Open Account Trade DigiDocs

Accounts Receivables Purchase

External Clients User Guide

Ver.1.0

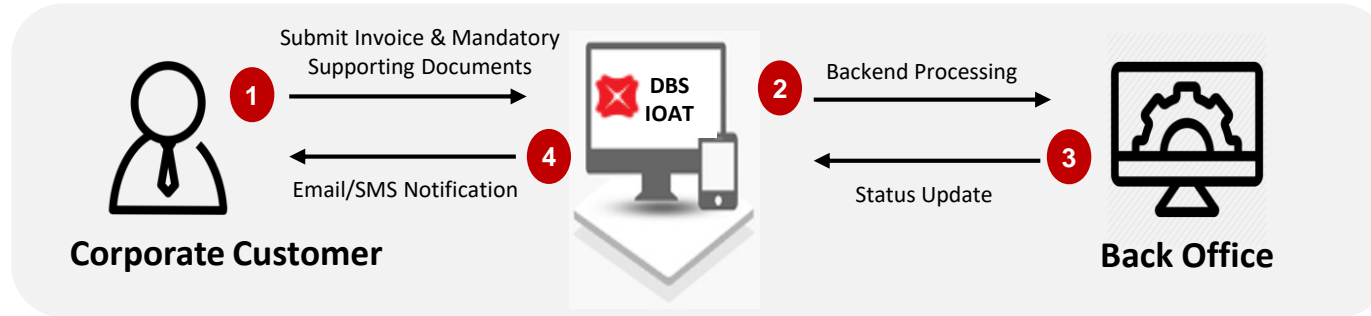# ARP DigiDoc User Guide Content

OAT DigiDocs

A Digital Invoice and Supporting Document Submission Solution for Accounts Receivables Purchase Clients

Submit Invoice & Mandatory Supporting Documents — 1

DBS IOAT

2 — Backend Processing

4 — Email/SMS Notification

3 — Status Update

Corporate Customer

Back Office

How Does It Work?

Key Benefits & Features?

- Authenticated User Assess with Client Maker and Checker option
- Greater Convenience! Online Real Time 24/7 Submission/ Resubmission Capability
- Online Real Time System Status Update
- Traceability on past submissions

SIGN UP TODAY!

Be an IDEAL Open Account Trade ("IOAT") Transact User!!

Pre-requisite

ARP DigiDocs online services is available in DBS Singapore, China, Hong Kong Limited, Hong Kong Branch, India, Taiwan and Taiwan Branch

Frequently Asked Questions

FAQ

1. How Do I Upload Invoice Information?

Using Standard Format (Recommended):
- This is a Standard CSV file downable from IOAT "Submission Tab"
  - For Non-Summary Invoice Listing ARP Structure, please restrict each CSV file to contain only one ARP Contract per file
    (i.e. Client Code + Account Type + Debtor Code pairing)
  - Max file size: 10MB

- Using Customized Format (Only if Suggested by Relationship Manager):
  - This is Client's own Invoice file format
  - When this format is used, please upload both Invoice file and Supporting Documents in a single zip file
  - Please do not encrypt the file with password
  - Max zip file's file size: 10MBRe

Notes:
- Please refer to Appendix A for a sample copy on the required fields format for the
  Standard Format csv file

FAQ

2. How Do I Resubmit Invoice Information?

- Using Standard Format:
    - Repeat the steps as with a new submission.
    - However, please revise the file name prior to the re-submission

- Using Customized Format:
    - Please upload both Invoice file and Supporting Documents in a single .zip file

**3. Acceptable Supporting Document Format and File Size in
   IOAT <Supporting Document> Buckets**

- JPEG, PNG, PDF, BMP & TIFF
- Maximum single file size: 4MB
- Maximum file size per bucket: 200MB
- Minimum file resolution: 300DPI

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FAQ

4. How Do I Upload Supporting Documents?

- For Invoice information submission using Standard CSV format:

    - Post successful Invoice file submission, click on <Supporting Document> tab ➔   Invoice **Supporting Documents**

    - Click on the designated "Submission Ref", follow by "Next" icon ➔

    - User will be brought to the upload supporting document screen

    (This feature is not applicable if user is uploading Invoices and Supporting Documents via Customized Format)

FAQ

- Only buckets which is/ are indicated with an asterisk "*" are mandatory documents required for your invoice processing

- In case, there are additional documents to be submitted and the current list of document buckets are not available, please submit these documents in the <Others> bucket

- For multiple supporting documents to be uploaded in a single document bucket, please select and upload all the required files in a single attempt

5. Is Submission of Supporting Documents in IOAT for Non-Mandatory Document Buckets Possible?

- Yes

6. How Do I Resubmit Supporting Documents?

- This happens when the initial submitted documents were rejected due to mismatch or incomplete documents

