



Live more,
Bank less

Audit Confirmation on DBS IDEAL

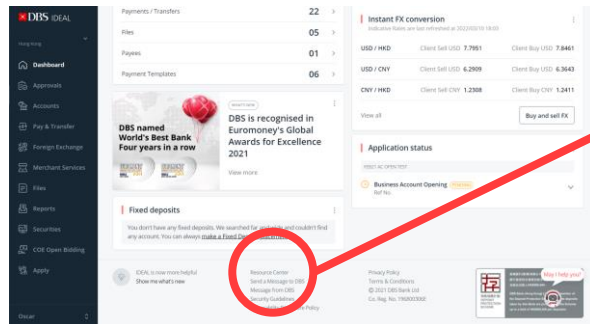
User Guide – HK

To start with...

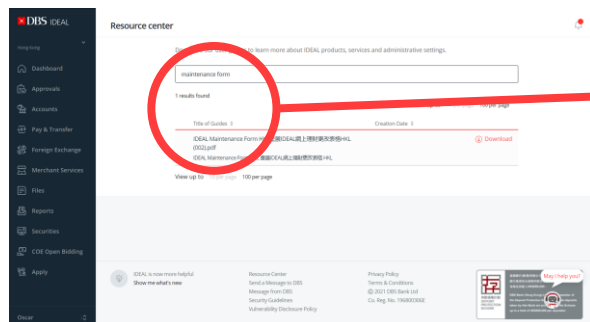
- All user with Audit Confirmation entitlement within the company can view in the dashboard that Audit Confirmation Request has been submitted & approved.
- Current IDEAL user could fill in **IDEAL Maintenance form** to get Audit Confirmation access and entitlements

How to get IDEAL Maintenance form?

1. Login to IDEAL, click on Resources Center



2. Search for "Maintenance form" and click download



How to add audit confirmation to existing Transaction Authorizer with IDEAL Maintenance form

01

01 Company Details 公司資料

Company Name* 公司名稱* ABC Ltd Organisation ID* 公司編號* HTABCD

Notes 備註:
You can also provide any Account Number if Organisation ID is not available
如果您未能提供公司編號, 您也可以提供戶口號碼

02

02 Add / Update / Remove User(s) or Service(s) 新增 / 更新 / 移除或申請服務

Select either 1 from below 從下列選擇1項

☒ Add 新增 ☐ New user 新增用戶

☐ Update 更新 ☐ Update user info 更新用戶資料

☐ Remove 移除 ☐ Service(s) 服務 ☐ User 用戶

Update service(s) (Select either 1 from below) 更新服務 (從下列選擇1項)

☒ Add particular service(s) only 僅添加特定服務

☐ Replace all existing service(s) 更新所有現有服務

User Info 用戶資料

IDEAL User ID IDEAL用戶編號*
(Create an ID for new IDEAL user or fill in existing IDEAL ID User)
(ID卡號碼或新IDEAL用戶編號, 填寫已有IDEAL用戶編號)

CHANTM

User Full Name 用戶全名*
(as in HKID / Passport) (須與香港身份證/護照相同)

Chan Tai Man

Nationality (Country / Region) 國籍 (國家 / 地區)

6-12 alphanumeric characters, i.e. A-Z and / or 0-9

2-Factor Authentication (2FA) Modes for new user 新用戶的雙重認證模式選擇

By default, all IDEAL users will be subscribed to Digital Token, 預設IDEAL新編碼器為雙重認證模式。

☐ Digital Token (Security Authentication via smartphone) 數碼編碼器 (經由智能手機進行保安認證)

☐ Physical Token Security Device (Application HK\$250 each) 實體保安編碼器 (申請每部HK\$250)

Note 備註:

1. Default the notification channels as SMS & email and language for notification (SMS & email) as English, unless otherwise specified in Special Features. 默認通知渠道為短信及電郵, 通訊語言為英語, 除非於特別指示中另有說明。
2. Authoriser groups are not available for Loan Servicing. 授權組別不適用於貸款服務。

