DBS IDEAL

Customer Self Administration (CSA) User Guide

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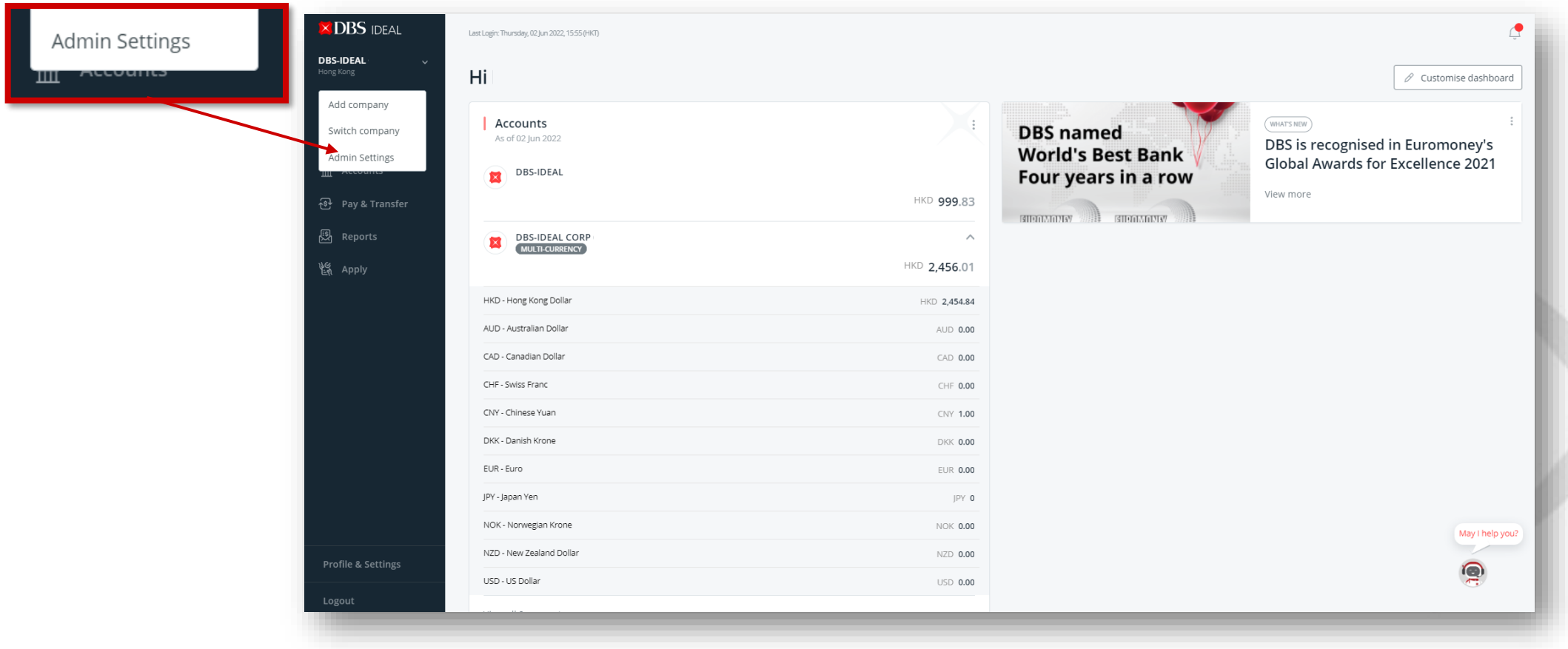
How to Access CSA Module

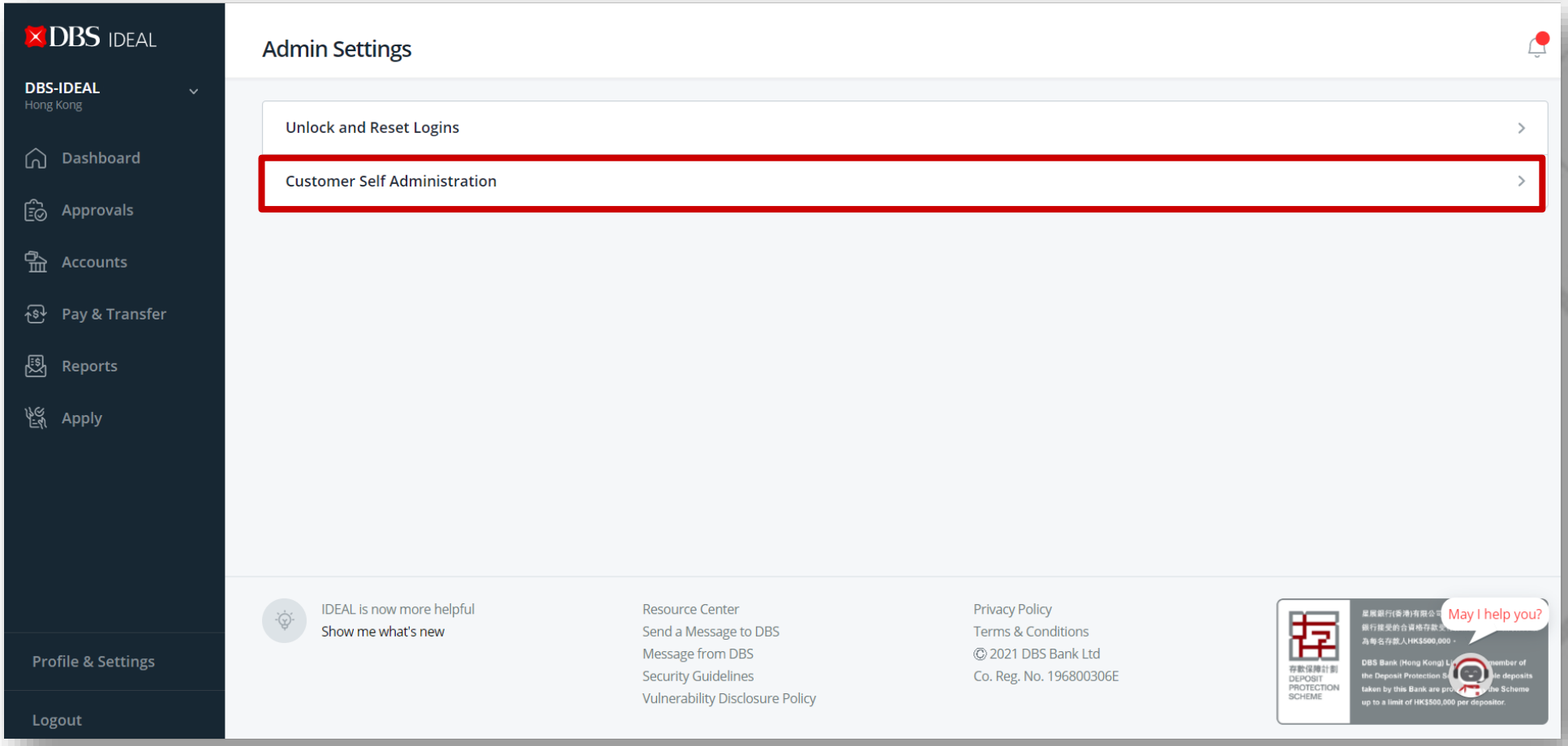
How to Access CSA Module

1. Click on **Admin Settings** on the main menu



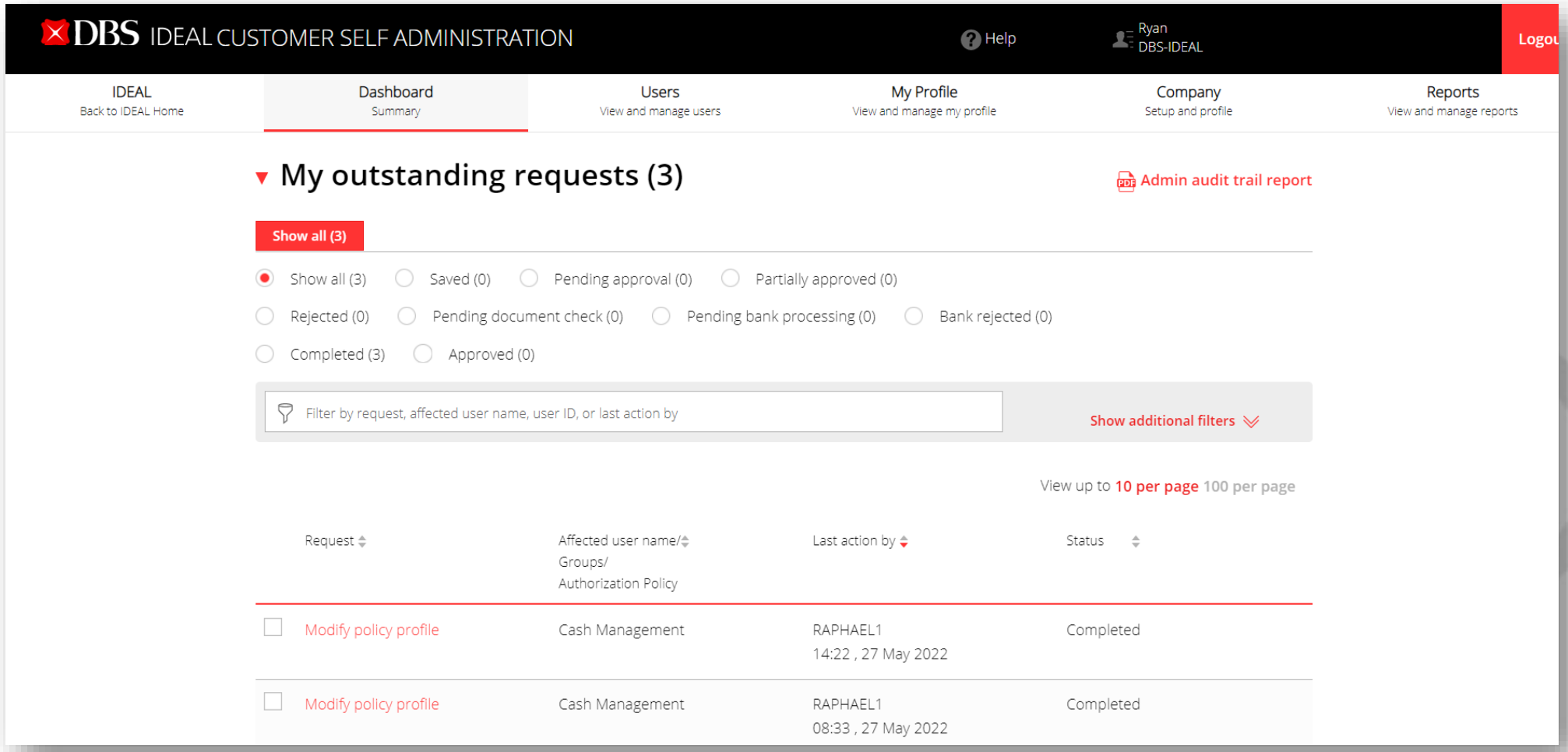
How to Access CSA Module

2. Select **Customer Self Administration**



How to Access CSA Module

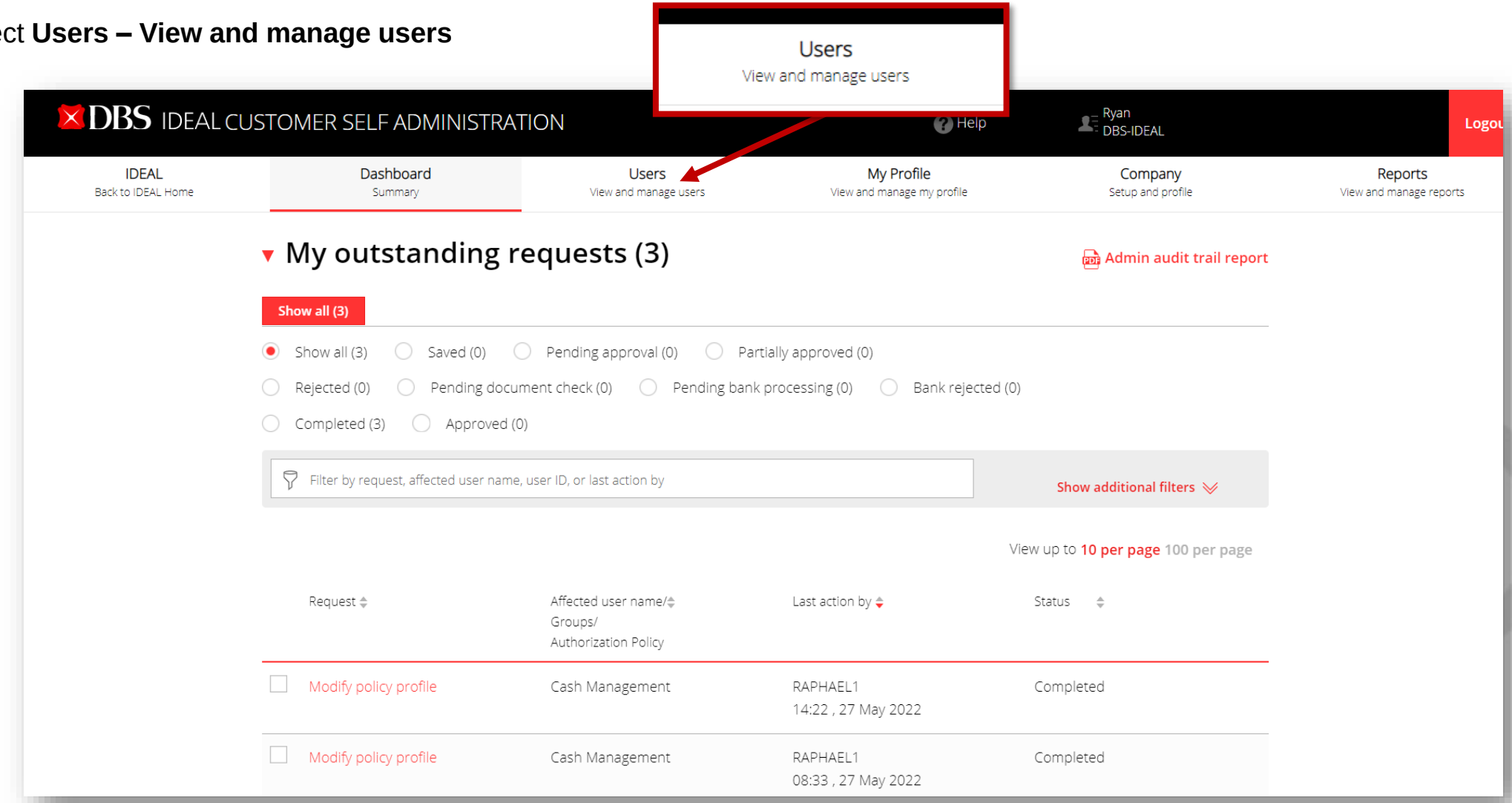
3. Arrive at the Customer Self Service Admin Dashboard



Creating New Users

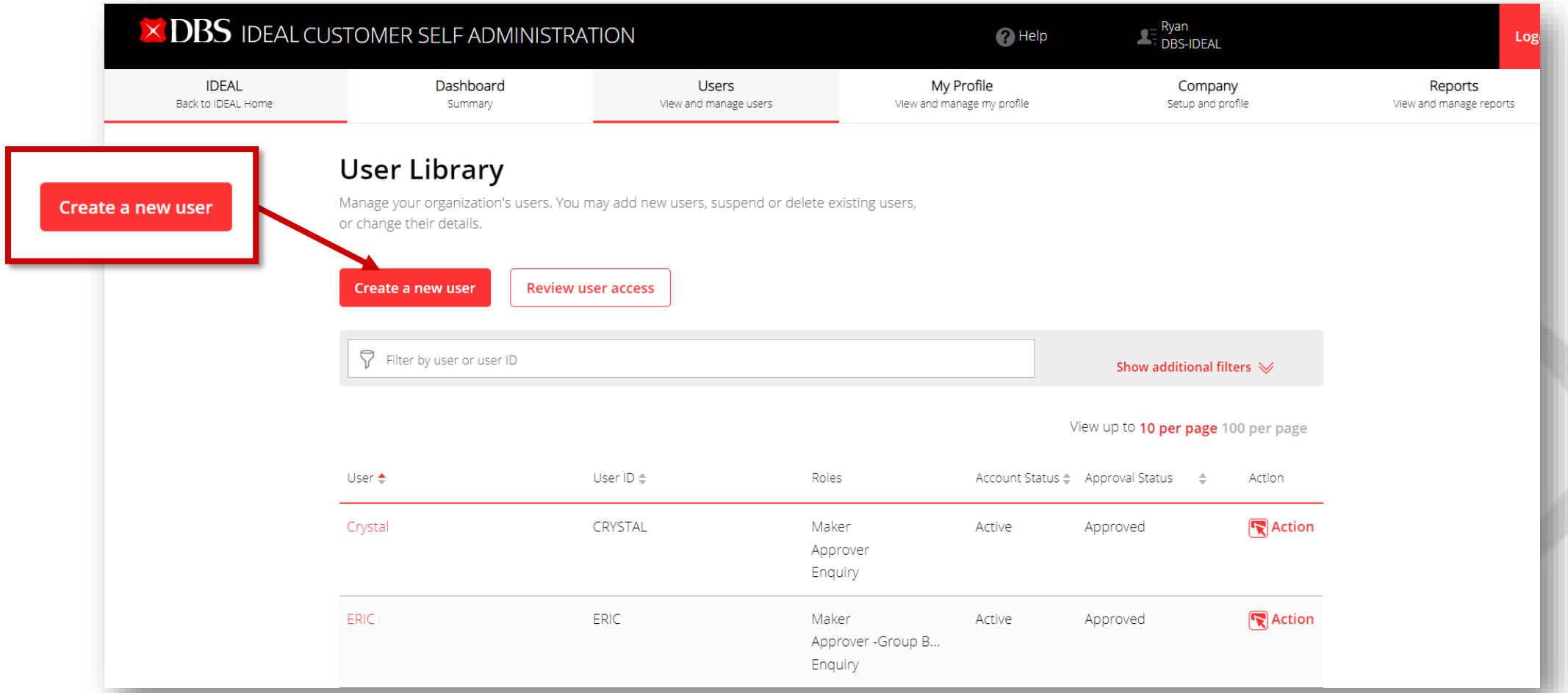
Creating New Users

1. Select **Users – View and manage users**



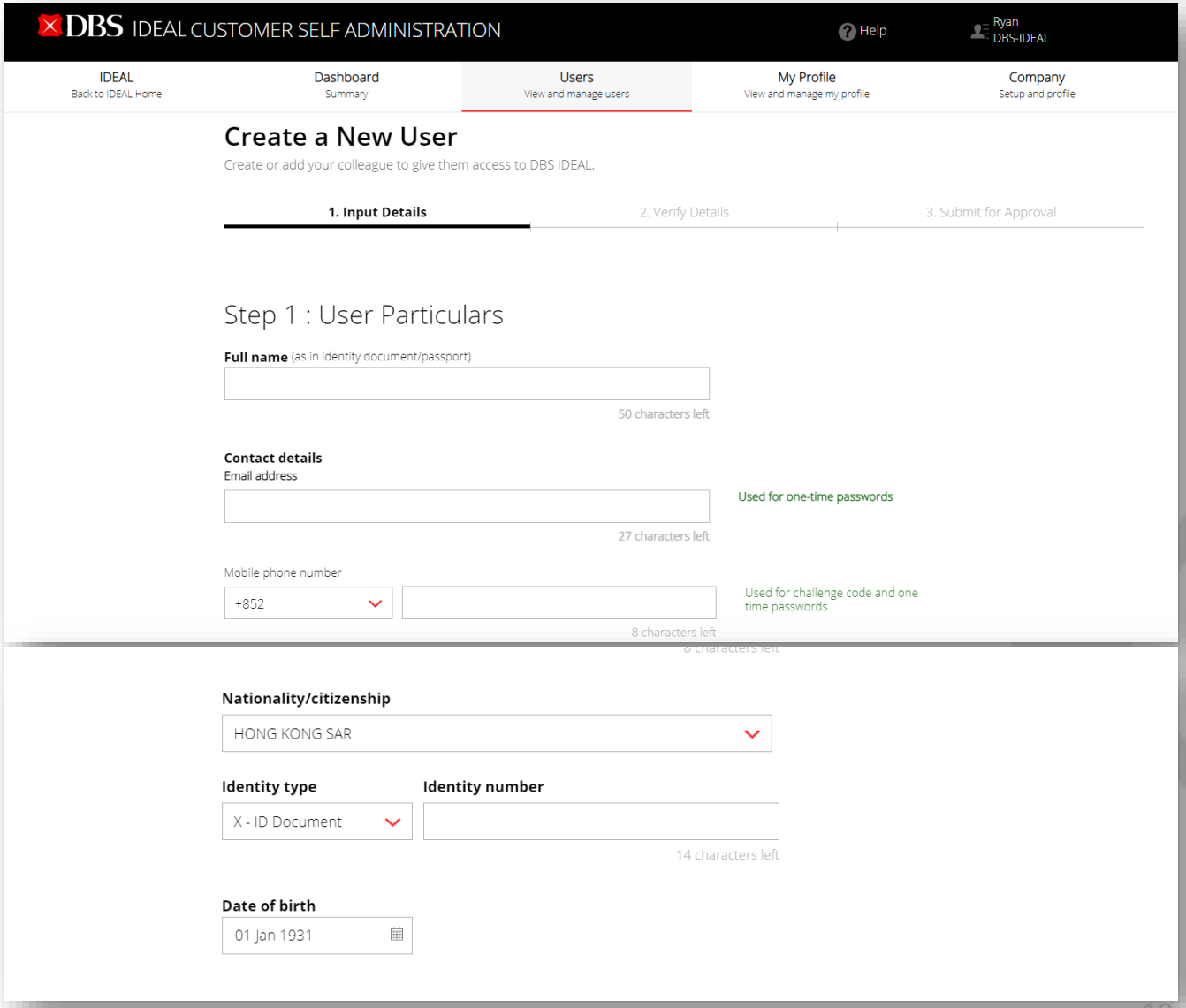
Creating New Users

2. Click on **Create a new user**



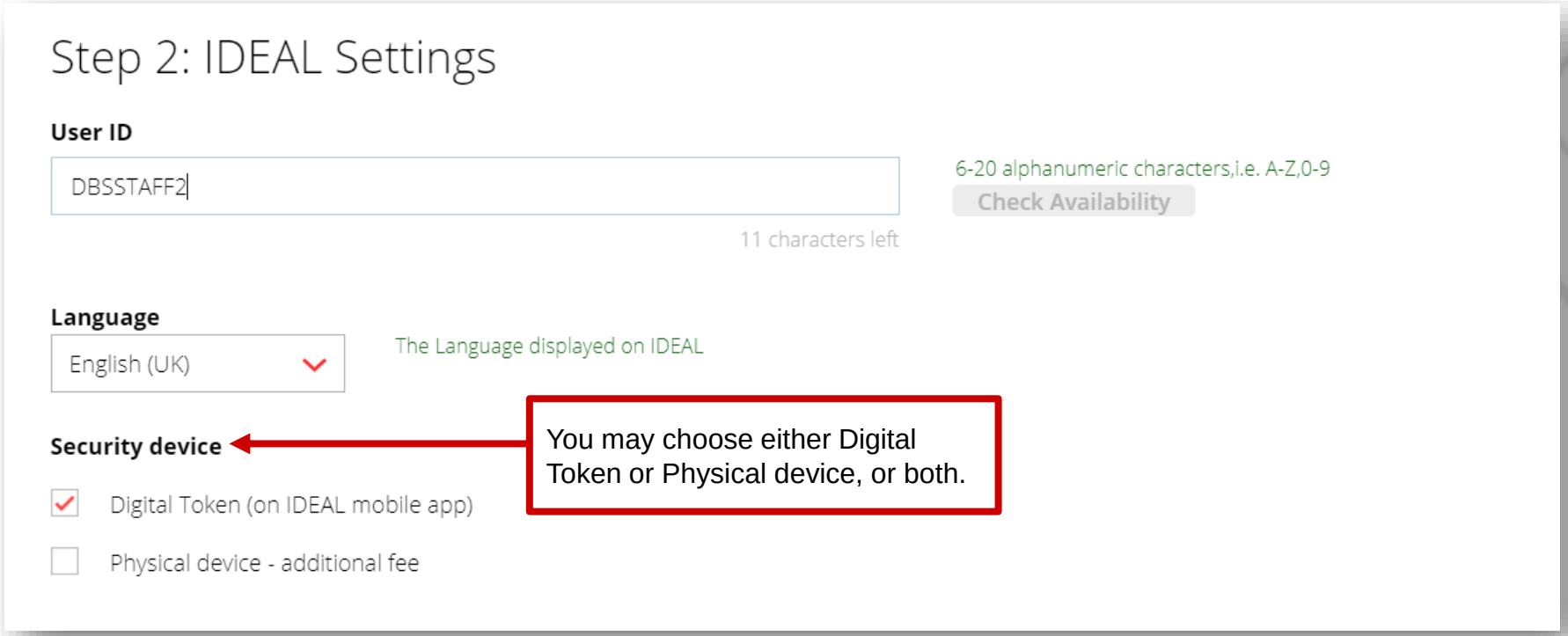
Creating New Users

3. Enter the required information to create a new user
   - Full name
   - Email address
   - Mobile phone number
   - Nationality/ citizenship
   - Identity type
   - Identity number
   - Date of birth