- In the <Supporting Document> tab, select the subject "Submission Ref" and click on "Next" to resubmit the documents
  (This feature is not applicable if user is uploading Invoices and Supporting Documents via Customized Format)

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FAQ

7. What is the Maximum DigiDocs Retrievable Period?

- 6 months

8. How to Apply for ARP DigiDocs?

- Please contact your Relationship Manager, Client Management Manager or BusinessCare hotline to be guided on your IDEAL^{TM} OAT & DigiDocs application

9. Who to contact for Technical Support?

- Please contact your Relationship or Client Management Manager for facilitation

Standard Format with Mandatory Documents
(Invoice Submission)

IOAT Login Screen

Legend:

1 Click on <Submission> tab to access Invoice & Supporting Document upload module

IOAT Invoice Submission Screen

Legend:

1 Click on <DBS Standard Template> to download a copy of the CSV file to upload the list of Invoices to be Assigned to DBS

2 Select <DBS Standard Format> in the dropdown list

3 Click on <Debtor Reference> to review the list of Client Account and Debtor information to facilitate your invoice file creation

IOAT – Invoice Upload

Legend:

1 Click on <Browse> to select and upload a copy of the saved Standard CSV Invoice File

IOAT – Authentication for Invoice Upload

Legend:

1 Enter mChallenge Authorization to complete the CSV Invoice File Submission

Note: mChallenge is shown only if the user is both maker and approver. Otherwise it will be the usual 2 step maker-checker process

IOAT – Successful Invoice Upload

Legend:
1 Successful upload indicator will be prompted once Invoice File was successfully uploaded and <Status> will be shown as "In Progress"

Standard Format with Mandatory Documents
(Invoice Re-Submission)

IOAT – Unsuccessful Invoice Upload

Legend:

1   In the event, if error to the submitted CSV file was detected, the Invoice file will be rejected.

     Click on the highlighted message to discover areas which requires rectification for CSV invoice file to be re-submitted

2   Once Invoice file failed to be accepted in IOAT, "Submission Ref" will not be created in IOAT <Supporting Doc> tab nor in IPA and FPRO

IOAT – Sample Of Unsuccessful Invoice File

Legend:

1 In the above example, reason for the CSV Invoice file rejection was due to the missing ARP Client Account Type

Please re-submit the CSV Invoice file with the rectified details using a **new** file name

IOAT – Successful Invoice Re-Submission

Legend:

1 A fresh "Submission Ref" will be shown once a new set of CSV file was uploaded, with <Status> being "In Progress"

2 User may click on <Supporting Documents> tab to proceed with documents upload

Standard Format with Mandatory Documents
(Submission of Mandatory Documents)

IOAT – Supporting Document Screen

Legend:

1. Subject "Submission Ref" will only be reflected in this tab when there is/are mandatory supporting document(s) required for invoice processing.

2. Click on the subject Supporting Ref's check box and <Next> to be directed to the supporting document upload menu

IOAT – Upload Supporting Documents

Legend:

1 Asterisk "*" denotes mandatory documents required. Click on <Browse> to upload the supporting documents corresponding to the invoice file submitted

IOAT – Upload Supporting Documents

Legend:

1. Select the designed one or more files for uploading in a single attempt

IOAT – Upload Supporting Documents

Legend:

1   Number of files uploaded will be visible in each of the respective buckets

2   Click on <View instruments requiring supporting documents> to review the invoices to ensure that the correct corresponding documents are submitted

IOAT – Sample Invoice File Corresponding to the uploaded Supporting Documents

Legend:

1 Above is a sample CSV Invoice file which was successfully uploaded in IOAT post rectification of the "Account Code" and re-submitted using a new file name

IOAT – Authentication for Documents Upload

Legend:

1 Enter mChallenge Authorization to complete the Supporting Document submission

Note: mChallenge is shown only if the user is both maker and approver. Otherwise it will be the usual 2 step maker-checker process

IOAT – Documents Upload Status 1

Legend:

1 Supporting Document Status, pre-system registration of the submission

IOAT – Documents Upload Status 2

Legend:

(1) Supporting Document Status, post-system registration of the submission

IOAT – Invoice Upload Status

Legend:

1 Post mandatory Supporting Document registration in the system, Invoice submission status will be reflected as "Pending Bank Processing"

Standard Format with Mandatory Documents
(Re-Submission of Mandatory Documents)

IOAT – Document Rejected Pending Re-Submission

Legend:

1 If submitted documents are rejected by Bank, <Supporting Document Status> and <Processing Status> in IOAT will be revised as "Bank Rejected. Pending Resubmission" and "Pending Supporting Documents" respectively