Authoriser Group for Transaction Authoriser only* 交易授權人授權組別*

This is used to determine which authorisation group the user belongs to, where each group will have its own approving limit. Each user can only be in 1 group.
這用於確定用戶屬於哪個授權組別, 每組均有自己的授權限額。每個用戶只能屬於1個組別。

Group 組別:

This Transaction Authoriser will be assigned to group A, unless otherwise specified.
如沒有指定授權組別, 此用戶將自動歸為組別A。

Special Features 特別指示

Audit Confirmation

13

13 Declaration of the Company 公司聲明

1. I/ We confirm that the information given in this form is correct and complete, and authorise the Bank to confirm this from any source you may choose.

Signed by Authorised Signatories 被授權簽署人簽署*
with highest authority 擁有最高權限

[Signature]

*Mandatory 必須填寫

Date 日期*

2222-12-12 *Mandatory 必須填寫

For Bank Use Only
S.V.

Note: Fill in Nationality (Country / Region) & HKID / Passport Number if this user is a first time Transaction Maker or Authoriser / CSA in Part 02 AND attach Certified true copy of (i) ID card / passport and (ii) residential address proof issued in the last 3 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

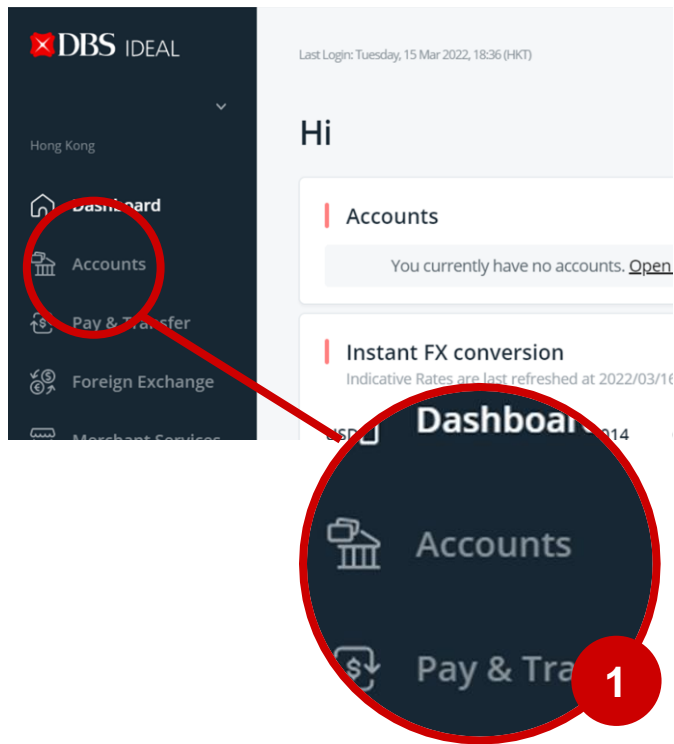
How to make a request

How to make a request

For existing DBS IDEAL users granted with Audit Confirmation access

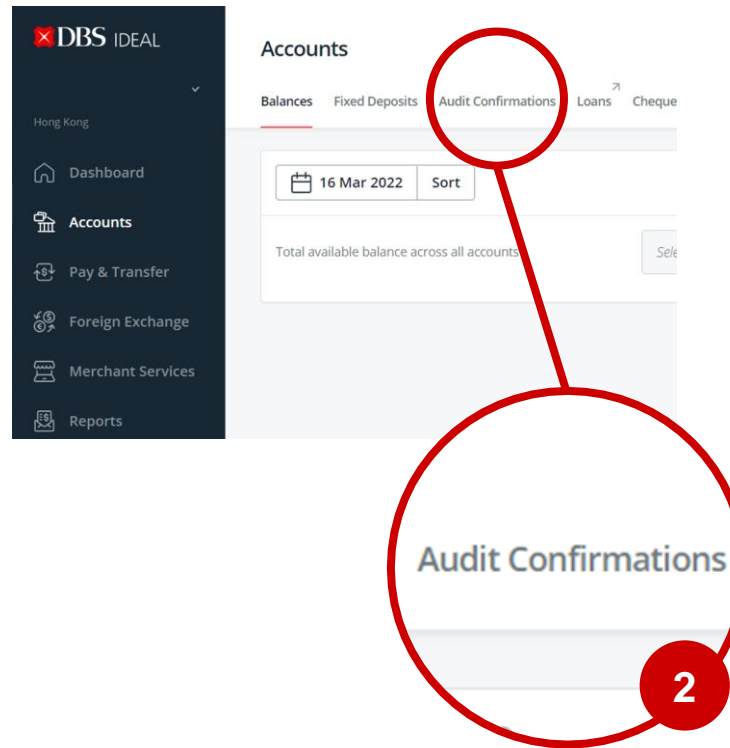
Step 1

Login IDEAL, click on “Accounts”



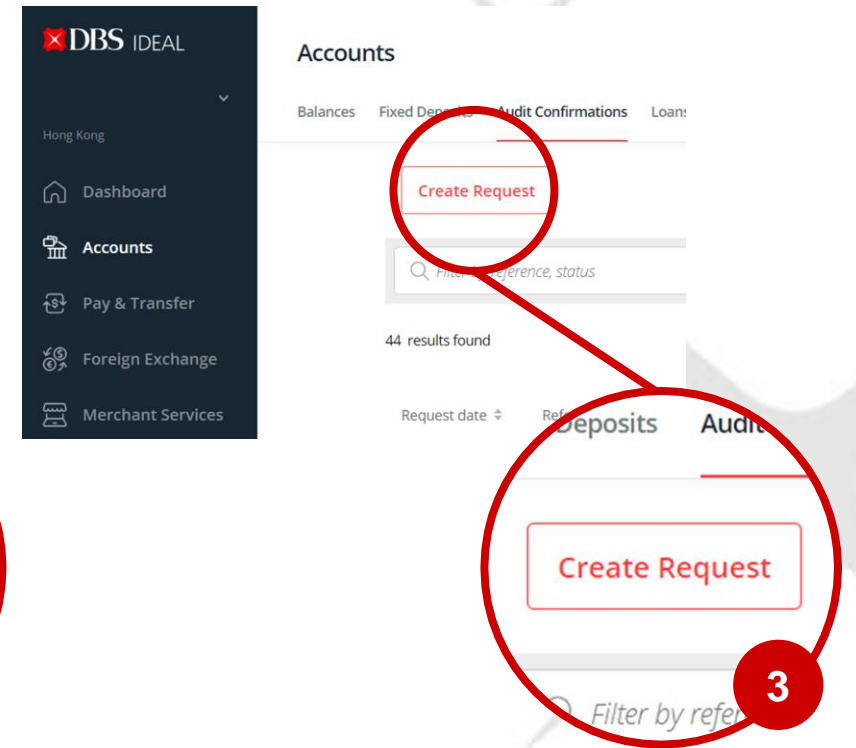
Step 2

Select “Audit Confirmation”



Step 3

Select “Create Request”