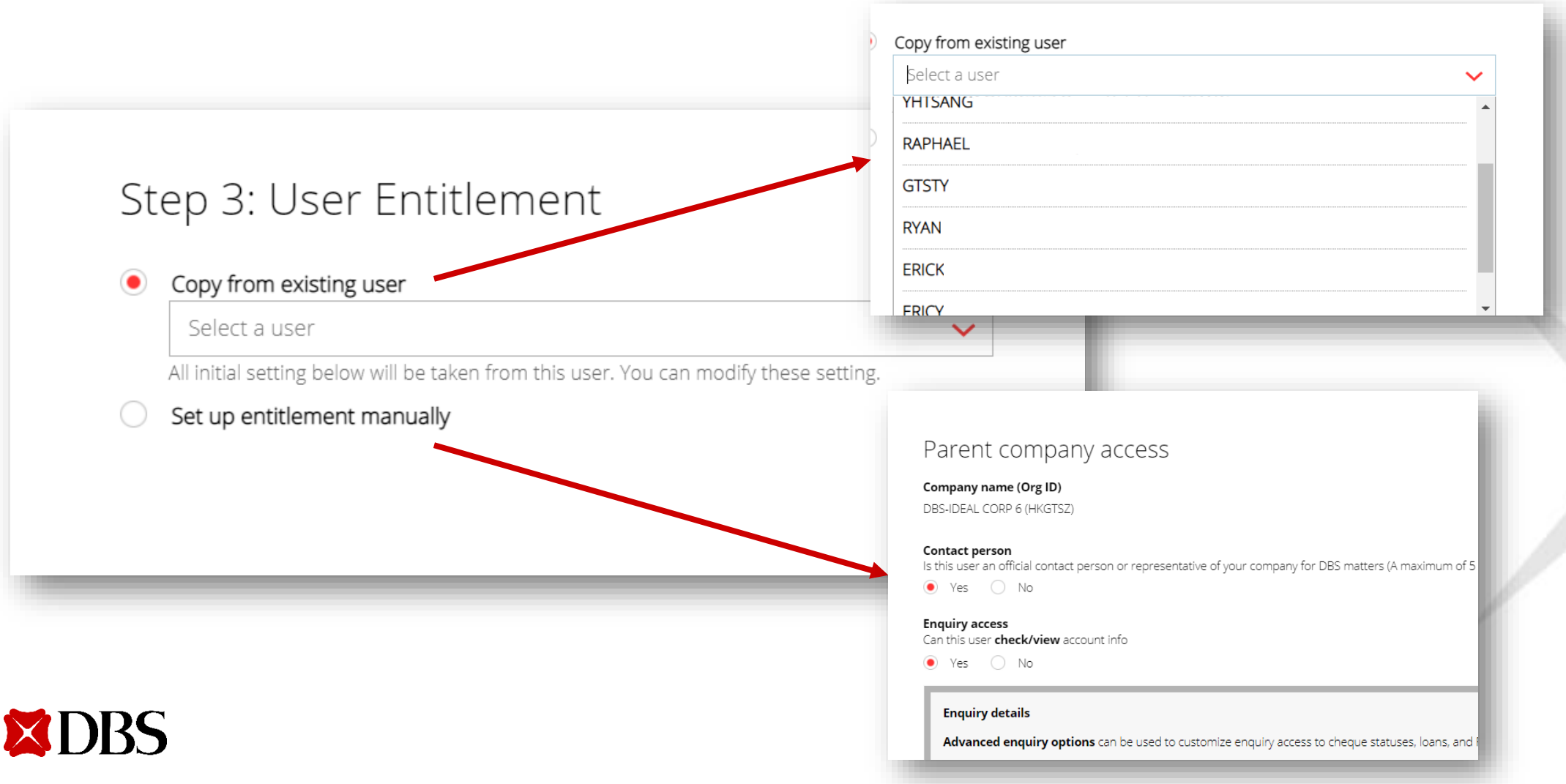
Creating New Users

4. Edit IDEAL settings of the user you want to create. You may enter your preferred used id for the new user.



Creating New Users

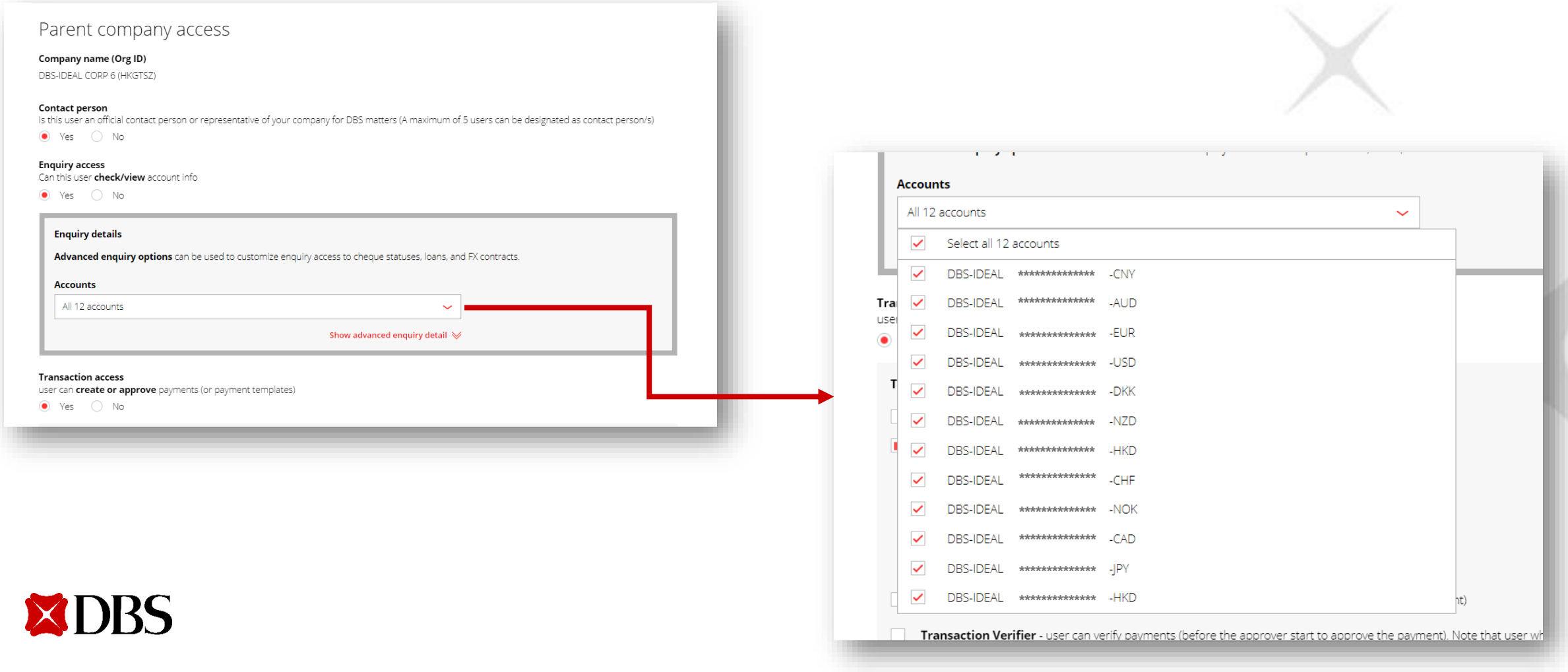
5. Assign an entitlement to the user you want to create. You may either copy from an existing user or set up manually.



Creating New Users

If you want to set up entitlement manually:

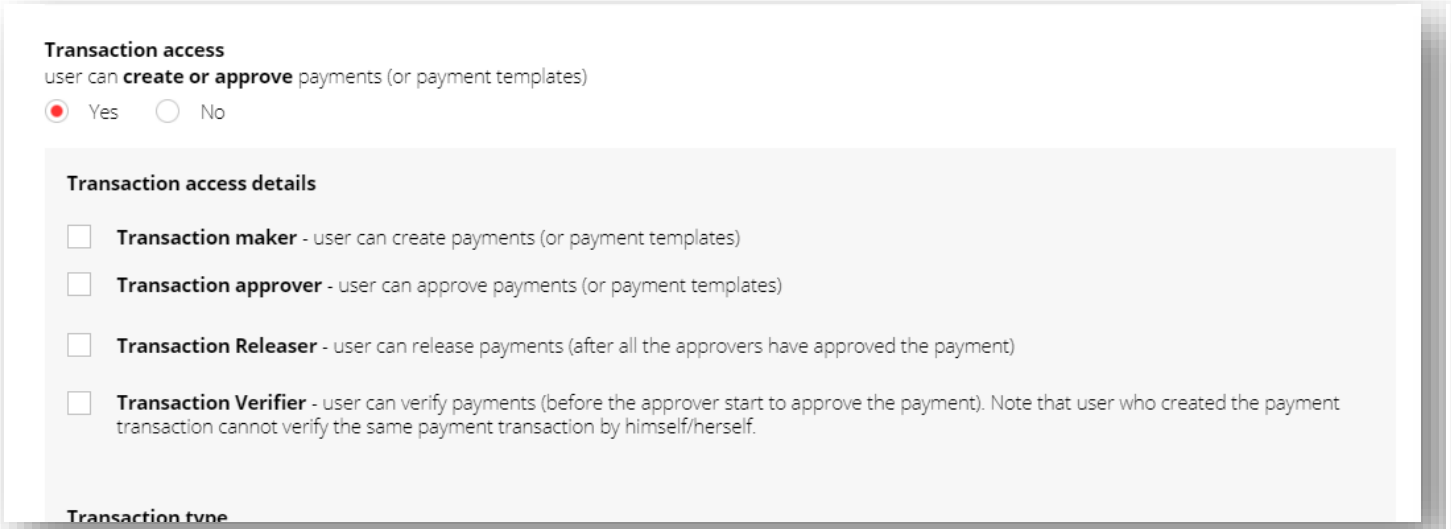
- Select the account(s) that the user can check/view account info

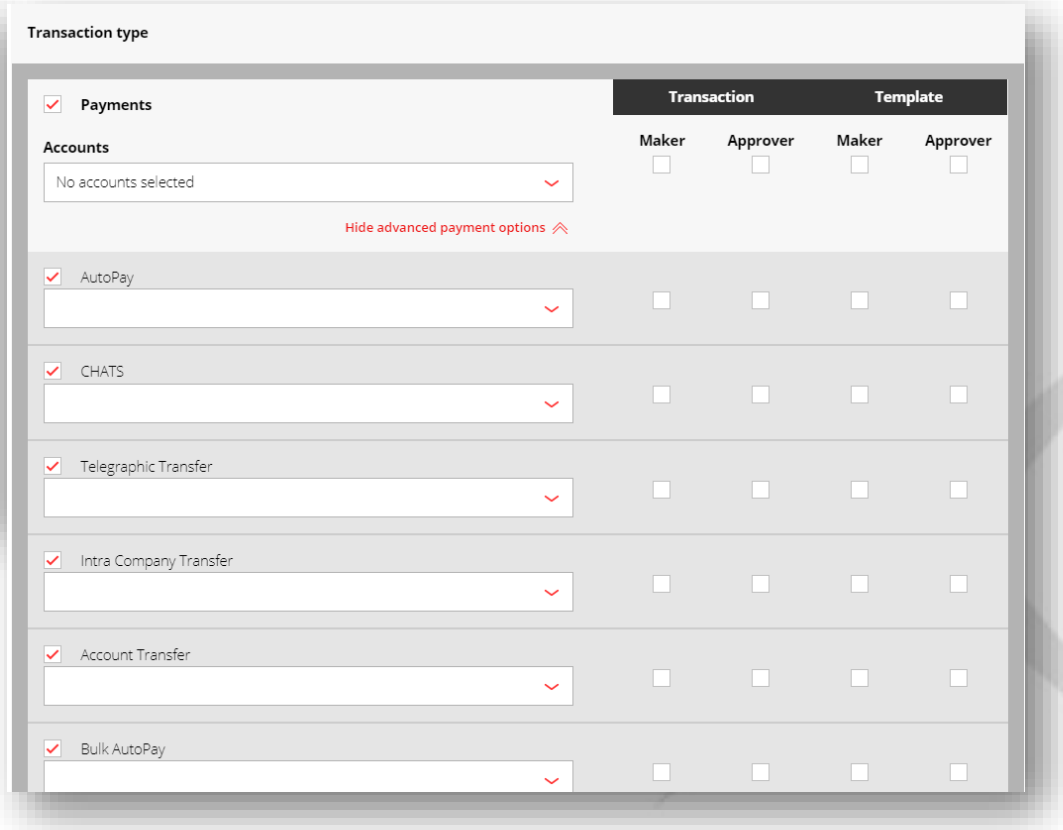


Creating New Users

If you want to set up entitlement manually:

- Select the transaction type(s) and respective role(s) that the user can process

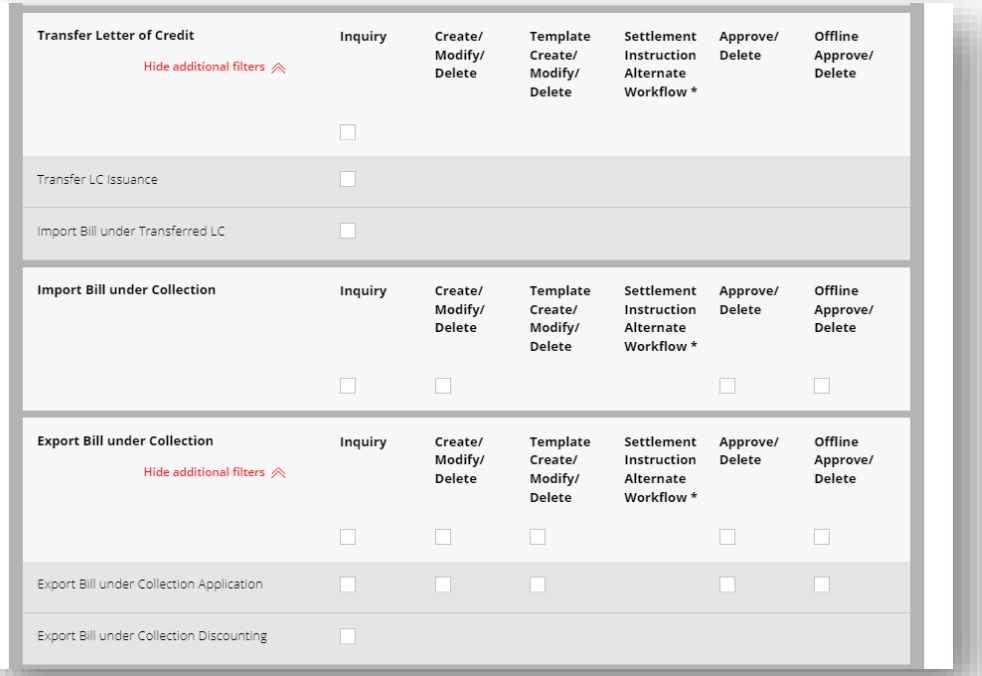




Creating New Users

If you want to set up entitlement manually:

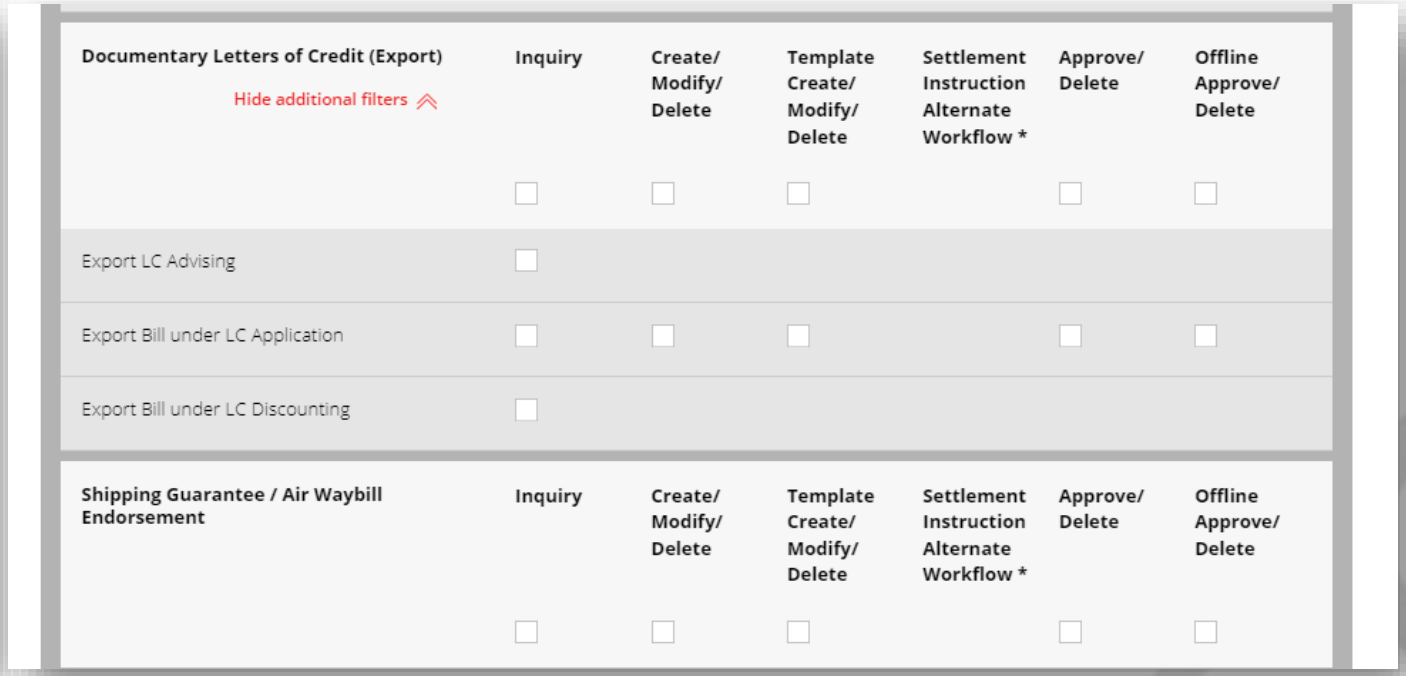
- Select the transaction type(s) and respective role(s) that the user can process



Transfer Letter of Credit Hide additional filters	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
	☐					
Transfer LC Issuance	☐					
Import Bill under Transferred LC	☐					

Import Bill under Collection	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
	☐	☐			☐	☐

Export Bill under Collection Hide additional filters	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
	☐	☐	☐		☐	☐
Export Bill under Collection Application	☐	☐	☐		☐	☐
Export Bill under Collection Discounting	☐					



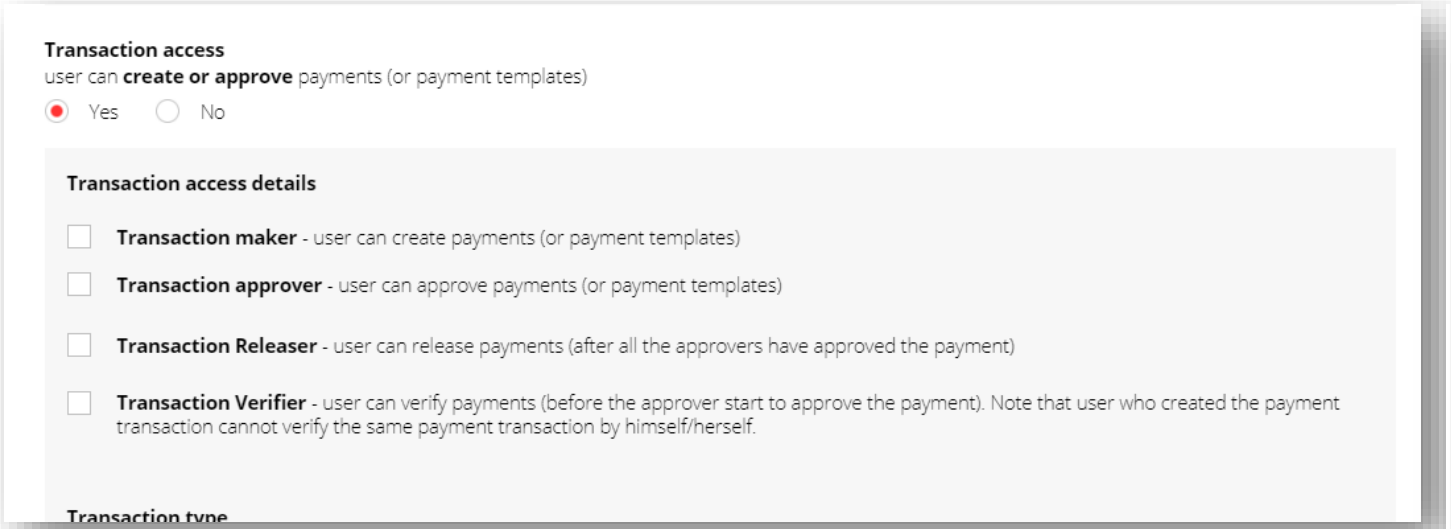
Documentary Letters of Credit (Export) Hide additional filters	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
	☐	☐	☐		☐	☐
Export LC Advising	☐					
Export Bill under LC Application	☐	☐	☐		☐	☐
Export Bill under LC Discounting	☐					

