will be locked-out after 5 invalid login attempts, and the Security Device will be locked after 5 invalid attempts to enter the PIN into the device.

What should I do if my user account is locked or if I forgot my PIN?
If you forget your User ID or PIN and your account is locked, you will have to submit the DBS IDEAL™ Administration Form to DBS. This form can be found on our DBS IDEAL™ website.

Who do I contact if I have a problem or enquiry regarding DBS IDEAL™?
If you have any problems or enquiries relating to DBS IDEAL™, please call our IDEAL™ Helpdesk at +62-21 29884221/22 or email us at idcontactgts@dbs.com.

DBS IDEAL™ 3.0
FASTER SIMPLER SMARTER