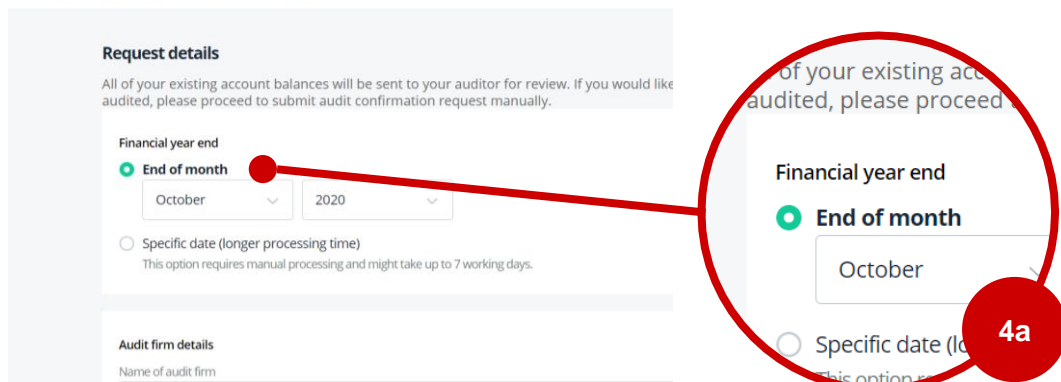


How to make a request

Step 4

Input Financial year end (FYE) to be audited - There are 2 ways to input Financial Year End (FYE) to be audited.

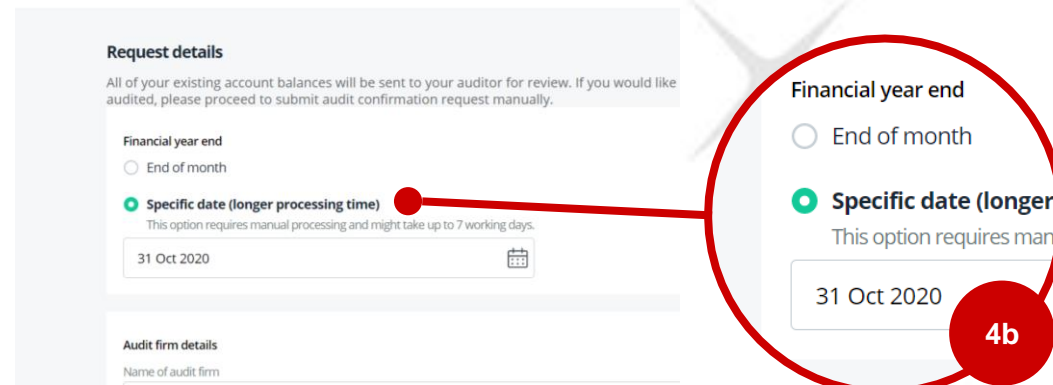
Create audit confirmation request



The screenshot shows the 'Request details' section of the 'Create audit confirmation request' form. Under 'Financial year end', the 'End of month' option is selected with a green dot. Below it, a dropdown menu shows 'October' and a year dropdown shows '2020'. A red circle highlights the 'End of month' option and the dropdowns, with a red line pointing to a larger red circle labeled '4a' that also highlights the same options. The 'Specific date (longer processing time)' option is unselected.

- Please input at (1) **End of month** if your company's FYE falls on the last day of the month. Example: 31 Dec, 30 Nov, 30 Sep.
- Please note Mar 2020 is earliest possible month-end.
- For future dates, you may select up to 3 months in advance. Example: if today is 16 Mar 2022, you can select up to May 2022.

Create audit confirmation request



The screenshot shows the 'Request details' section of the 'Create audit confirmation request' form. Under 'Financial year end', the 'Specific date (longer processing time)' option is selected with a green dot. Below it, a date input field shows '31 Oct 2020' and a calendar icon. A red circle highlights the 'Specific date (longer processing time)' option and the date input, with a red line pointing to a larger red circle labeled '4b' that also highlights the same options. The 'End of month' option is unselected.

- Please input at (2) **Specific date** if your company's FYE does not fall on the last date of the month. Example: 15 Oct, 11 Jan.
- Please note this option will take longer processing time

How to make a request

Step 5

Input Audit Firm Details - There are 2 ways to input audit firm details.

31 Oct 2020

Audit firm details

Name of audit firm

ACHK Self Serve UAT Firm

Test new auditor

test09

Others

Postal delivery

Addressee name

Audit firm details

Name of audit firm

ACHK Self Serve UAT Firm

Test new auditor

test09

5a

- If you have previously submitted an Audit Confirmation Request (via manual hardcopy route), you can select Audit Firm from the drop-down list.