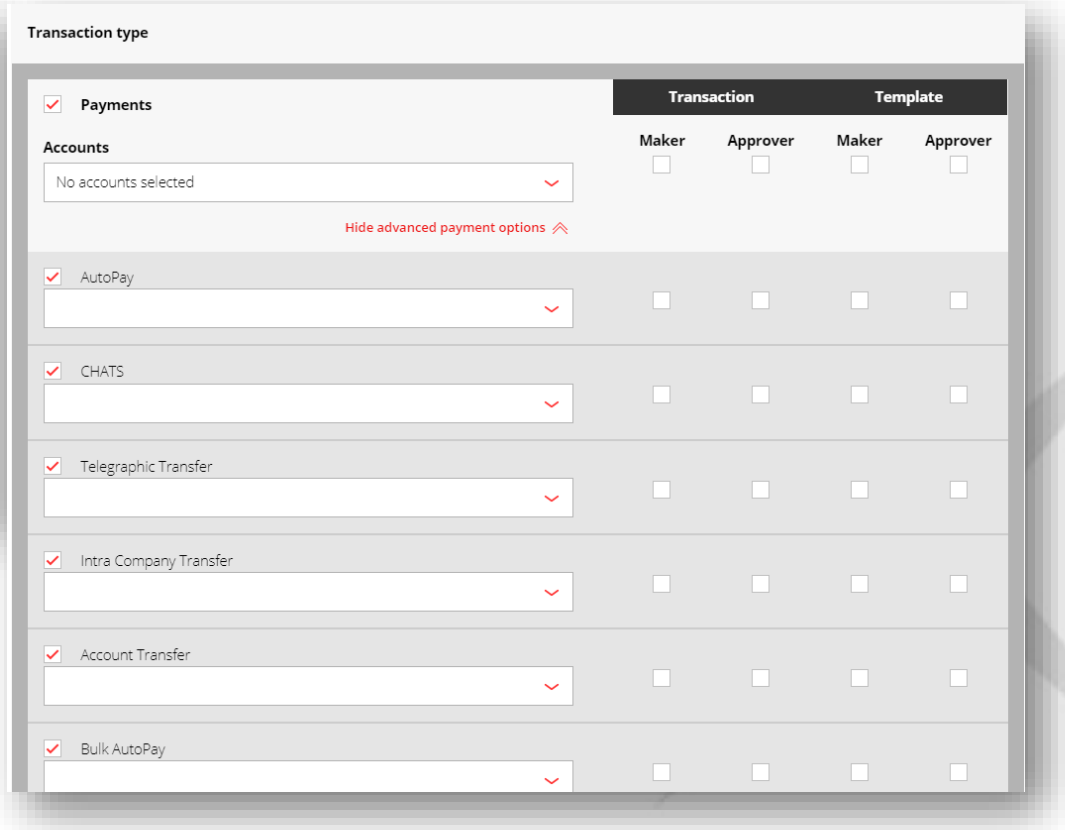
Shipping Guarantee / Air Waybill Endorsement	Inquiry	Create/ Modify/ Delete	Template Create/ Modify/ Delete	Settlement Instruction Alternate Workflow *	Approve/ Delete	Offline Approve/ Delete
	☐	☐	☐		☐	☐

Creating New Users

If you want to set up entitlement manually:

- Select the transaction type(s) and respective role(s) that the user can process

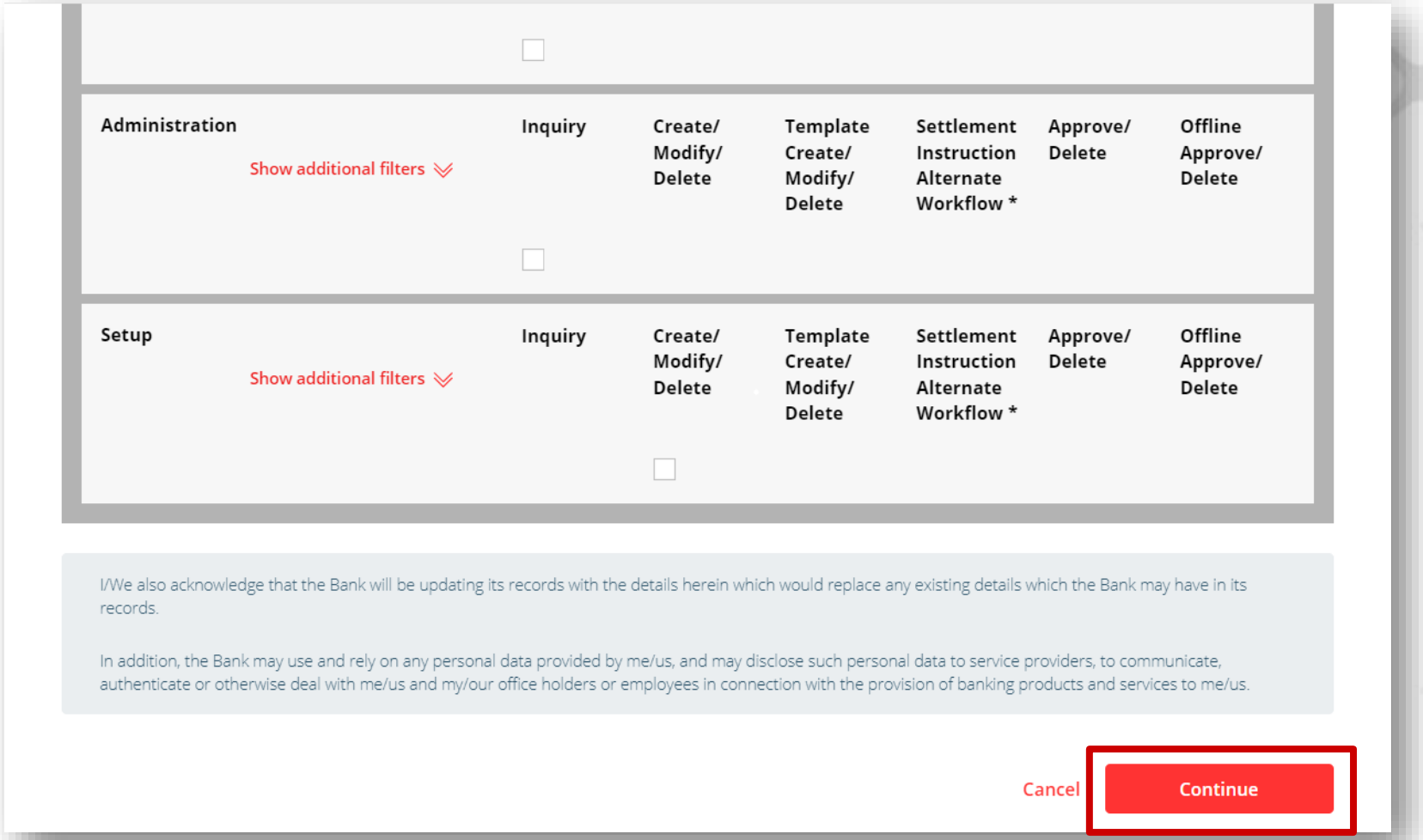




Creating New Users

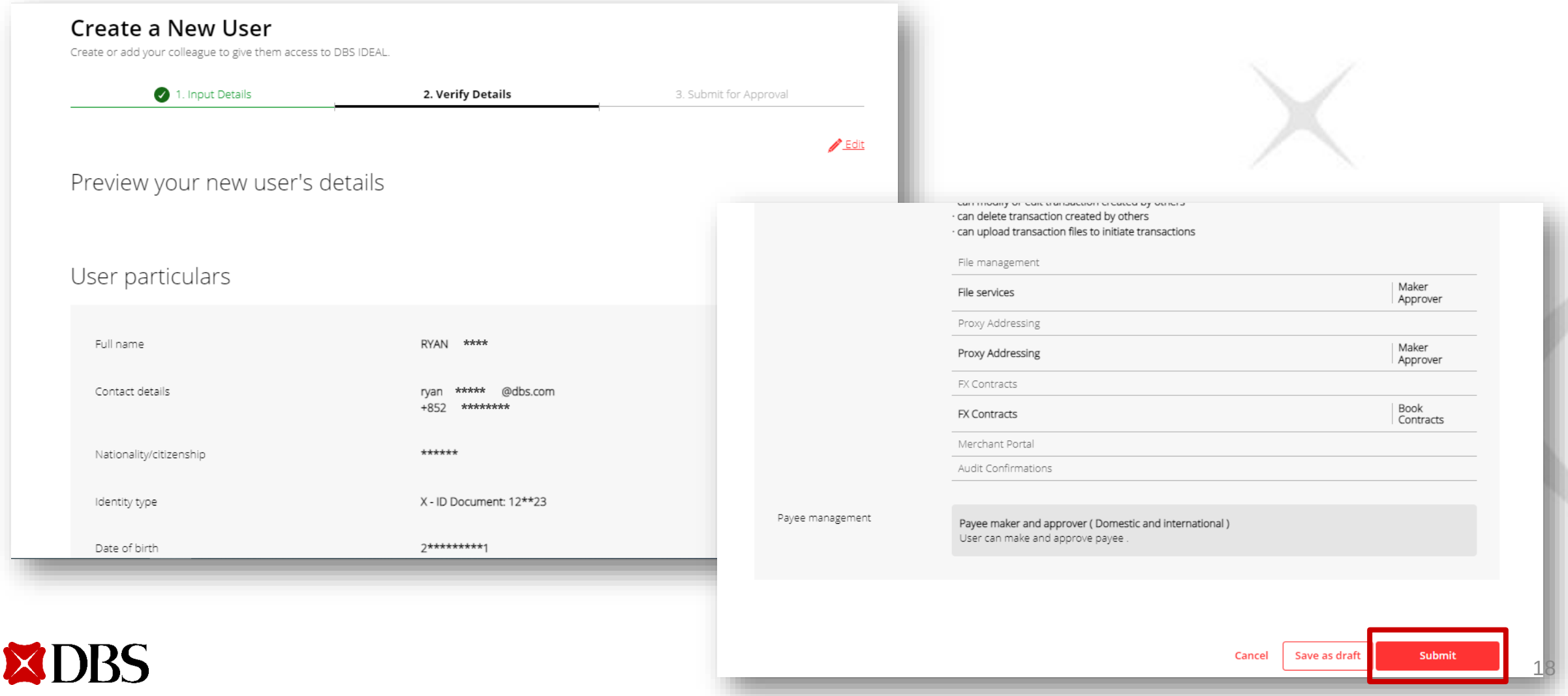
If you want to set up entitlement manually:

- Click on **Continue** after selecting the transaction type(s) and the respective role(s)



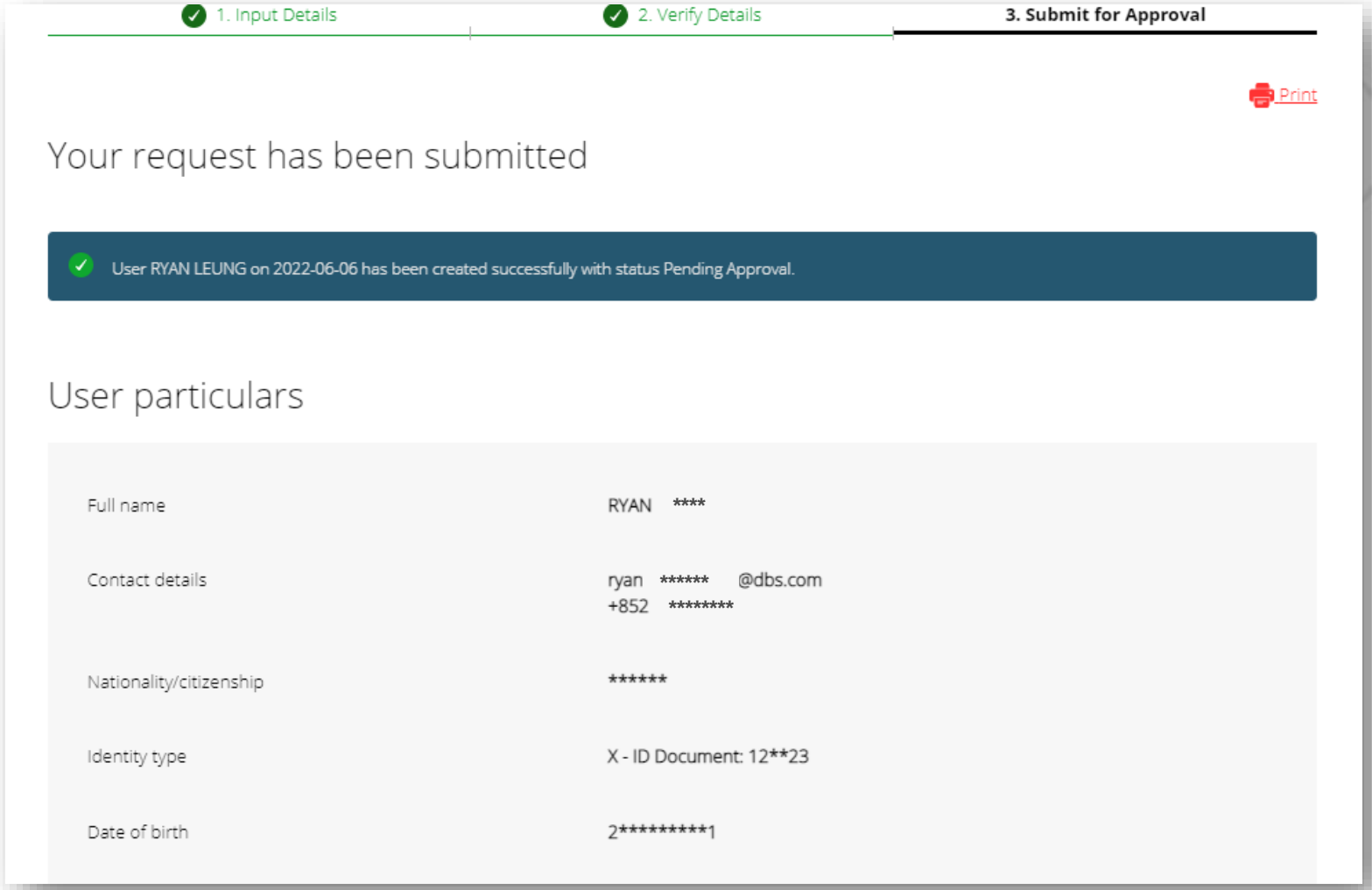
Creating New Users

6. Review user details and click on **Submit** upon verification



Creating New Users

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

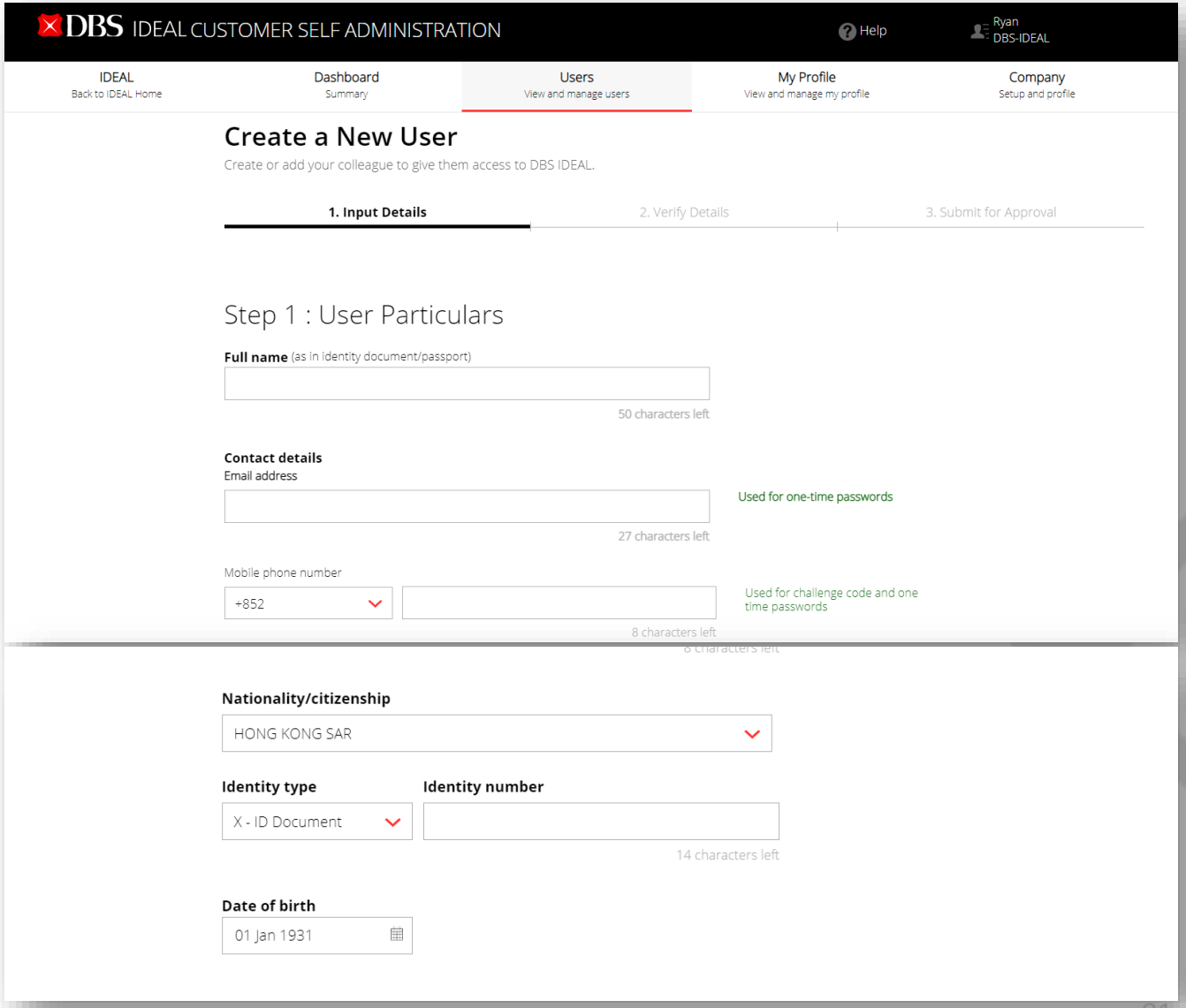


Creating New Users –

Copying an Existing User Profile

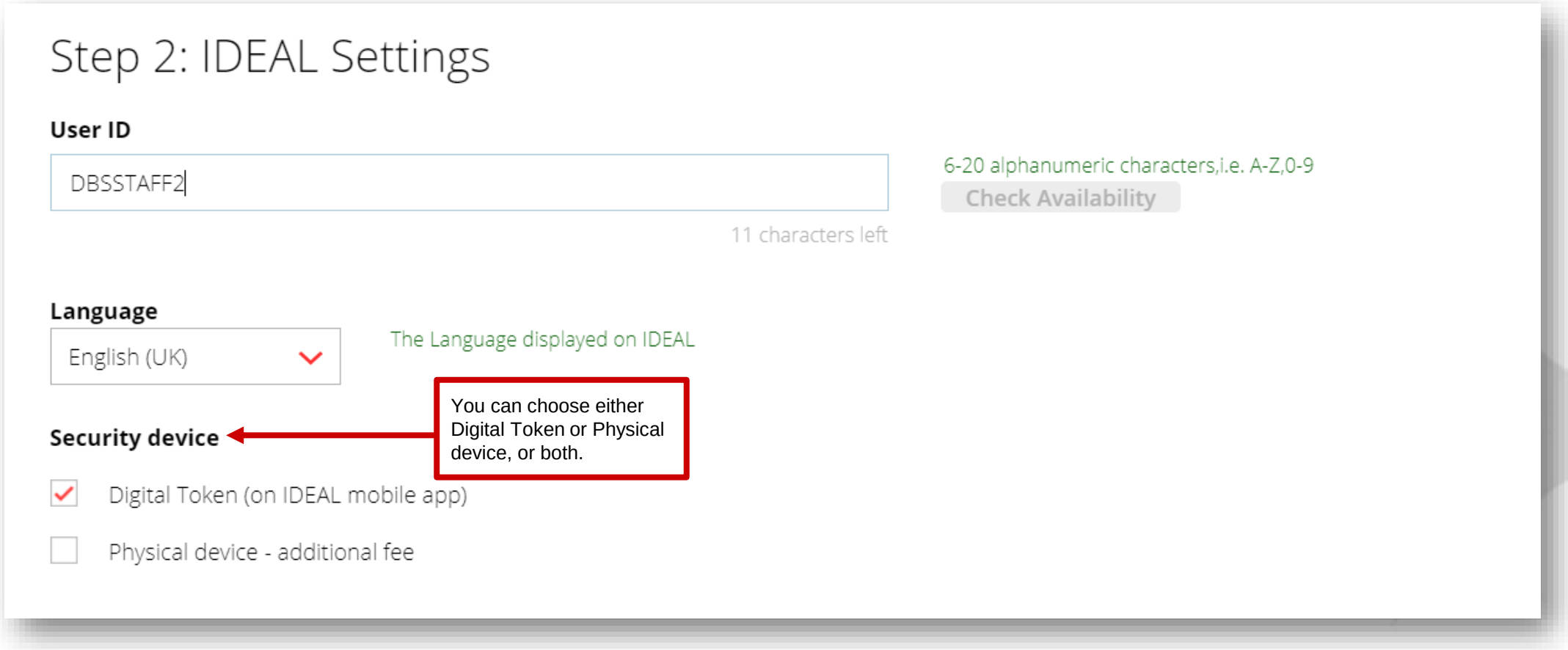
Copying an Existing User Profile

1. Enter the required information to create a new user
   - Full name
   - Email address
   - Mobile phone number
   - Nationality/ citizenship
   - Identity type
   - Identity number
   - Date of birth



