Trade eForm – Frequently Asked Questions

Q1. What is the difference between the eForm and the existing paper application form?

A1. In comparison with paper form, eForm has several interactive features that are able to help you fill up trade application form more conveniently and accurately.

Q2. What are the trade application forms included under the eForm?

A2. Our eForm includes key application forms for Trade Finance and Services as listed below:

- Irrevocable Documentary Credit Application
- Export Bills Under Documentary Credit
- Export Bills Under Collection
- Bill of Exchange

You can also use the eForm to fill up Bill of Exchange, or automatically generate Bill of Exchange from the Collection Order in the eForm.

Q3. What are the benefits of the eForm?

A3. Compared to hardcopy printed application form, the eForm enjoys following advantages:

- Interactive features to save time and effort in filling application forms;
- Friendly user guide and enhanced readability;
- Built-in business rules to achieve higher accuracy and completeness of data entries;
- Auto conversion of amount in figures to amount in words for the Bill of Exchange

Q4. What are the system requirements to use the eForm?

A4. You will only need a computer with Adobe Acrobat Reader version 9 or above. Running eForm on a lower version of Adobe may result in incorrect display and unexpected errors.

Free download of updated Adobe Acrobat Reader is available at http://get.adobe.com/reader/

Q5. How to use the eForm?

A5. Please refer to below key steps of using the eForm:

- Download the form from DBS Indonesia website (or open a copy that was saved on your computer earlier);
- Select an application form type from the main menu;
- Complete the application form on your computer;
- Print out the application form in paper;
- Authorize the application form with signatures and company stamp;
- Submit the application form to our branch, together with your supporting documents.

Please note that you will need to print out and submit the eForm in paper, showing authorized signatures and company stamp.

Q6. Can I submit only the first page of the eForm?

A6. No. The full set of eForms also includes the terms & conditions and the bar code. Please make sure to print and submit all pages of each application (which are numbered e.g. page 1 of 3).

Q7. Do I need to sign on all the printed pages of the eForm?

A7. No. For all the pages directly printed from the eForm, you only need to sign on the designated field (with company stamp).
However, if additional stand-alone pages are submitted (e.g. for other instructions), you will need to stamp & sign on the additional pages.

Q8. What if I make handwritten amendments to the eForm?

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A8. You are strongly encouraged to avoid making any handwritten entry. The eForm is designed to reduce errors caused by manual input. All handwritten alteration will require signature and company's stamp signature as authorization to the amendment.

Q9. Why I cannot save and print the form by clicking "File>Save as" or "File>Print" on the menu bar?

A9. Please use the "SAVE" and "CONFIRM & PRINT FORM" buttons on the eForm, nearby the barcodes. By clicking on "CONFIRM & PRINT FORM", the form will do automatic validation to help you ensure completeness and accuracy of data entries.

Q10. Can I still use the hardcopy printed paper form?

A10. Yes. Hardcopy printed paper form is still acceptable. However, to save your time and effort in the application process, we strongly recommend you using the eForm.

If you have additional questions or encounter any problems when using the eForm, please contact our Trade Operations staff at your local branch.