☐ Specific date (longer processing time)
This option requires manual processing and might take up to 7 working days.

Audit firm details

Name of audit firm

Others

Name of New Audit firm

Audit firm details

Name of audit firm

Others

Name of New Audit firm

5b


- If you are using a new audit firm and unable to locate its name in the dropdown list, please select “Others” and input the name of the new audit firm below.

How to make a request

Step 6

3 delivery options are made available and fees are as per screenshot below.

We would strongly encourage you to select “email only”, to enjoy greater convenience, lower fees and help us reduce our carbon footprint. Your auditors will receive an email with the encrypted Audit Confirmation response from us upon completion of the request.



FASTEST

Delivery method and fees

☒ Email only - HKD 300

FASTEST

☐ Postal only - HKD 350

☐ Email and postal - HKD 650

Email delivery



Delivery method and fees

☐ Email only - HKD 300

☒ Postal only - HKD 350

FASTEST

☐ Email and postal - HKD 650

Postal delivery



+



Delivery method and fees

☐ Email only - HKD 300

☐ Postal only - HKD 350

FASTEST

☒ Email and postal - HKD 650

FASTEST

Email delivery

Note: Pricing is subject to DBS’ discretion.

How to make a request



If delivery method "Email" is selected

Step 7a – 1

Click "Add new email" button

The screenshot shows the 'Auditor's email' section of the form. The 'Add new email' button is highlighted with a red circle and a red dot. A red arrow points from this button to the 'Add New Email' popup.

Popup
will appear

The popup form has two input fields: 'Nickname' (with 'Alex' entered) and 'Email' (with 'Alex@demo.com' entered). Below each field is a character count: '60 characters left' for the nickname and '51 characters left' for the email. At the bottom, there is a '+ Add another contact' link, a 'Cancel' button, and a 'Save & close' button.

- Input the 1st email address and Nickname and click "Add another contact" to add more email addresses.
- You may indicate up to 10 email addresses in 1 request.

- If you have inputted a wrong email address, click on the "Bin" icon to delete.

Step 7a – 2

Encrypt response document with password.

The screenshot shows the 'Protect with password' section. It includes a 'Select email from existing contacts' dropdown, a password input field, a 'Confirm password' field, and a 'Billing' section. A red circle highlights the password input field, with a red arrow pointing from the 'Add new email' button in Step 7a-1 to it. A red dot is placed on the password field. A red circle with the text '7a (2)' is also present.

- Once the email addresses are inputted, please proceed to click "Save & close" button.
- Please be reminded to ensure the accuracy & completeness of the email addresses inputted as the successful delivery of the Audit Confirmation response is dependent on the details submitted.

- As the Audit Confirmation response will be sent directly to the Auditors' email address(es), the file will be encrypted with the password of your choice.
- Please be reminded to save and relay the password you have chosen for this request to the relevant auditor(s) in secured channel. Neither the bank or IDEAL will store your password and display to you again once the password was set.

How to make a request



If delivery method “Postal” is selected

Step 7b – 1

Input addressee name

Postal only - HKD 350

Email and postal - HKD 650

Postal delivery

Addressee name

Alex

96 characters

Location of audit firm

Hong Kong

Auditor's mailing address

☒ UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

☐ Use another address

Billing

Pay fees with

LXX XXPENG

000912297

Postal delivery

Addressee name

Alex

7b (1)

Step 7b – 2a

Select mailing address recorded in system; OR

Postal only - HKD 350

Email and postal - HKD 650

Postal delivery

Addressee name

Alex

96 characters

Location of audit firm

Hong Kong

Auditor's mailing address

☒ UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

☐ Use another address

Billing

Pay fees with

LXX XXPENG

000912297

Auditor's mailing address

☒ UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

☐ Use another address

7b (2a)

Step 7b – 2b

Choose “Use another address” and key in address manually if there is any change in auditor’s address

Location of audit firm

Hong Kong

Auditor's mailing address

☐ UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

☒ Use another address

Address

Country/Region

Postal code (optional)

Billing

Pay fees with

LXX XXPENG

000912297

Use another address

Address

7b (2b)

How to make a request

Step 8

Select account to be used for settling the fee

Billing

Pay fees with

TESTING 001234567

Declaration

☐ I acknowledge the original audit confirmation request was from the Auditor.