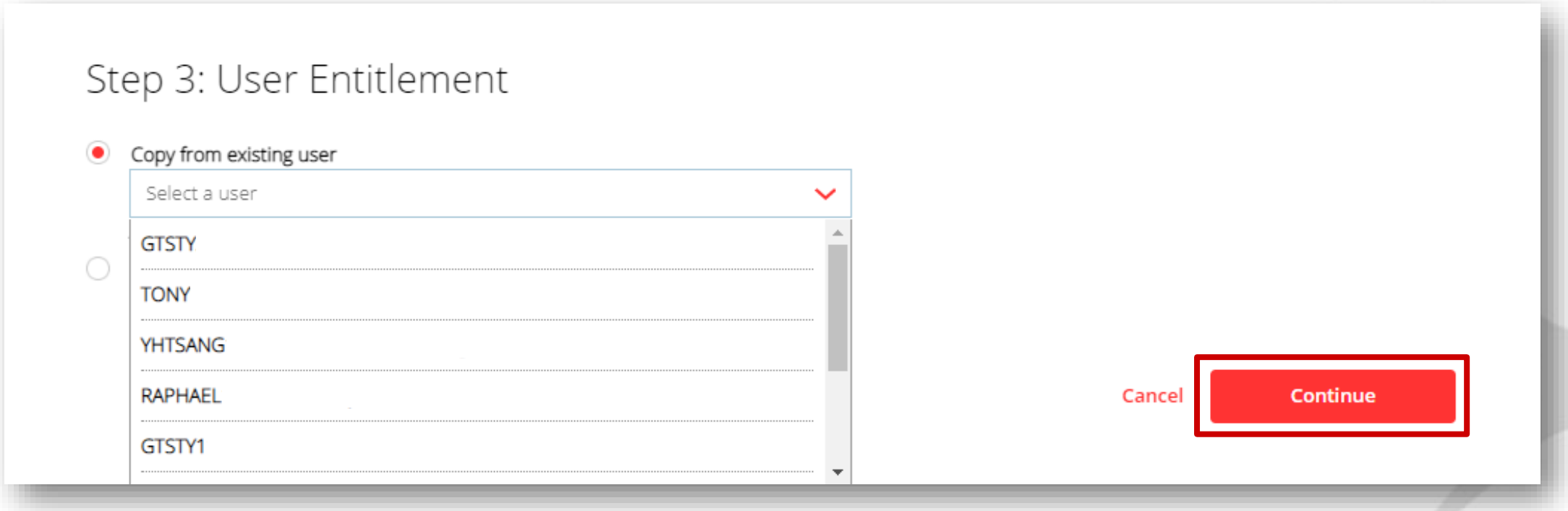
Copying an Existing User Profile

2. Edit IDEAL settings of the user you want to create. You may enter your preferred used ID for the new user.



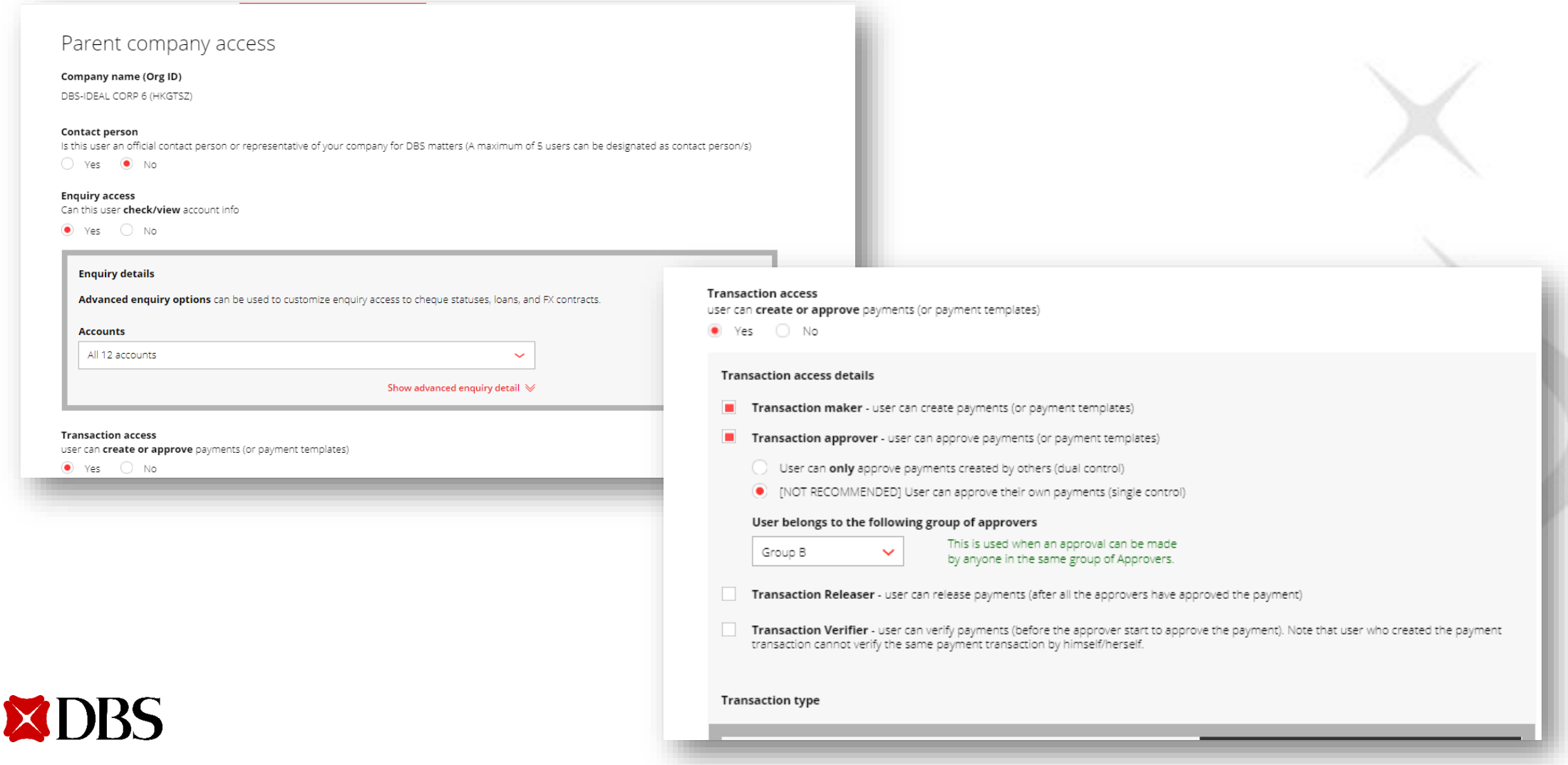
Copying an Existing User Profile

3. Select “**Copy from existing user**” and click on **Continue** to complete user setup



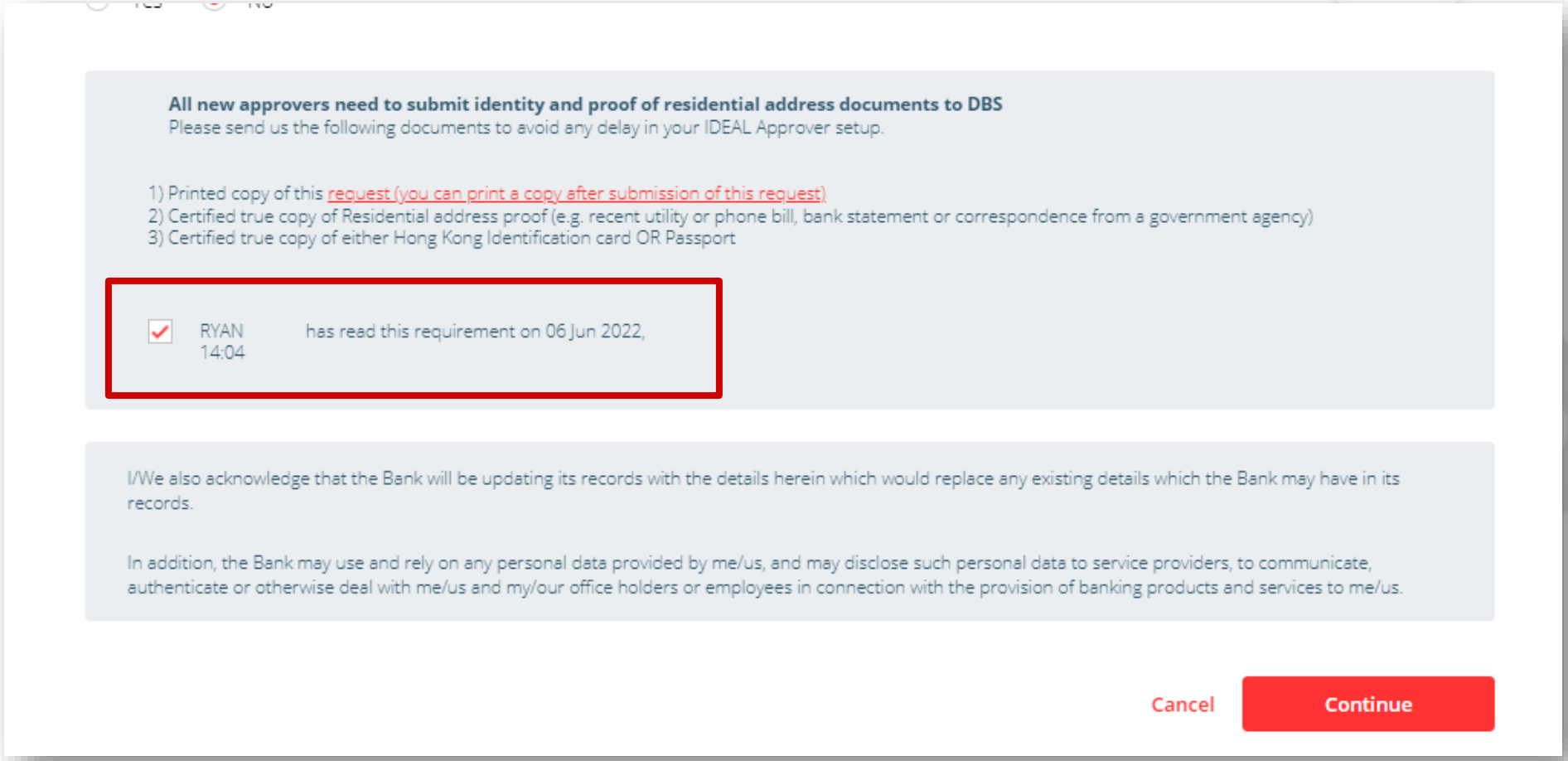
Copying an Existing User Profile

4. User entitlement list will be copied and automatically expanded for review. You may edit these entitlements if needed.



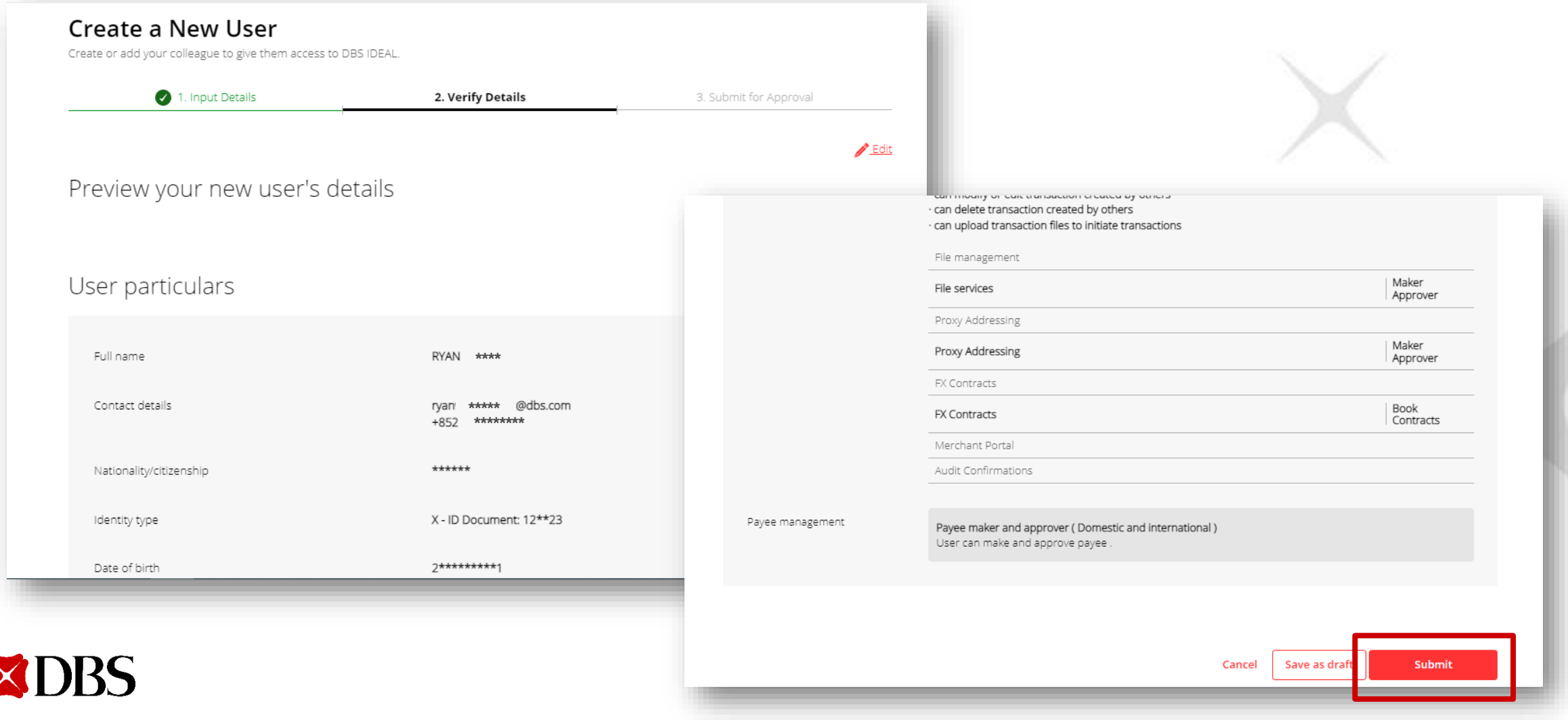
Copying an Existing User Profile

5. Tick the confirmation box before submitting the request
6. If the new user is a transaction approver, he/she is required to submit HKID and proof of residential address documents for identity verification.



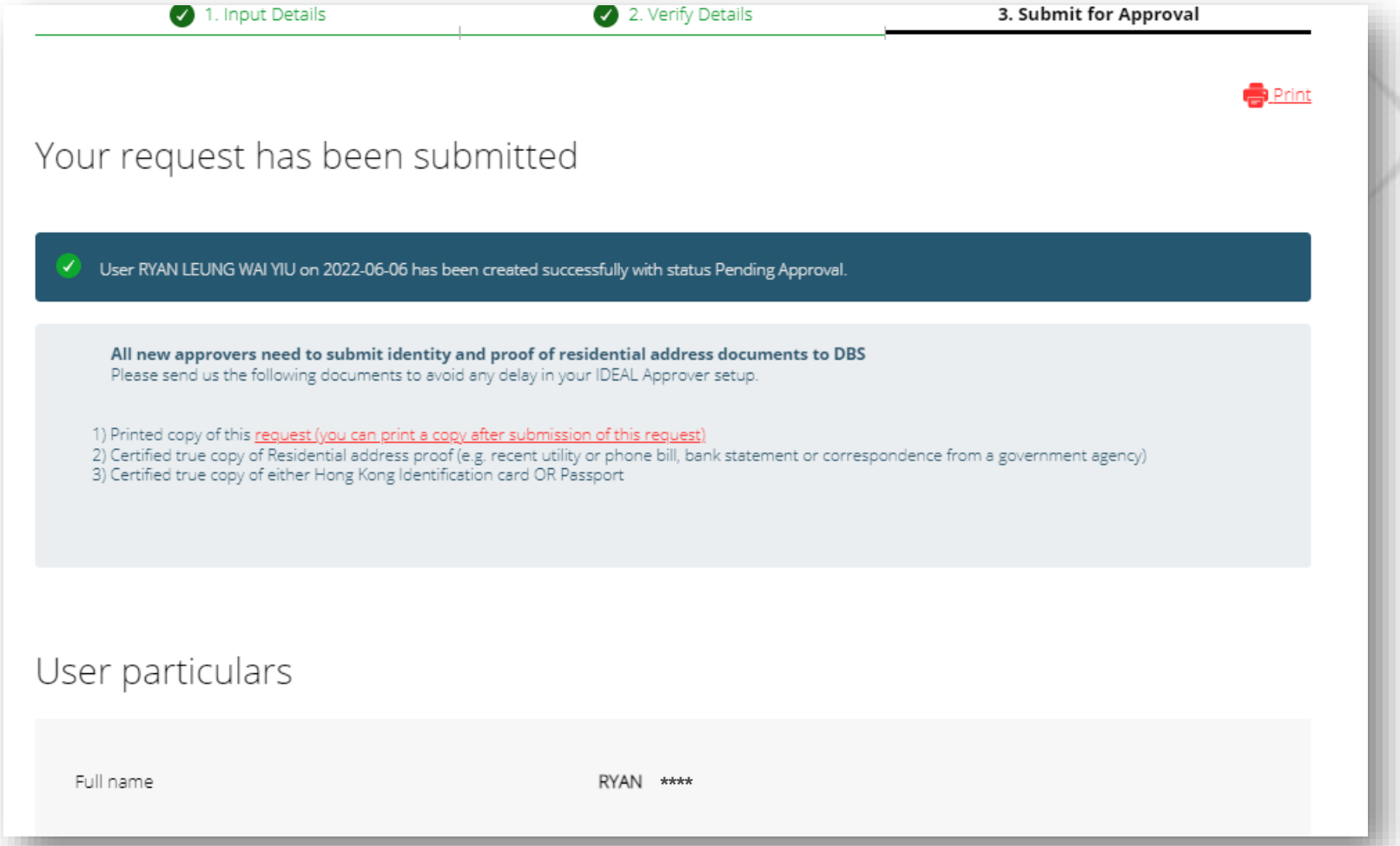
Copying an Existing User Profile

7. Review user details and click on **Submit** upon verification



Copying an Existing User Profile

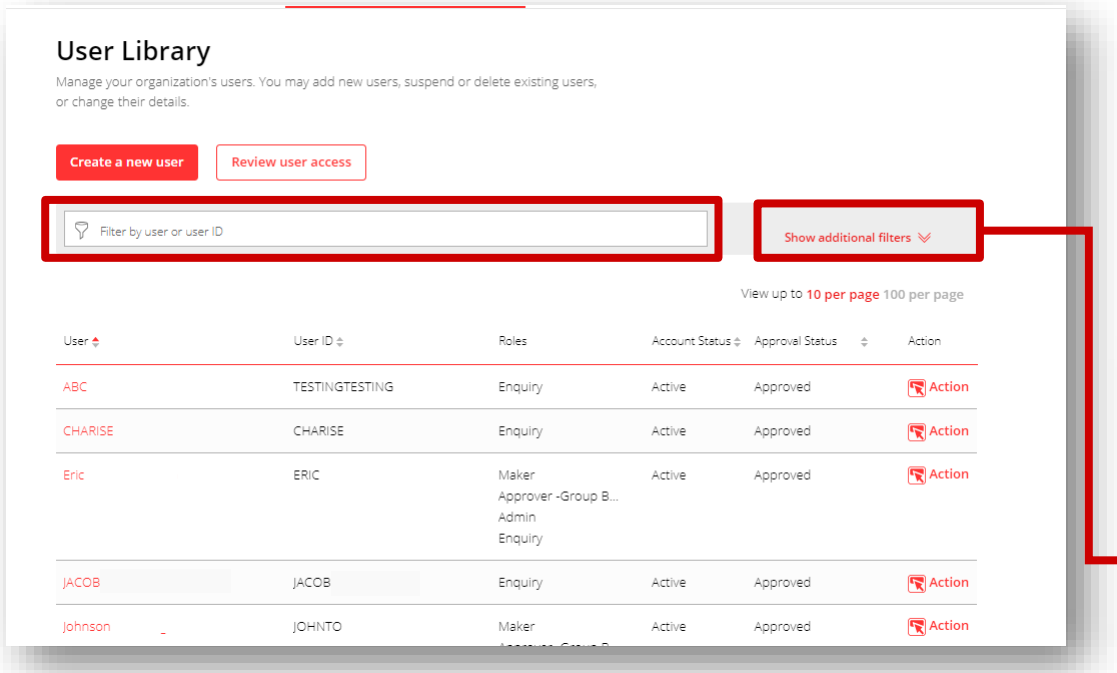
8. Pending Approval user creation alert will pop up at the top of the page