2 Click on   Bank Rejected. Pending Resubmission   to retrieve the initial set of documents submitted

3 Click on   Pending Supporting Documents   to retrieve the reason for documents rejection

4 To re-submit supporting documents, check the checkbox ✔ of the subject <Submission Ref> and click on   Next >   to proceed

IOAT – Document Status Post Bank Processing

Legend:

1 Upon Bank's acceptance on the Invoice file and Supporting Documents submission, "Supporting Document Status" and "Processing Status" will be reflected as "Processed By Bank"

IOAT – Invoice Status Post Bank Processing

Legend:

1 Upon Bank's acceptance on the Invoice file, Invoice <Status> will be reflected as "Processed By Bank"

Submission of Summary Invoice Listing using Standard Format

IOAT Summary Invoice Listing Submission

Legend:

1 Click on <File Format> to select "Standard Format" and Upload Invoice file in CSV format

IOAT Authentication for Invoice Upload

Legend:

1 Enter mChallenge Authorization to complete the Summary Invoice Listing submission

Note: mChallenge is shown only if the user is both maker and approver. Otherwise it will be the usual 2 step maker-checker process

IOAT – Successful Summary Invoice File Upload

Legend:

1 Successful upload indicator will be prompted once Summary Invoice Listing File was successfully uploaded

2 As supporting document is not required, the subject "Submission Ref" will not be reflected in <Supporting Documents> tab and post invoice acceptances by the Bank, the processing status will be revised to "Processed By Bank"

Submission of Invoice & Supporting Documents using Customized Format

IOAT Submission Screen

Legend:

1 Click on <File Format> to select "ARP Customized Format"

IOAT Customized Format File Upload

Legend:

1 Click on <Browse> to select the .zip file for your uploading of the invoice and corresponding supporting documents

Please be informed that only 1 .zip file could be uploaded

IOAT – Authentication for Customized Format Upload

Legend:

1 Enter mChallenge Authorization to complete the zip file submission

Note: mChallenge is shown only if the user is both maker and approver. Otherwise it will be the usual 2 step maker-checker process

IOAT – Successful Customized Format File Upload

Legend:

1 Post successful .zip file uploaded via Customized Format, a "Submission Ref" will be created

2 <Status> will be shown as "In Progress"

3 User will be requested to upload the Notice of Assignment file in PDF format to complete the submission

IOAT – Upload Notice of Assignment

Legend:

1 Click on **Upload Assignment** to upload the Notice of Assignment in PDF format

IOAT – Successful Notice of Assignment Upload

Legend:

1 Post successful uploading of the Notice of Assignment, Customized Format/ zip file submission status will be revised to "Authorized" Upon invoice & documents processing acceptance by the Bank, the <Status> will further be refreshed as "Processed By Bank"

ARP DigiDocs – Appendix

Appendix A – Standard Format File Criteria

Fields	Example	Max Length/ Specs	Remarks
No	1		Sequence No.
Account Code	ClientCodeD00	20	Mandatory (Can be found in debtor reference)
Debtor Code	BUYER1203	20	Mandatory (Can be found in debtor reference)
Instrument Type	I	1	Mandatory
Instrument Number	invoice123	30	Mandatory
Instrument Date	15/06/2015	YYYY-MM-DD DD-MM-YYYY DD/MM/YYYY YYYY/MM/DD DD\MM\YYYY YYYY\MM\DD	Mandatory
Instrument Currency	USD	3	Mandatory (Can be found in debtor reference)
Instrument Amount	2000.00	Number(15,2)-13 Number and 2 decimal	Mandatory
Instrument Due Date	15/06/2015	YYYY-MM-DD DD-MM-YYYY DD/MM/YYYY YYYY/MM/DD DD\MM\YYYY YYYY\MM\DD	Mandatory for invoice only
Not Applicable			
Corresponding Invoice Number	Invoice123	30	
Transport Document Reference Number	11122344	100	Mandatory for Export Factoring Only
Transport Document Date	16/06/2015	YYYY-MM-DD DD-MM-YYYY DD/MM/YYYY YYYY/MM/DD DD\MM\YYYY YYYY\MM\DD	Mandatory for Export Factoring Only
Port of Loading	USA	100	Mandatory for Export Factoring Only
Port of discharge	Singapore	100	Mandatory for Export Factoring Only
Goods Description	Crude Oil	255	Mandatory for Export Factoring Only
Name of Shipper	ABC	255	Mandatory for Export Factoring Only
Name of Shipping Company	DEF	255	Mandatory for Export Factoring Only
Name of Vessel	HMS DBS	255	Mandatory for Export Factoring Only

Mandatory Fields

DBS

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