- You may select from a drop-down list of Current Account / Savings Account (CASA) for the fee to be debited.
- As there is a fixed fee to be debited, please be reminded to select a CASA with sufficient funds to prevent request from failing.

Step 9

Acknowledge the declaration

Billing

Pay fees with

TESTING 001234567

Declaration

☐ I acknowledge the original audit confirmation request was from the Auditor.

- You need to confirm the original request is from auditor

How to make a request

Step 10

Once all mandatory fields are inputted, please click “Review”.

The screenshot shows the 'Review' step of the audit confirmation request process. It includes sections for 'Auditor's mailing address', 'Billing', and 'Declaration'. The 'Review' button is circled in red. A red circle with the number '10' is also present.

Step 11

Review and submit after verify details are accurate

The screenshot shows the 'Review' step with details to be verified. It includes fields for 'Financial year end', 'Audit firm', 'Delivery method and fees', 'Pay fees with', 'Addressee name', and 'Auditor's mailing address'. The 'Submit' button is circled in red. A red circle with the number '11' is also present.

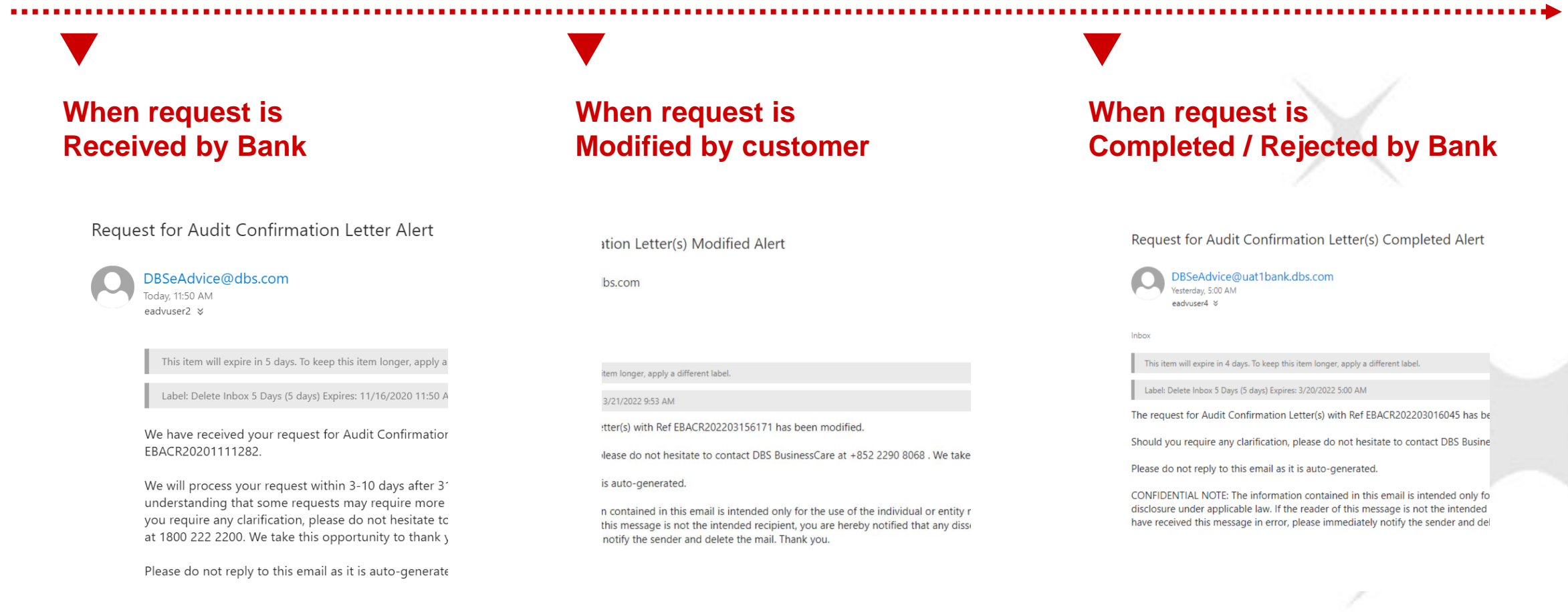
Step 12

This indicates that your request is successfully submitted.

The screenshot shows the 'Request submitted' confirmation page. It includes a green checkmark, the text 'Request submitted', a reference number 'EBACR202203166175', and buttons for 'Print' and 'Finish'. The 'Finish' button is circled in red.


- You may take note of the reference number indicated on this page & track the status in real time on the Dashboard page.
- Press Finish to return to the initial Audit Confirmation Dashboard page.

You will be notified via email when...



When request is Received by Bank

Request for Audit Confirmation Letter Alert



DBSeAdvice@dbs.com
Today, 11:50 AM
eadvuser2 ✉

This item will expire in 5 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 11/16/2020 11:50 AM


We have received your request for Audit Confirmation Letter(s) with Ref EBACR20201111282.

We will process your request within 3-10 days after 3 business days, with the understanding that some requests may require more time. If you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for your request.

Please do not reply to this email as it is auto-generated.

When request is Modified by customer

Audit Confirmation Letter(s) Modified Alert



DBSeAdvice@uat1bank.dbs.com
Yesterday, 5:00 AM
eadvuser4 ✉