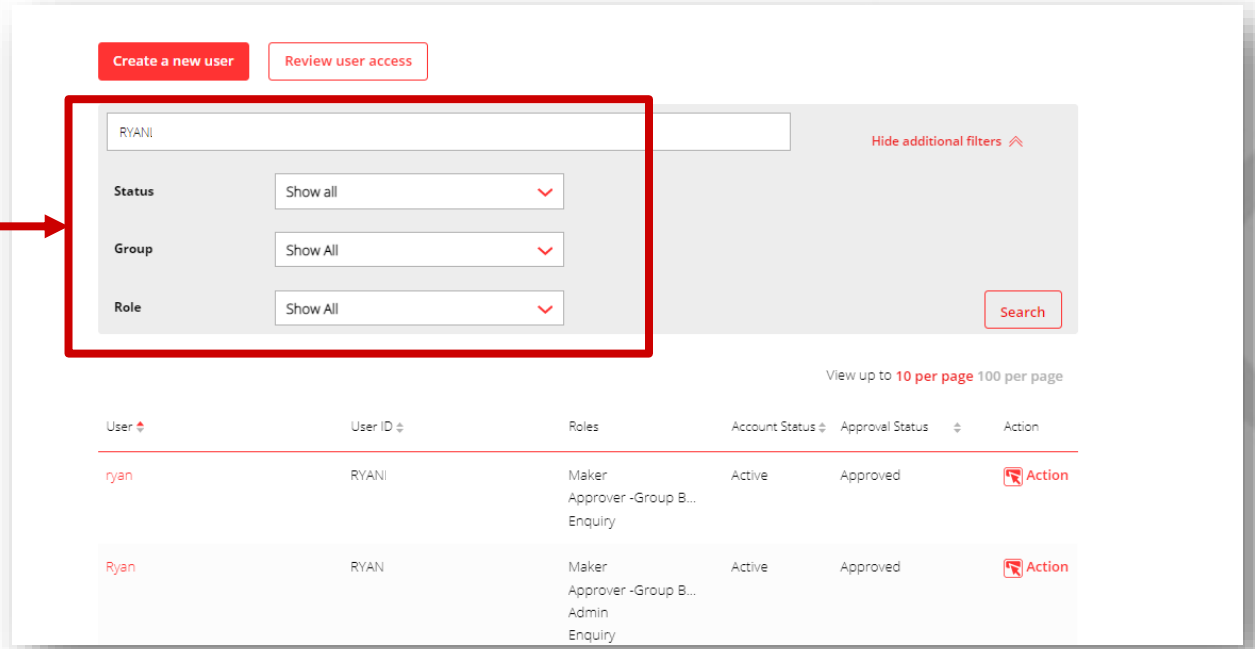


Modifying Existing User Profiles

Modifying Existing User Profiles

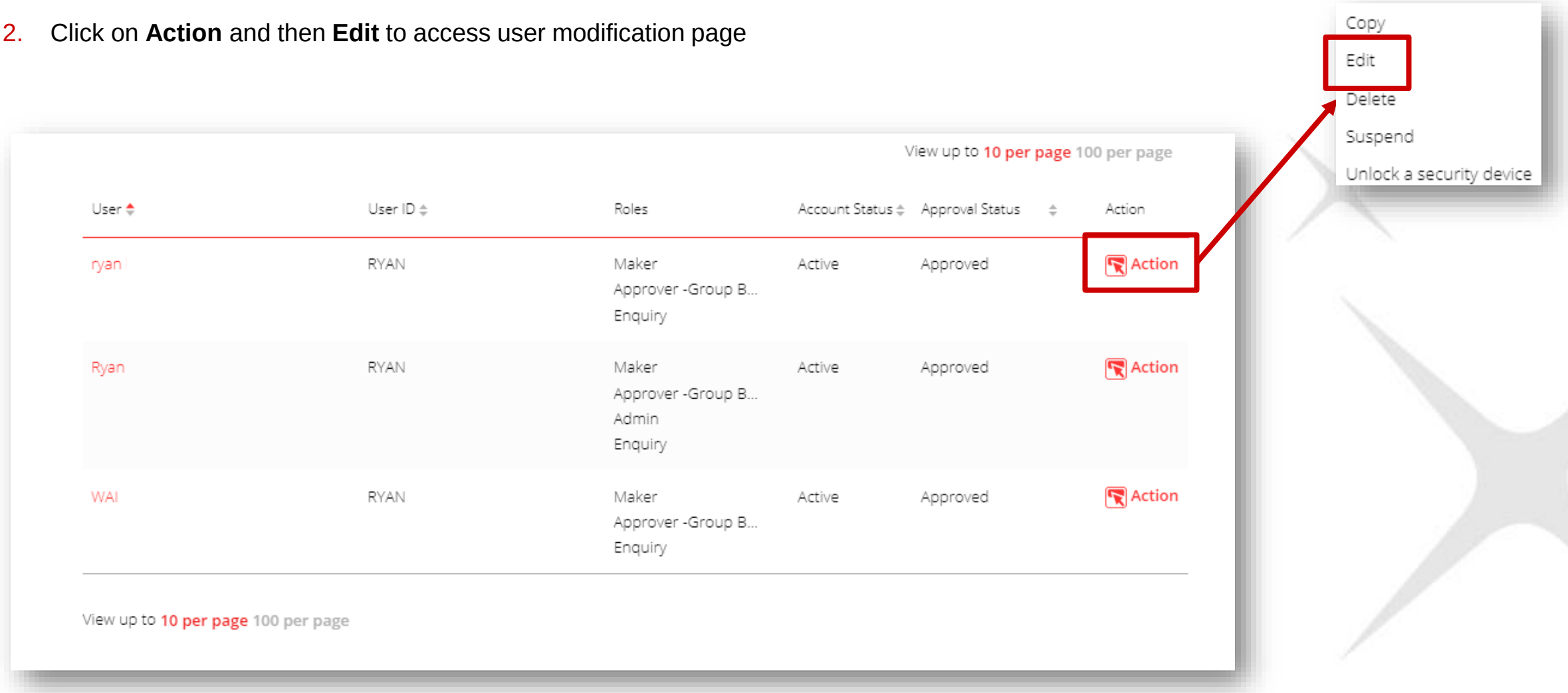
1. Search the existing user in the search bar, or click Show additional filters to sort users





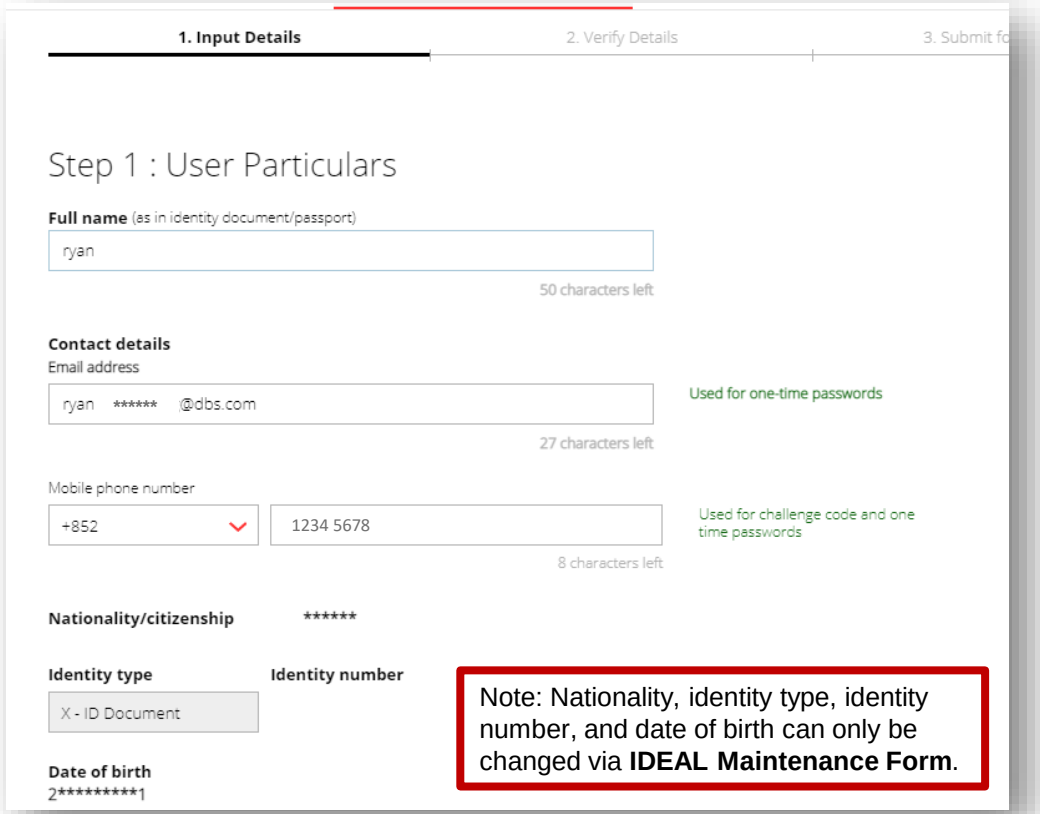
Modifying Existing User Profiles

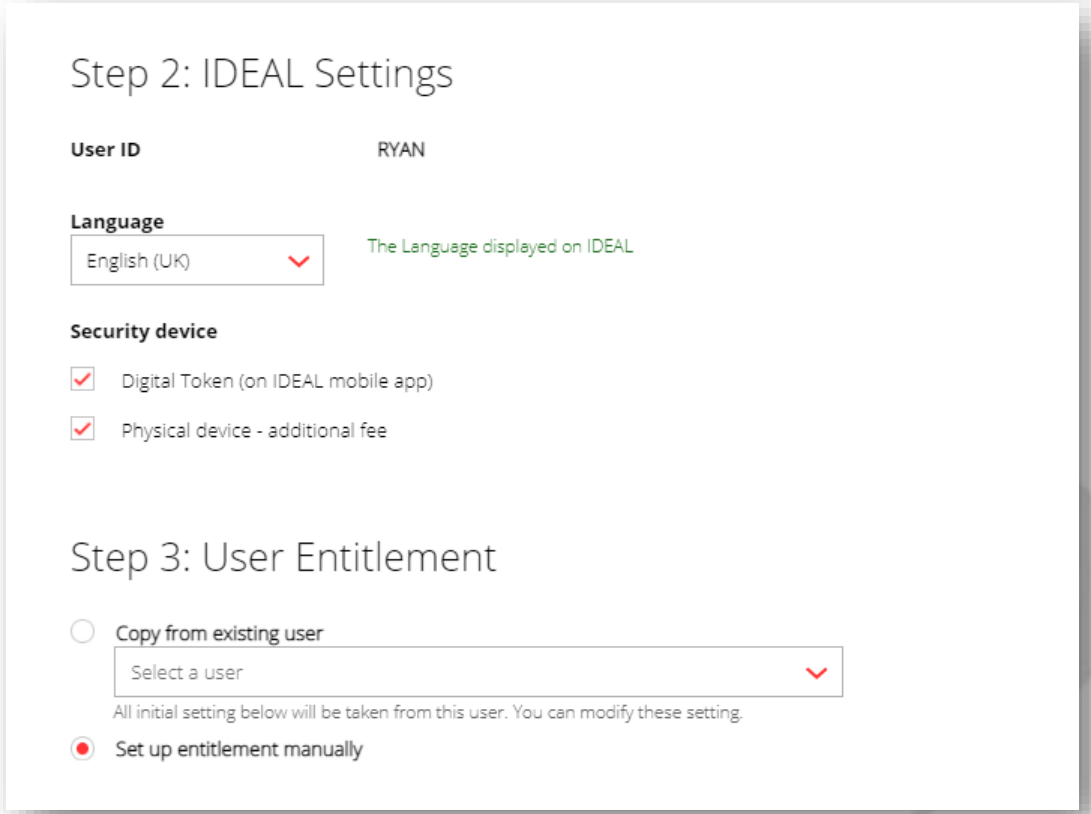
2. Click on **Action** and then **Edit** to access user modification page



Modifying Existing User Profiles

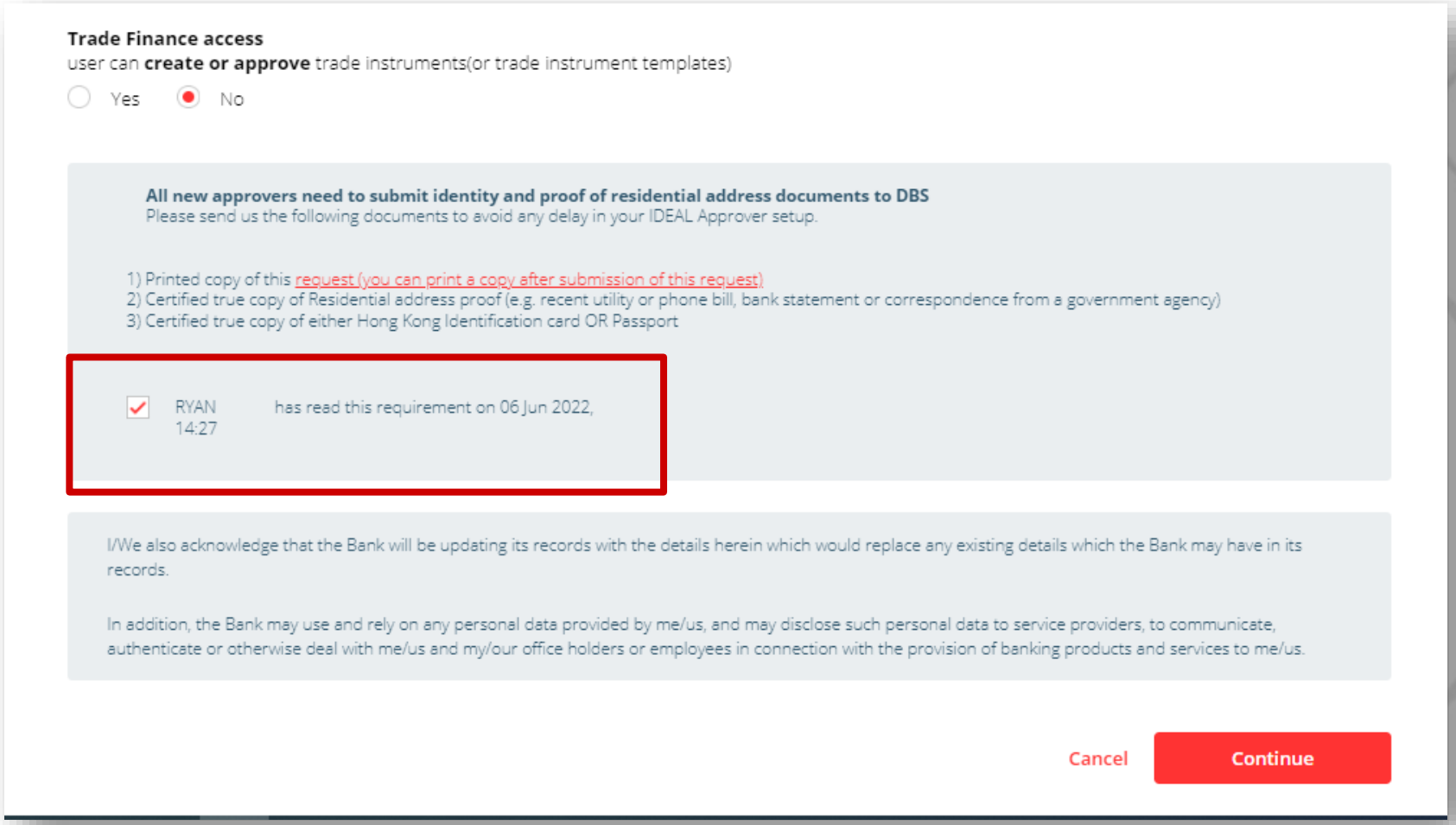
3. Modify user particulars, IDEAL settings, or entitlements





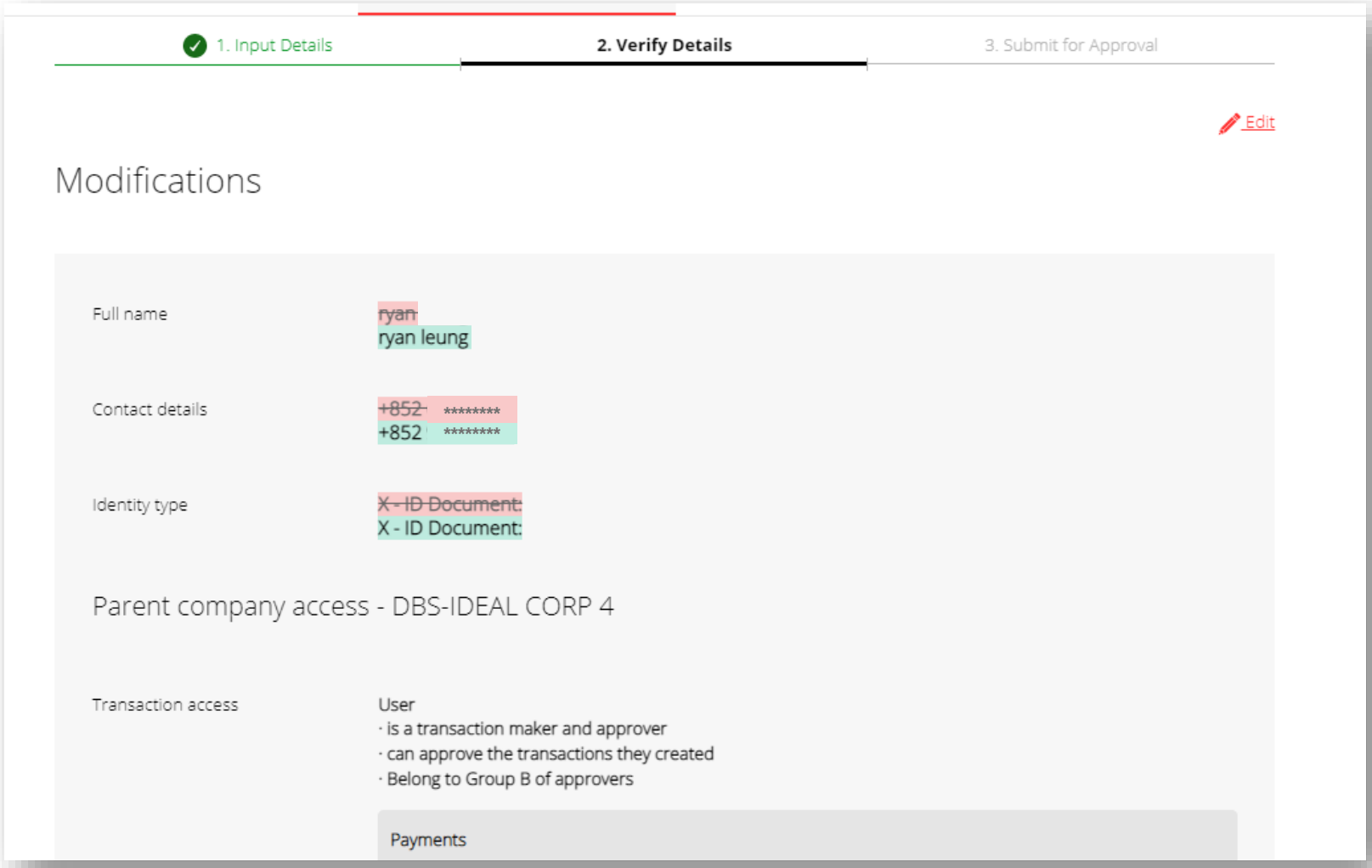
Modifying Existing User Profiles

4. Tick the confirmation box before submitting the request



Modifying Existing User Profiles

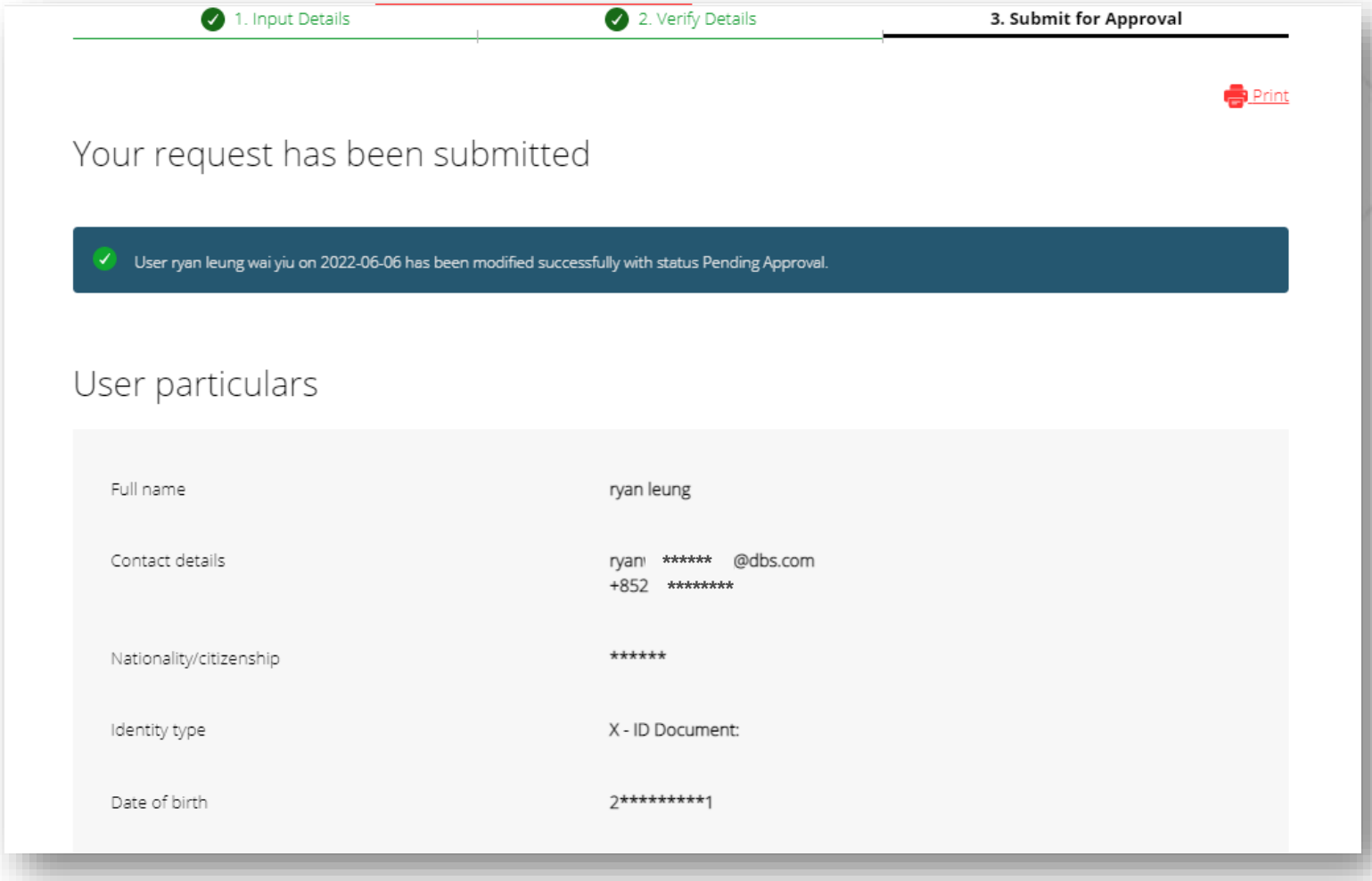
5. Verify modified user details and click on **Submit**



You will see your deleted items in PINK and updated items in GREEN.

Modifying Existing User Profiles

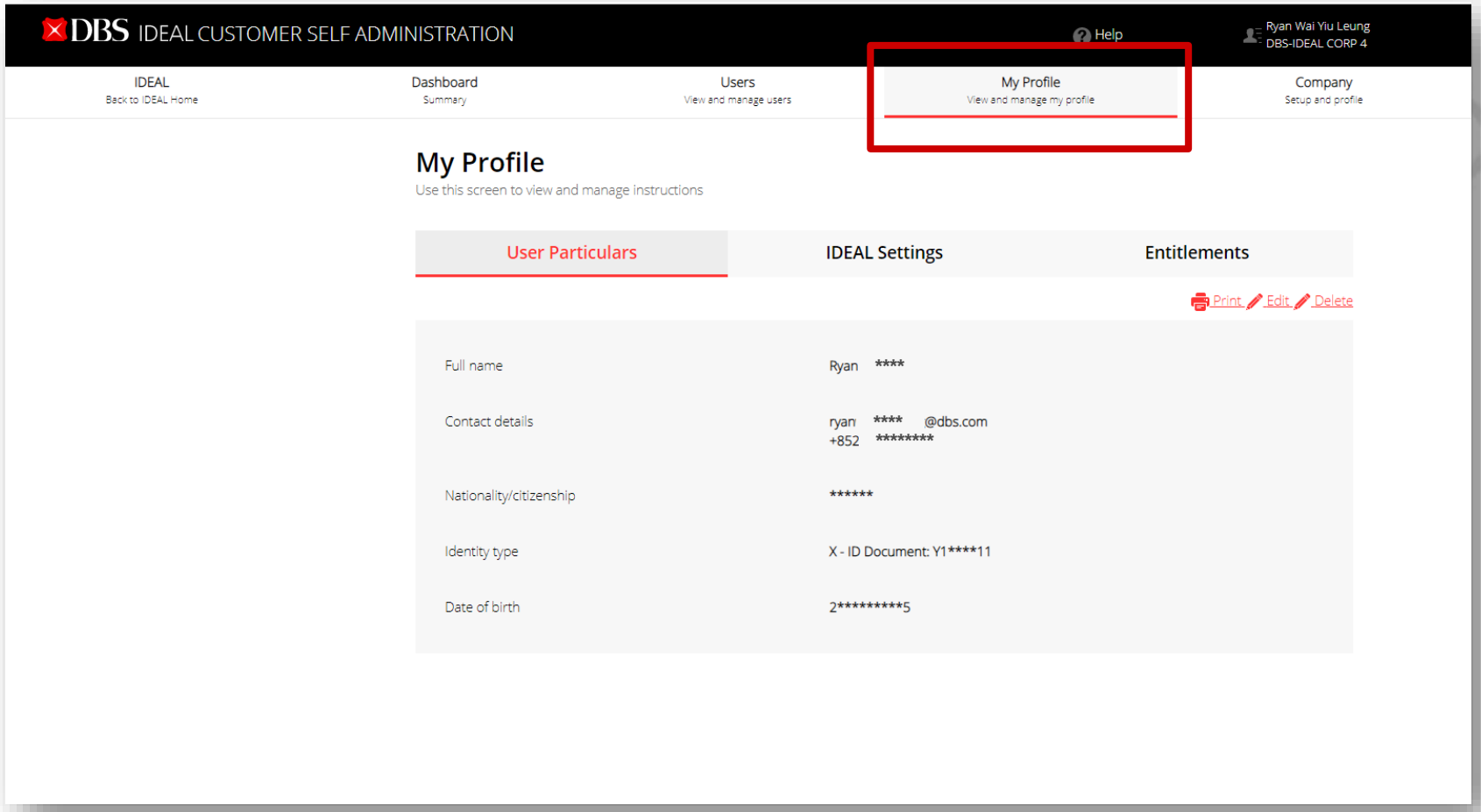
8. Pending Approval user creation alert will pop up at the top of the page



Modifying Your Own Profile

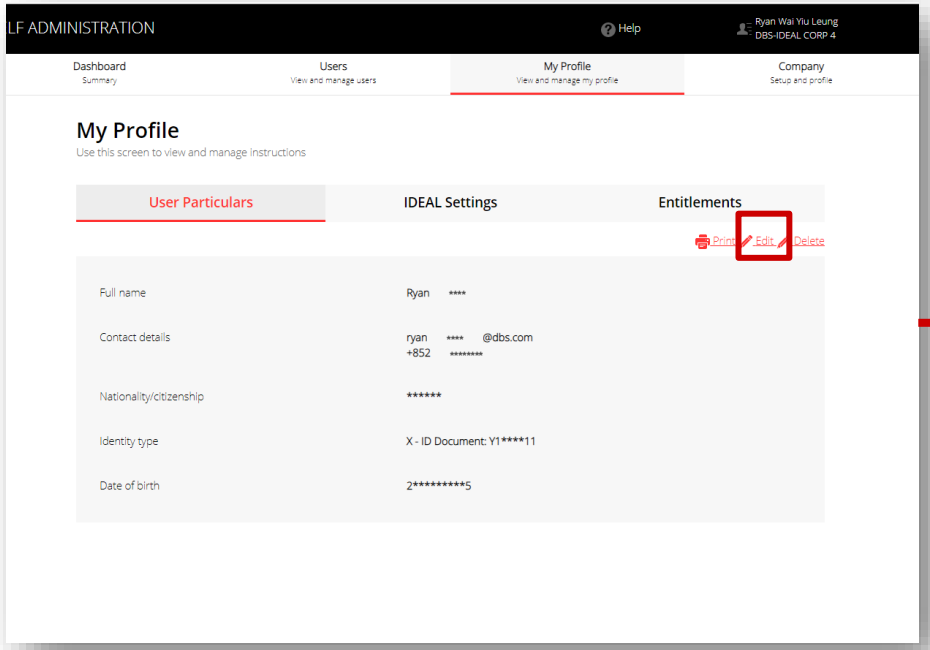
Modifying Your Own Profile

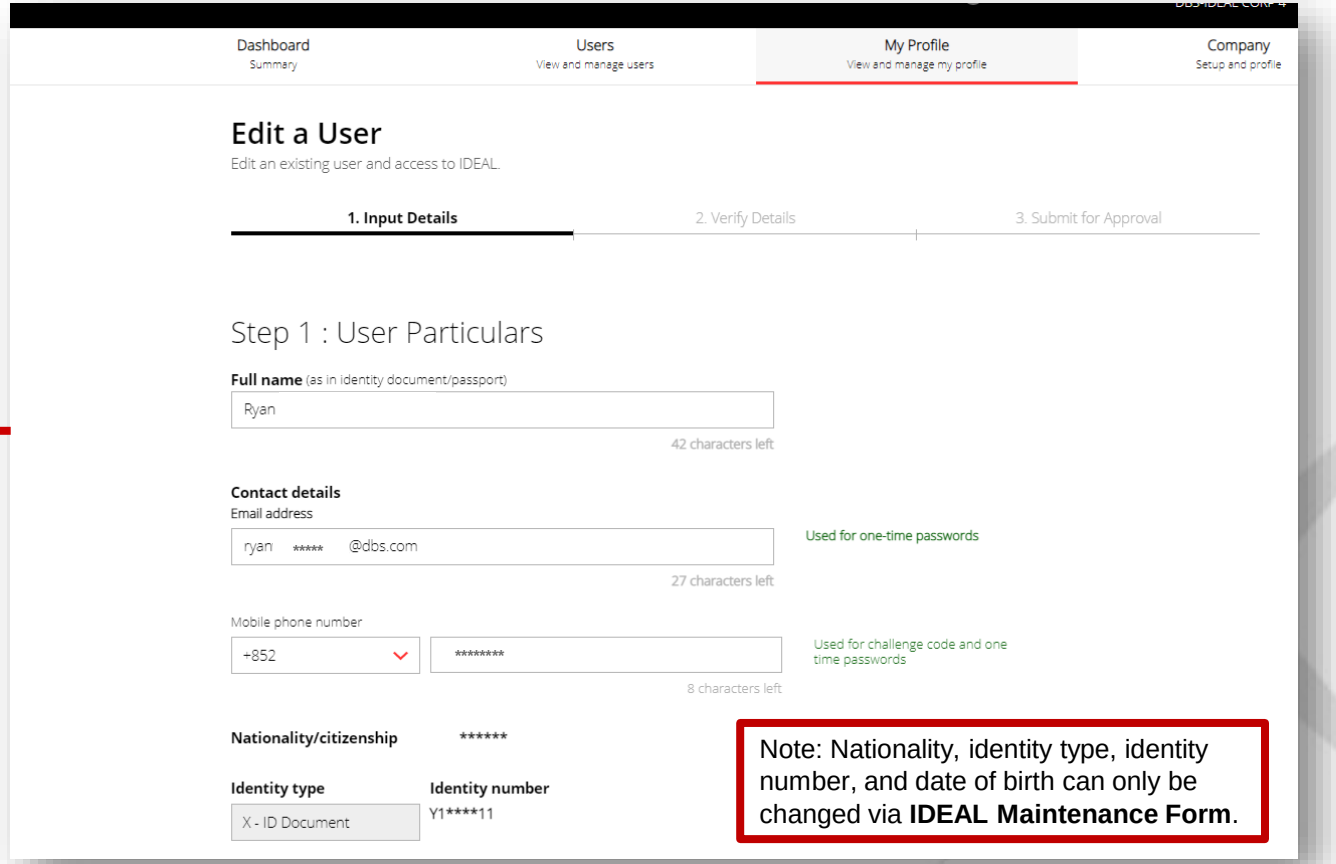
1. Select **My Profile** to view your own profile



Modifying Your Own Profile

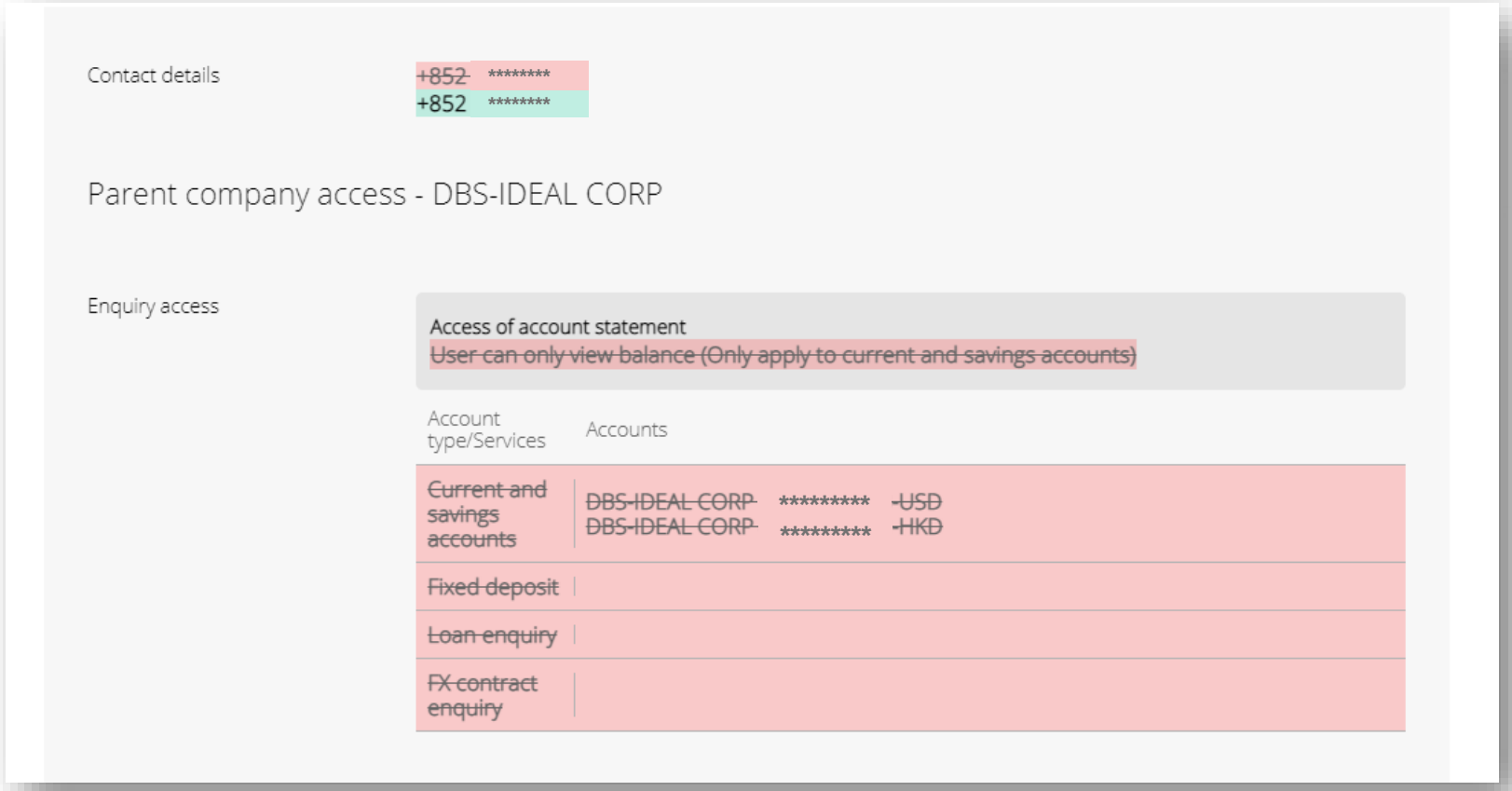
2. Click on **Edit** to modify your user particulars, IDEAL settings, or entitlements





Modifying Your Own Profile

3. Verify modified profile details and click on **Submit**



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Modifying Your Own Profile

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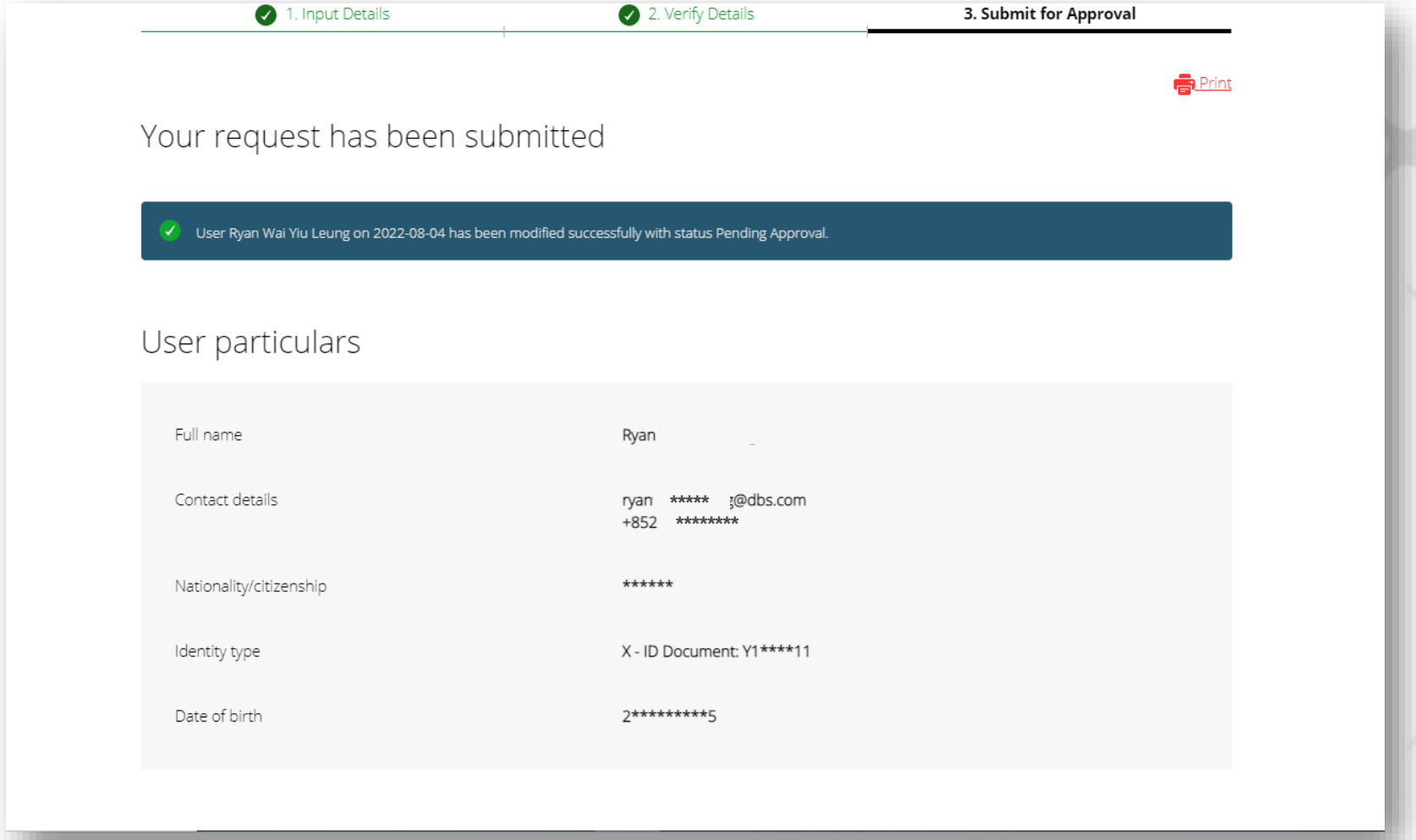
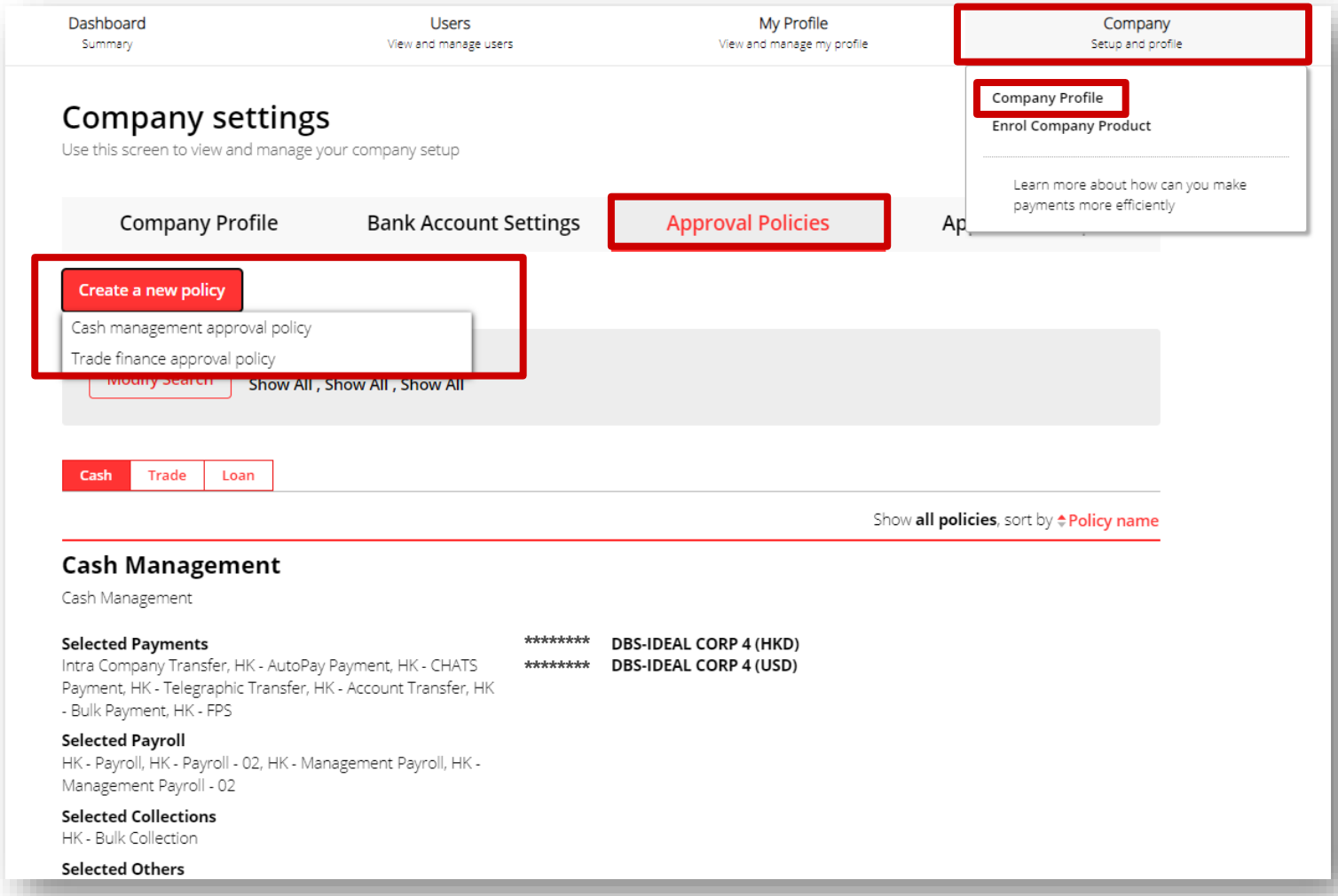


Creating a New Approval Policy

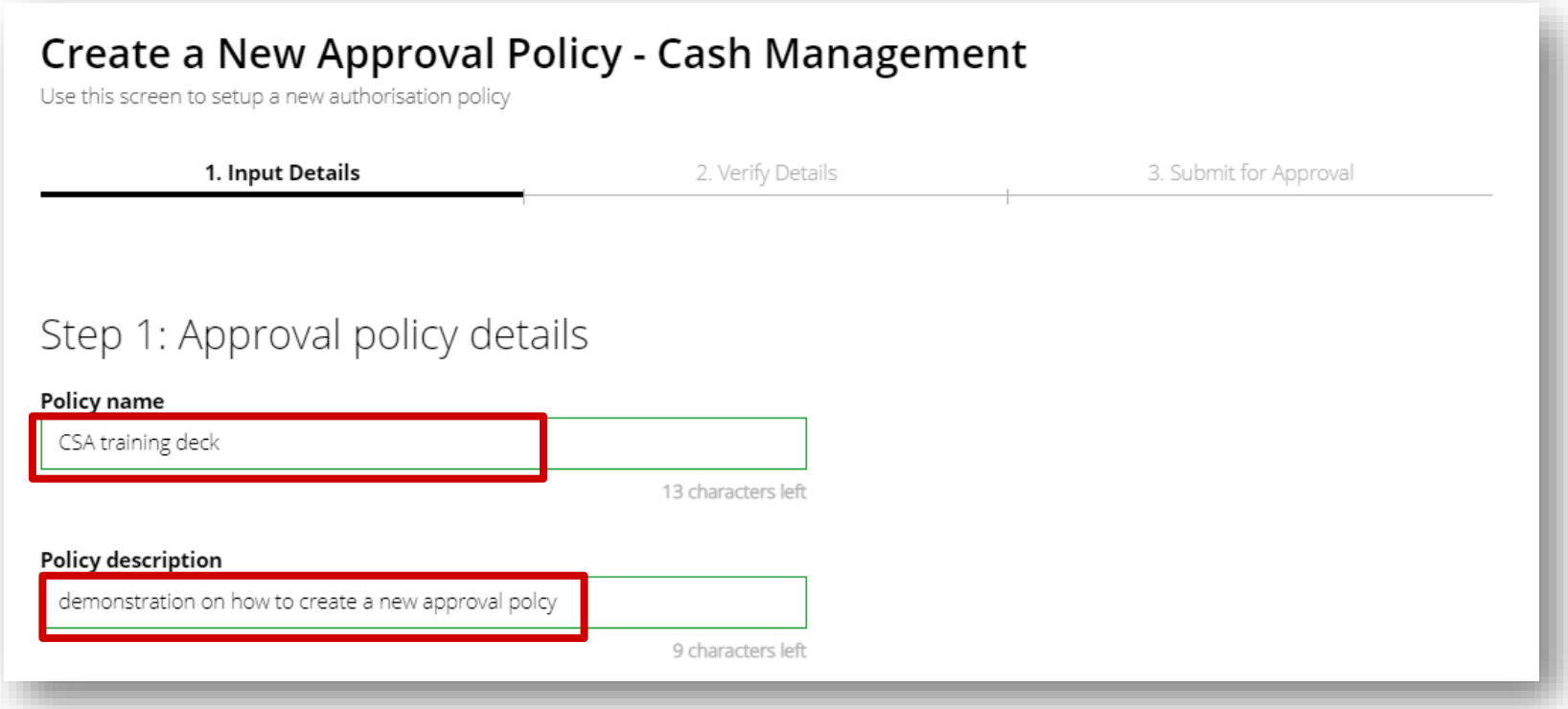
Creating a New Approval Policy

1. Access **Company** tab and click on **Company Profile**
2. Under **Approval Policies** tab, select **Create a new police**
3. Choose either cash management or trade finance approval policy



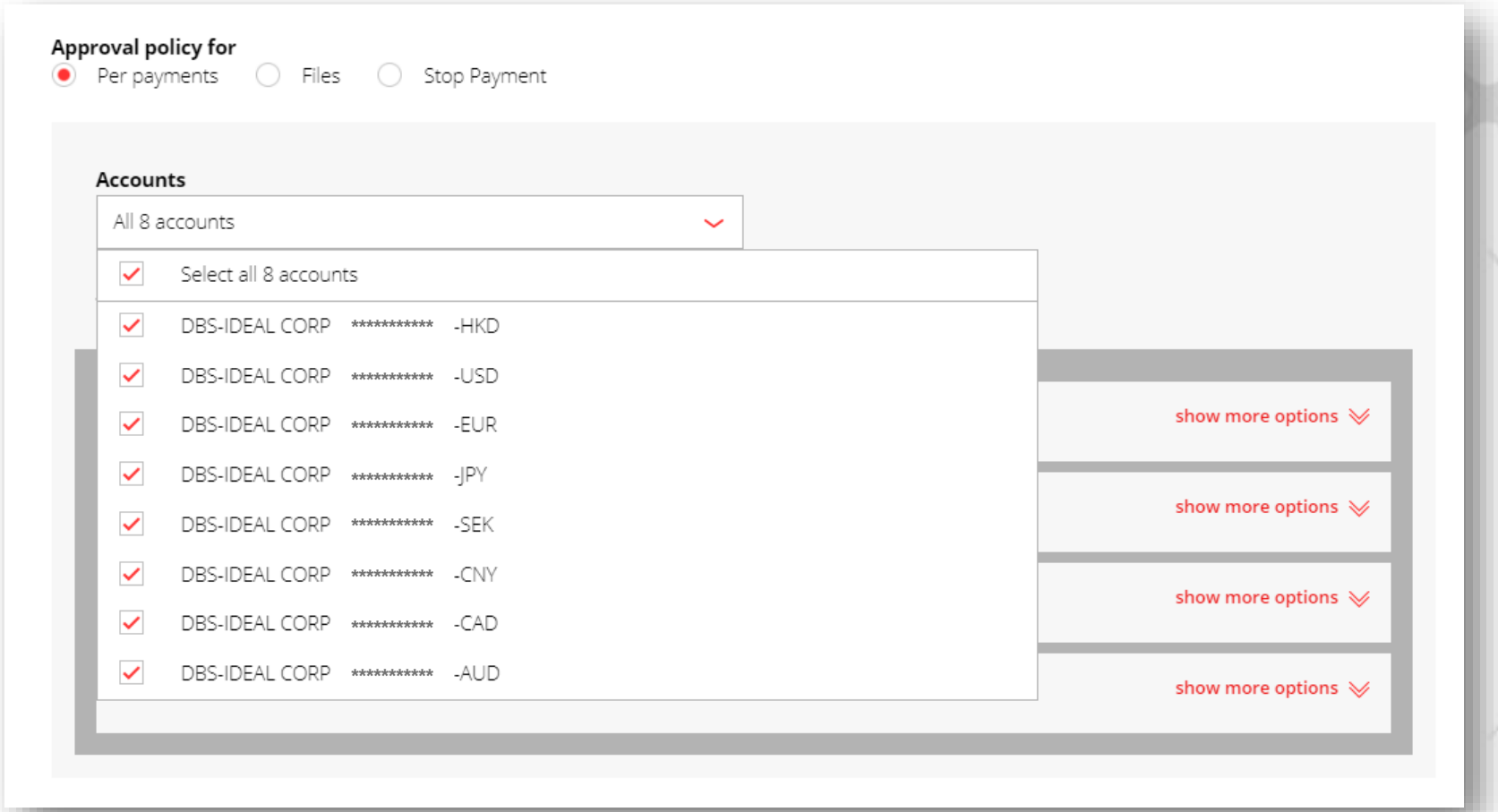
Creating a New Approval Policy

4. Enter policy name and policy description



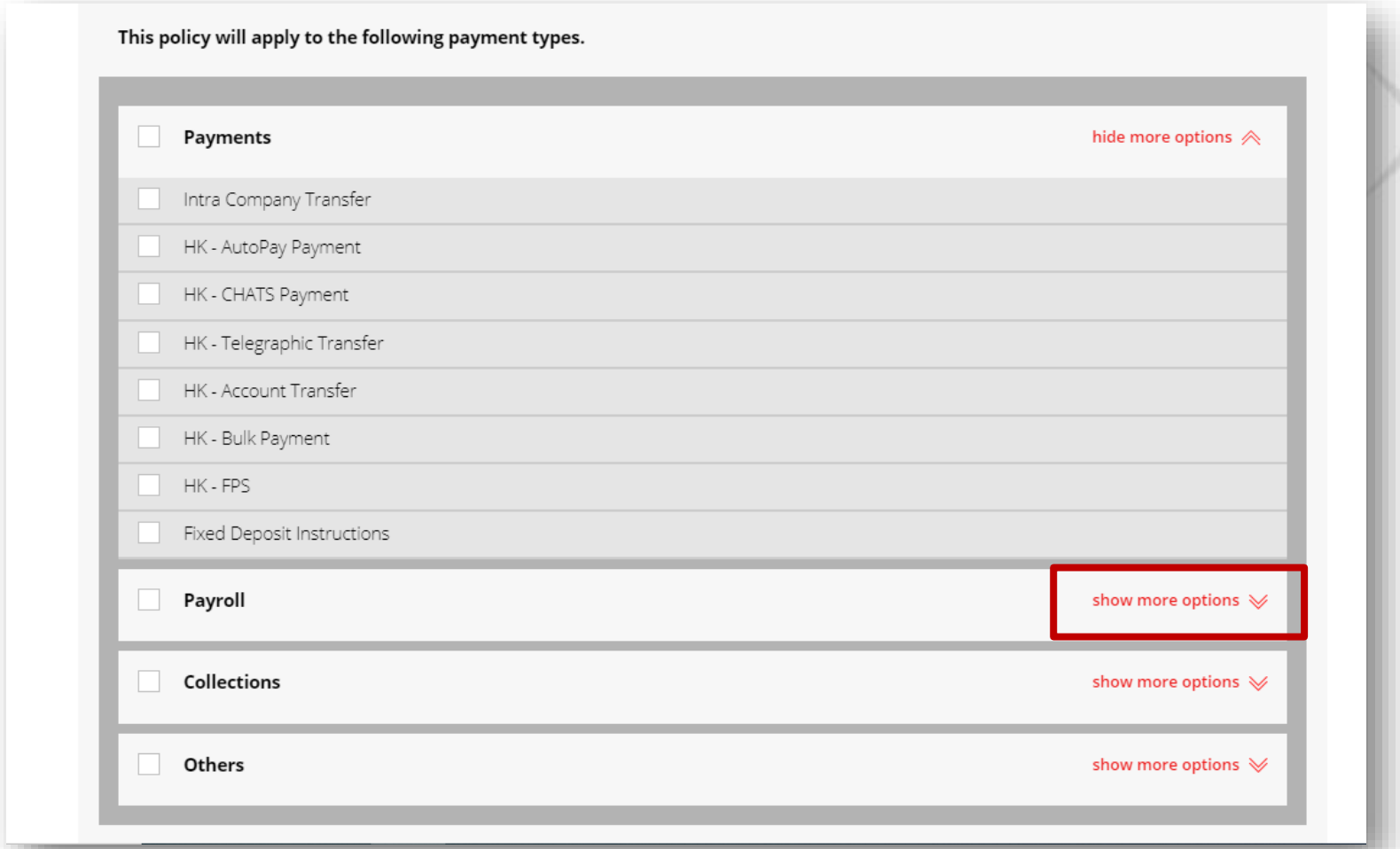
Creating a New Approval Policy

5. Select approval policy to be created for payments, files, or stop payments
6. Select account(s) for approval policy creation



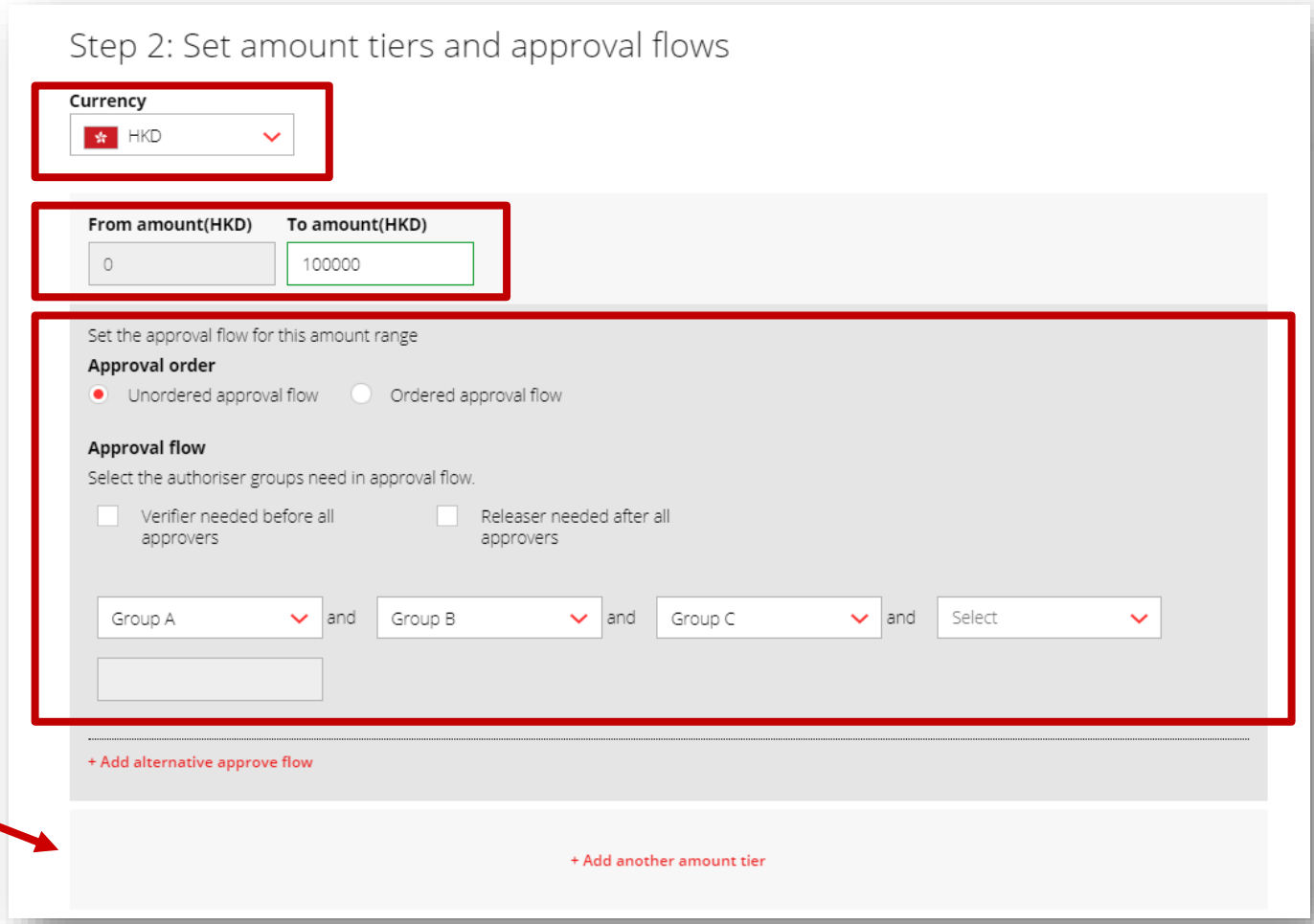
Creating a New Approval Policy

7. Select payment types for approval policy and click on **show more options** to select detailed applicable payment types



Creating a New Approval Policy

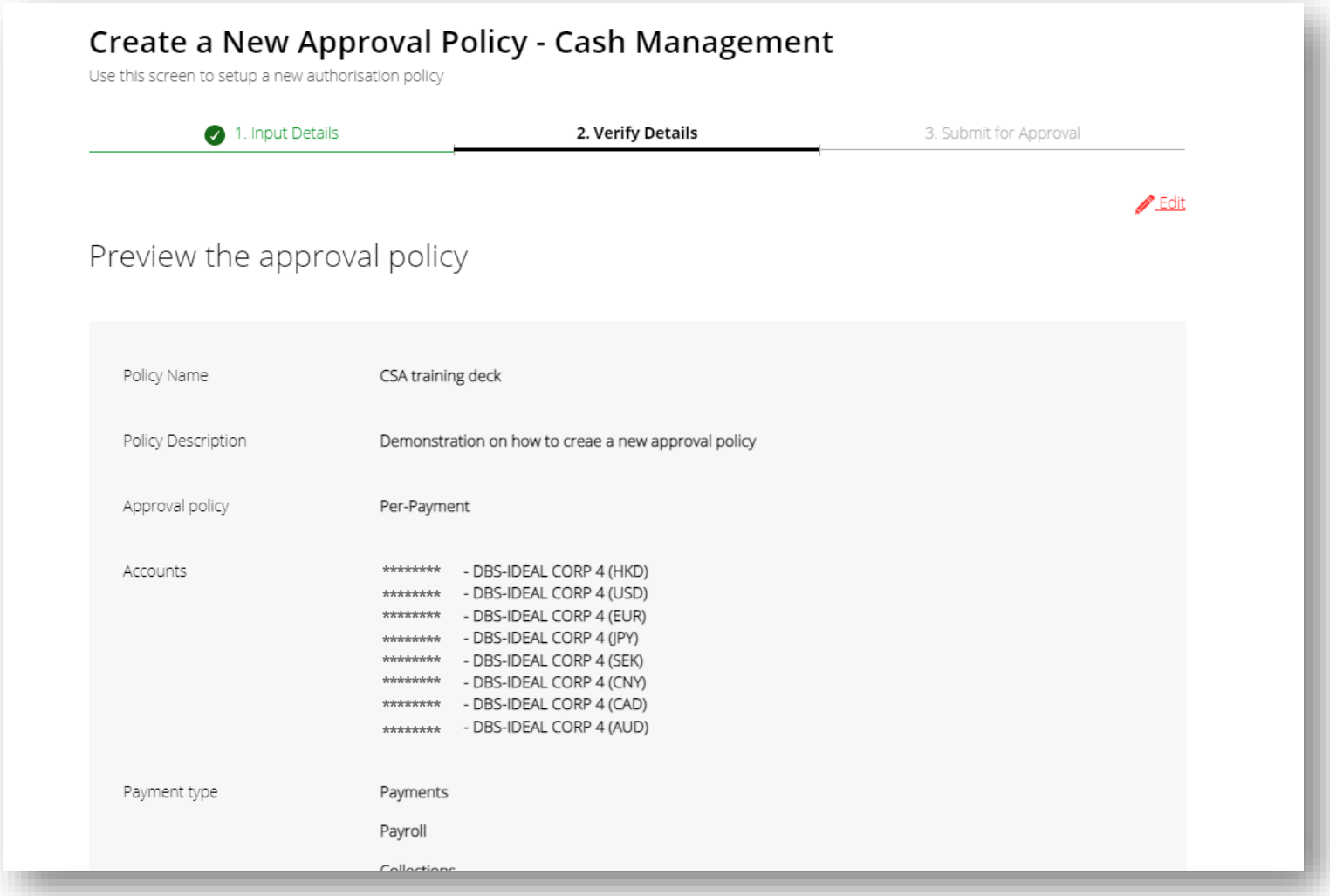
8. Select currency and define amount tiers by entering From and To amounts
9. Select approval order and approval flow
10. Select the authoriser groups required in the approval flow



You might also add another amount tier with different approval group(s) for the same policy

Creating a New Approval Policy

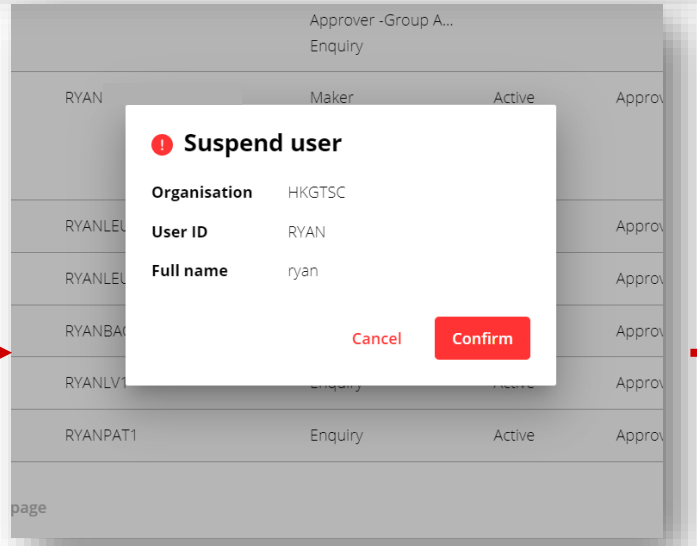
11. Verify details and submit the new approval policy

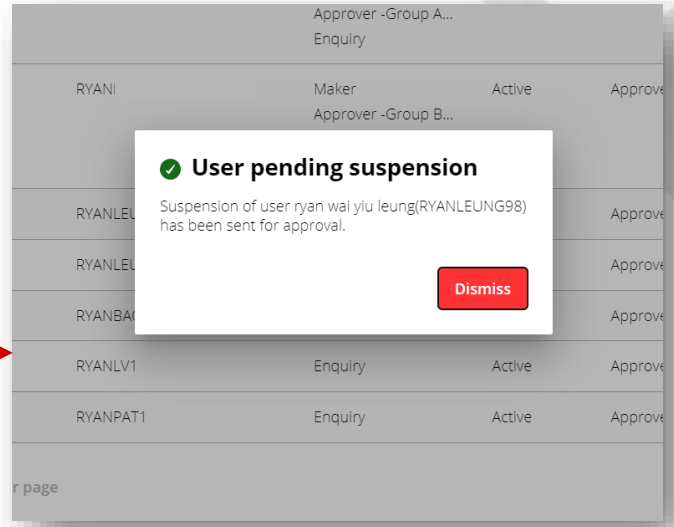


Suspending Existing Users

Suspending Existing Users

1. Access the **User** tab
2. Click on **Action** and then **Suspend** to suspend user

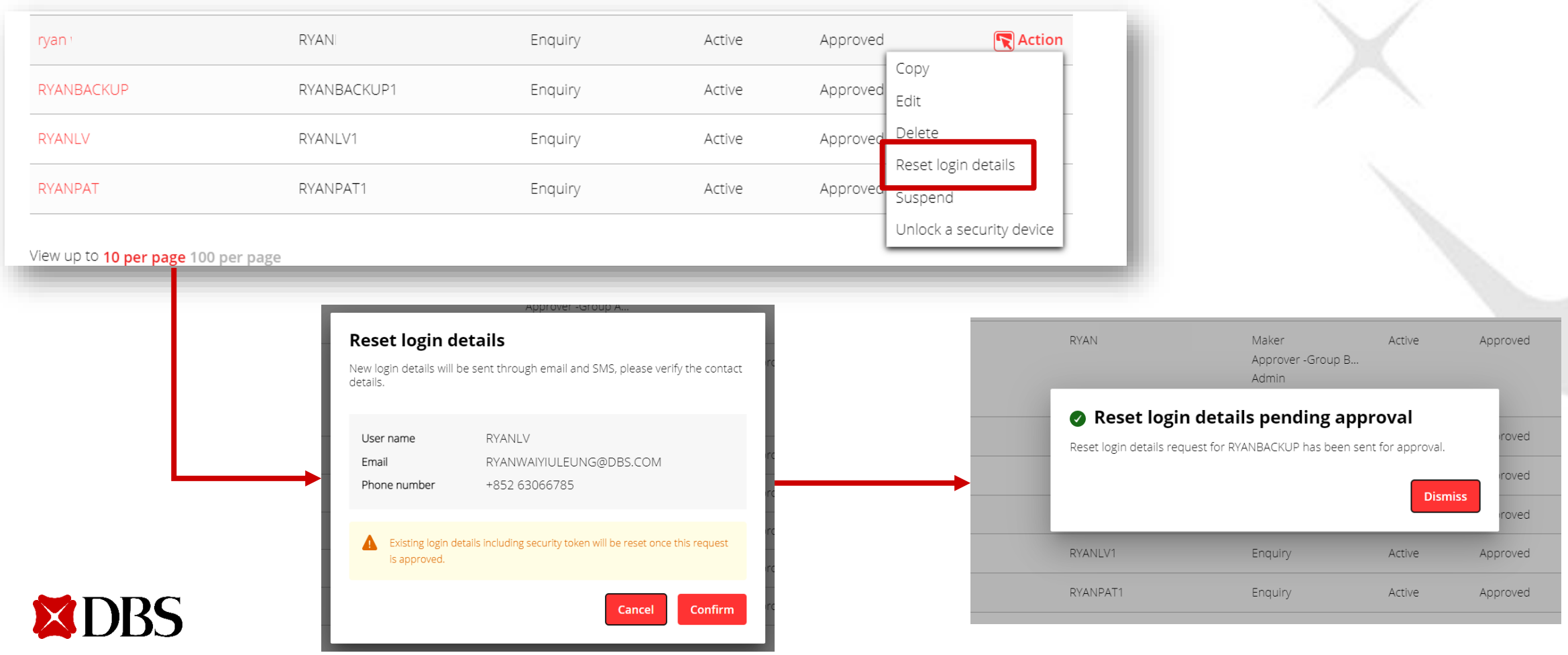




Retriggering Welcome Pack

Retriggering Welcome Pack

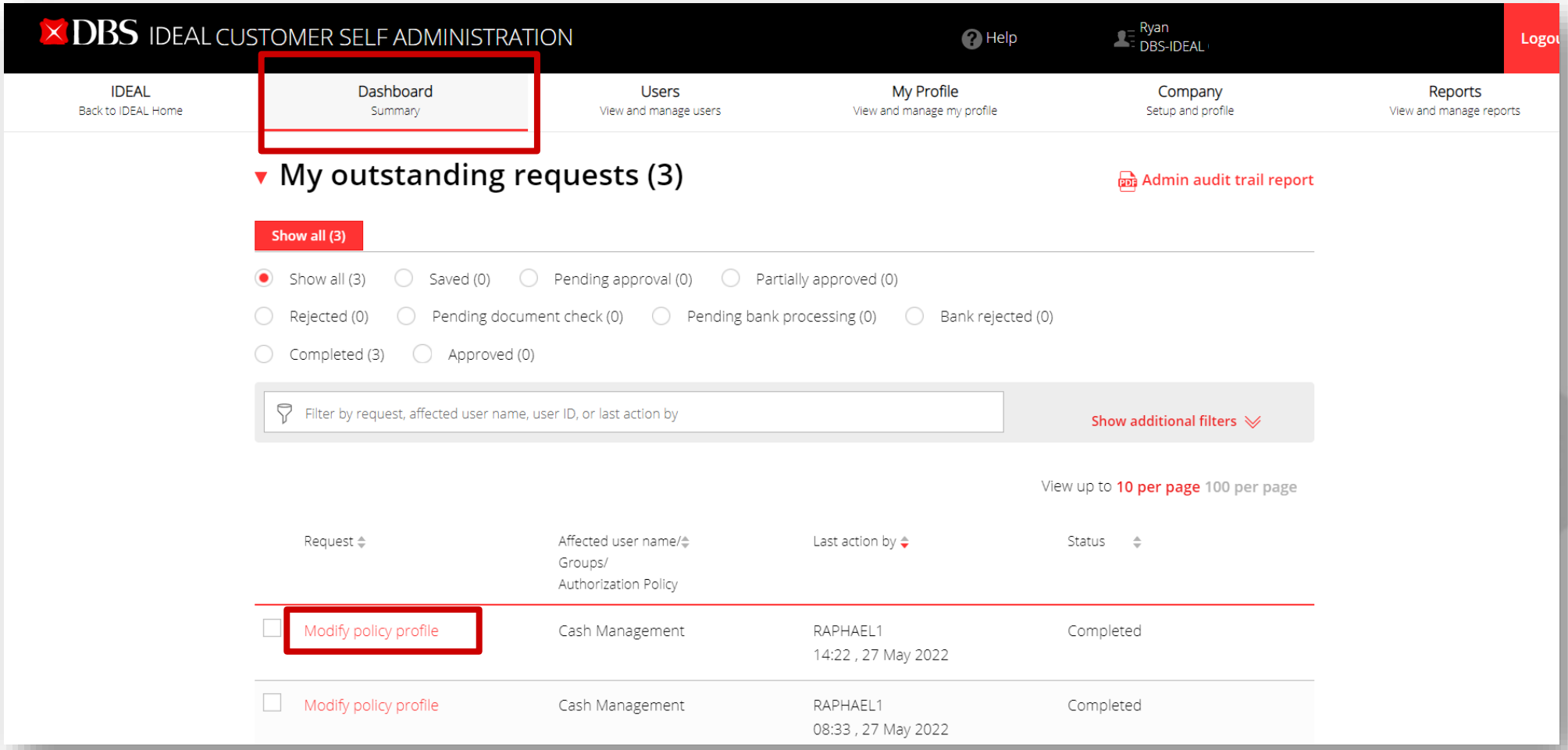
1. Access the **User** tab
2. Click on **Action** and then **Reset login details**



Approving Requests

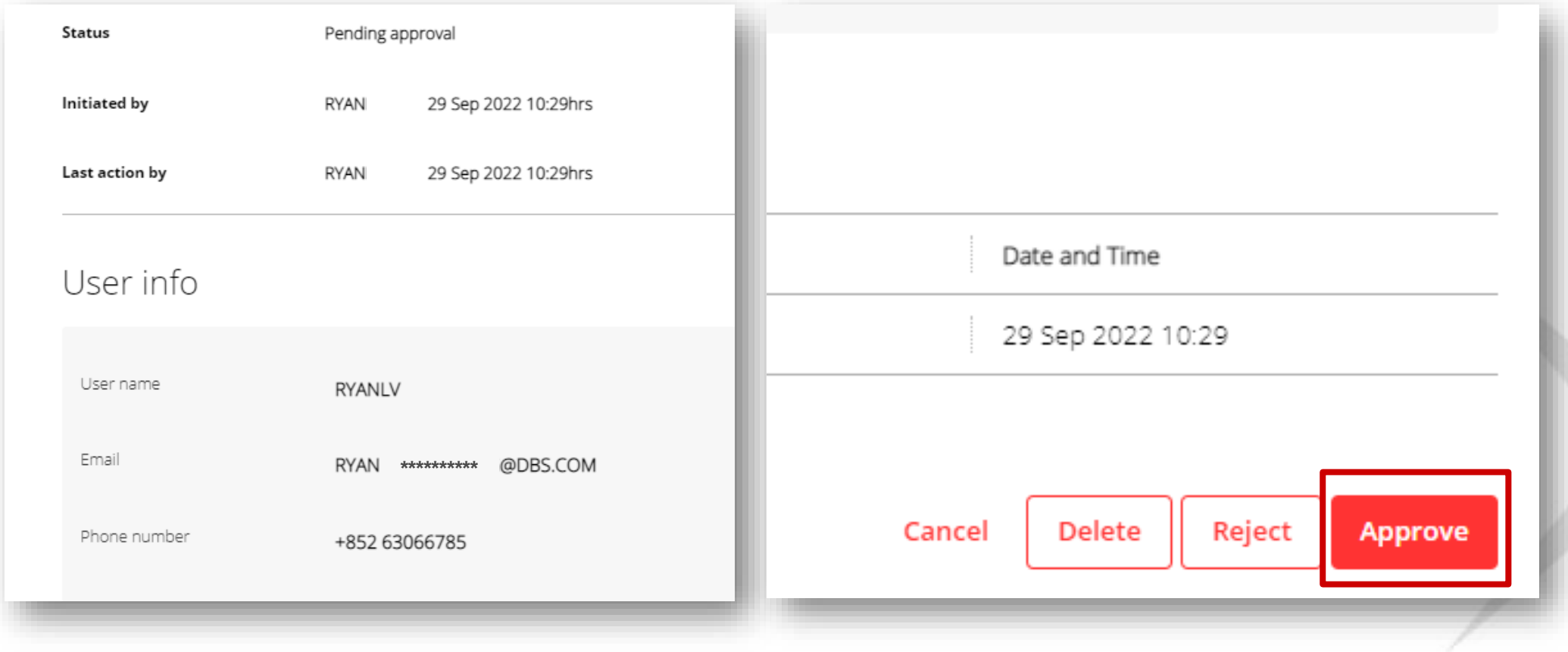
Approving Requests

1. Access **Dashboard** tab and click on the request you want to approve



Approving Requests

2. Verify the details and click on **Approve** to confirm the approval request



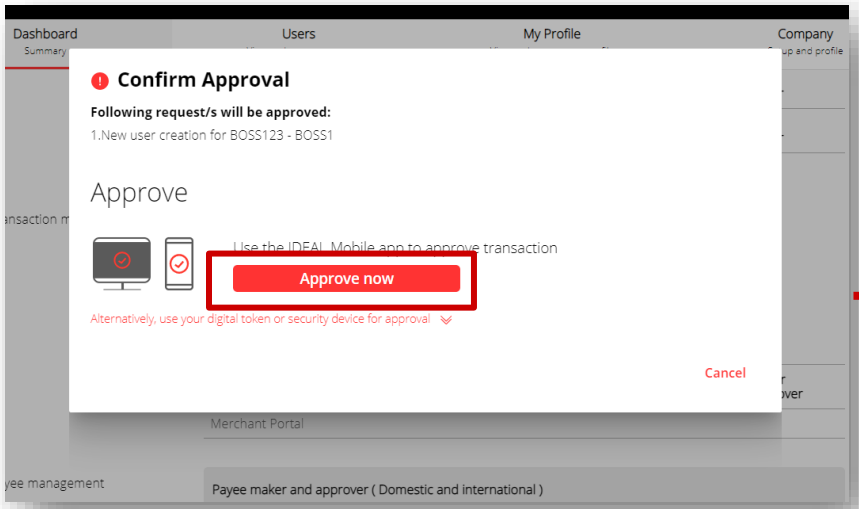
Approving Requests

3. Confirm approval with push notification, digital token, or hard token

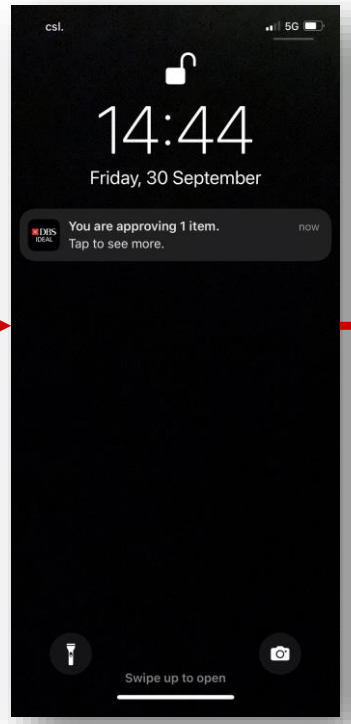
<u>If you approve the request using IDEAL Mobile:</u>

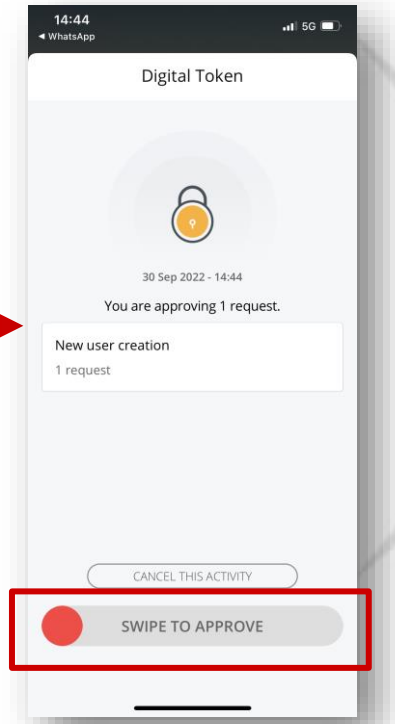
- Click on **Approve now** and use the IDEAL Mobile app to approve
- Tap on the push notification and then swipe to approve

On desktop



On mobile app

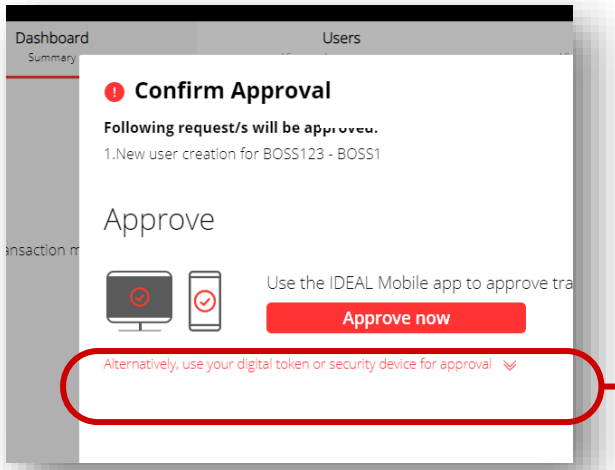




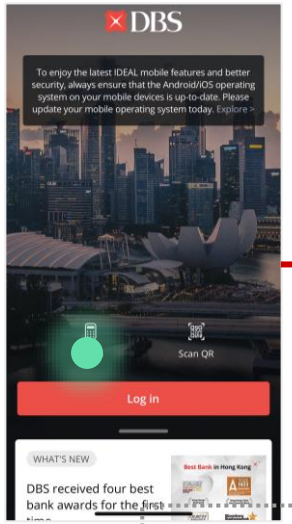
Approving Requests

If you approve the request using digital token:

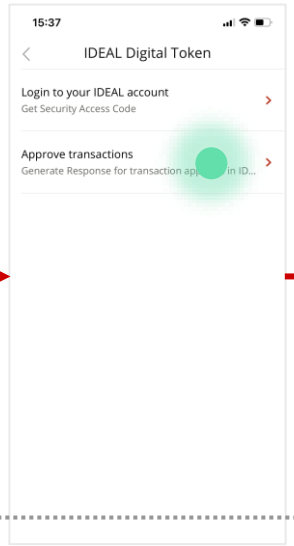
On desktop

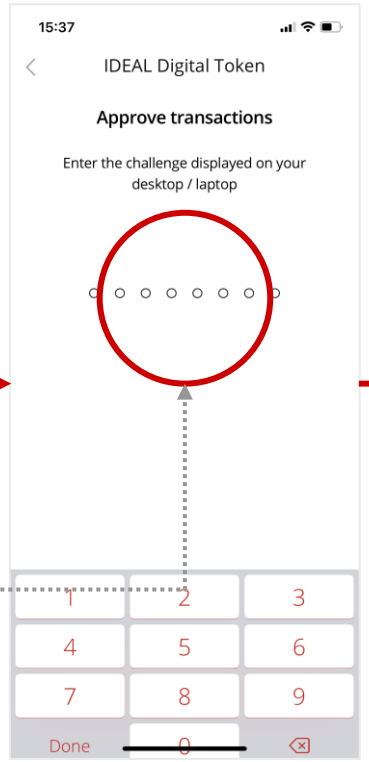


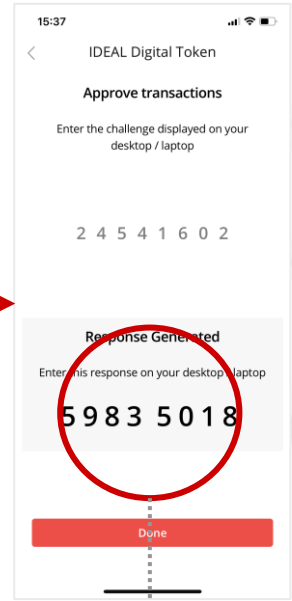
On mobile app

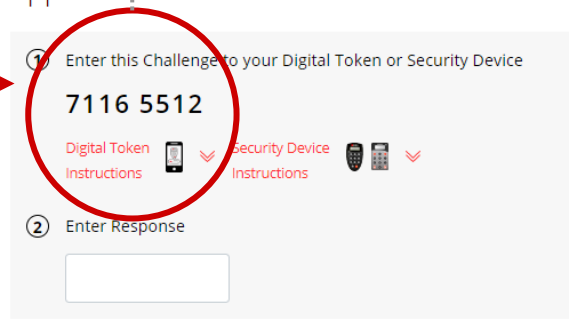


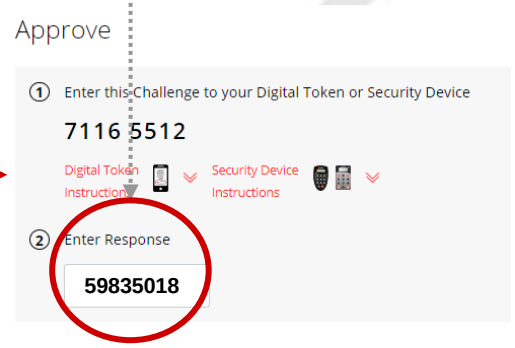
*Select **Approve transactions***











Approving Requests

If you approve the request using hard token:

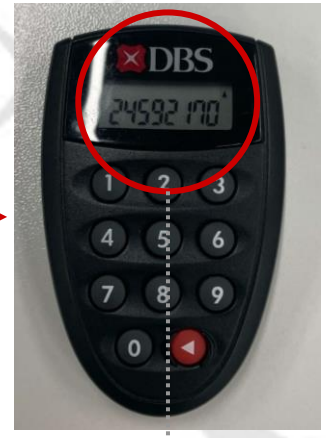
On hard Token

Enter your 6-digit PIN

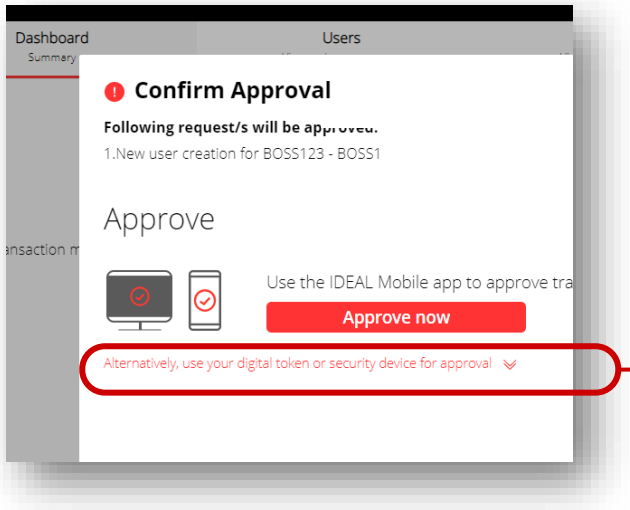
Press 3

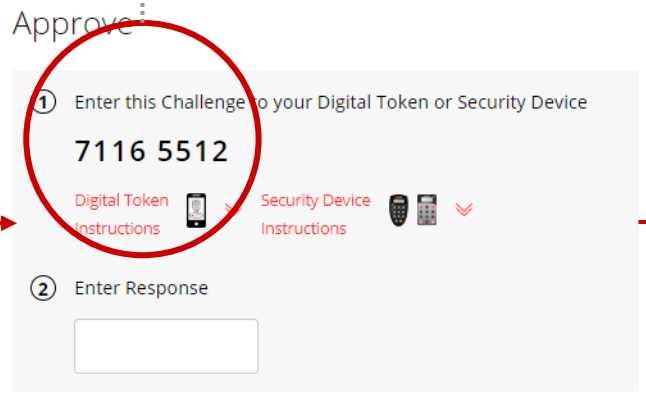
Enter Challenge Code

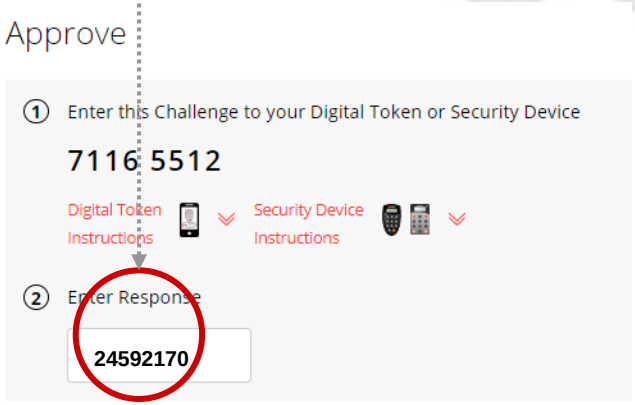
Return Response Code



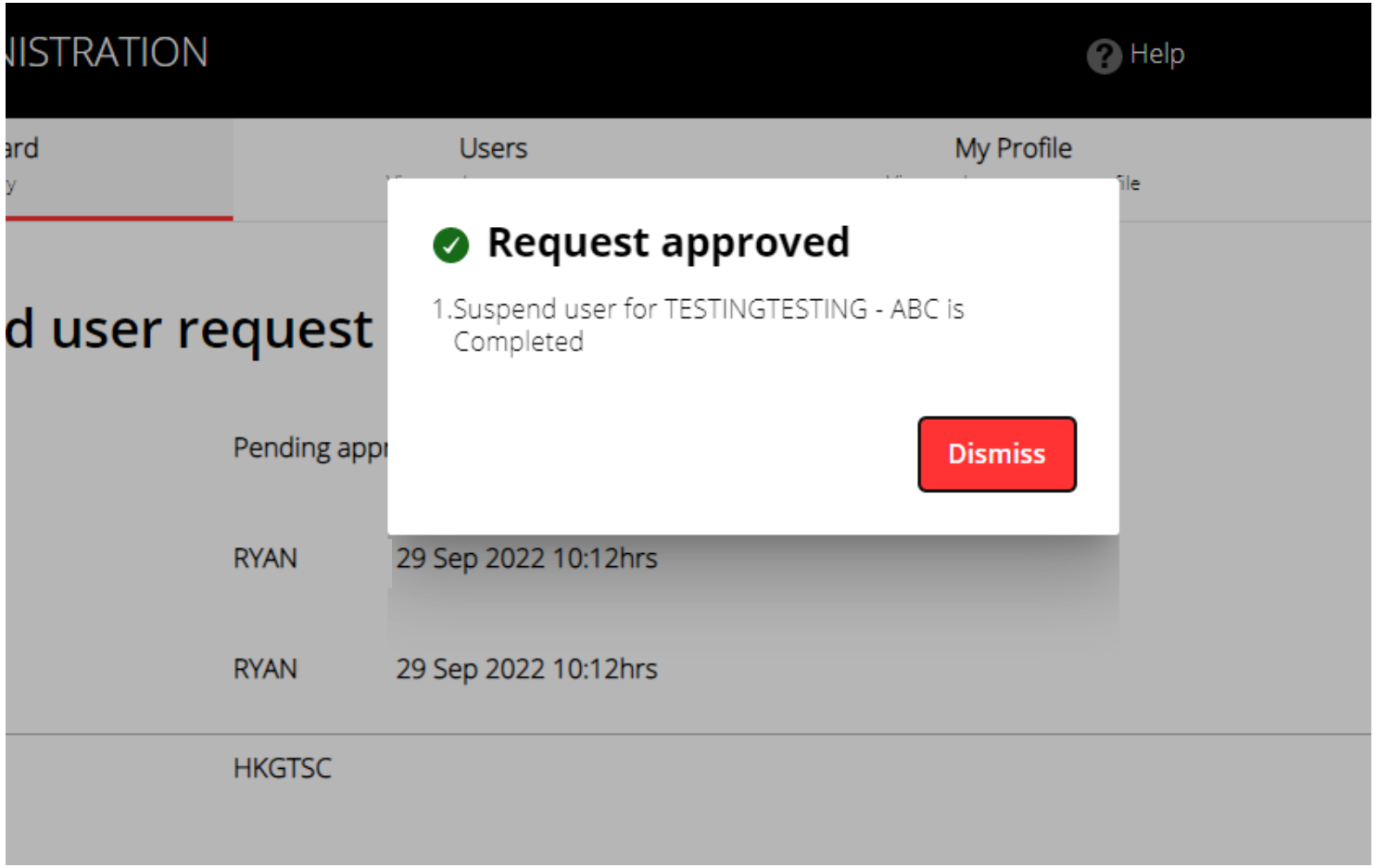
On desktop







DBS

Approving Requests

4. A successful notification message will pop up