This item will expire in 4 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 3/20/2022 5:00 AM

The request for Audit Confirmation Letter(s) with Ref EBACR202203156171 has been modified.


Please do not hesitate to contact DBS BusinessCare at +852 2290 8068 . We take this opportunity to thank you for your request.

This email is auto-generated.

The information contained in this email is intended only for the use of the individual or entity named in this message. If the reader of this message is not the intended recipient, you are hereby notified that any disclosure of the information contained in this email is unintended and may be confidential. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you.

When request is Completed / Rejected by Bank

Request for Audit Confirmation Letter(s) Completed Alert



DBSeAdvice@uat1bank.dbs.com
Yesterday, 5:00 AM
eadvuser4 ✉

This item will expire in 4 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 3/20/2022 5:00 AM

The request for Audit Confirmation Letter(s) with Ref EBACR202203016045 has been completed.

Should you require any clarification, please do not hesitate to contact DBS BusinessCare at 1800 222 2200. We take this opportunity to thank you for your request.

Please do not reply to this email as it is auto-generated.

CONFIDENTIAL NOTE: The information contained in this email is intended only for the use of the individual or entity named in this message. If the reader of this message is not the intended recipient, you are hereby notified that any disclosure of the information contained in this email is unintended and may be confidential. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you.

Status Enquiry

Status Enquiry

Check your request status on IDEAL Audit Confirmation page

Click to view details / edit the request

Request date	Reference	Auditor / Deliver to	Financial year end	Pay fees with	Status	Download
11 Nov 2020 by SGACCPSF12	EBACR20201111288	Test Same Auditor	31 Aug 2020	0010438131	Received	
11 Nov 2020 by SGACCPSF12	EBACR20201111285	Test Same Auditor	31 Aug 2020	2889000224	Received	
11 Nov 2020 by SGACCPSF12	EBACR20201111284	Test Same Auditor	31 Aug 2020	2889000224	Received	
				2889000224	Completed	

Once request is completed, click to download audit reply letter. A similar copy is also forwarded via email to auditors if email delivery is selected.



Status	Definition
Received	Request is received by the Bank and is being processed.
Completed	Request has been processed.
Rejected	Request has been rejected by the Bank.

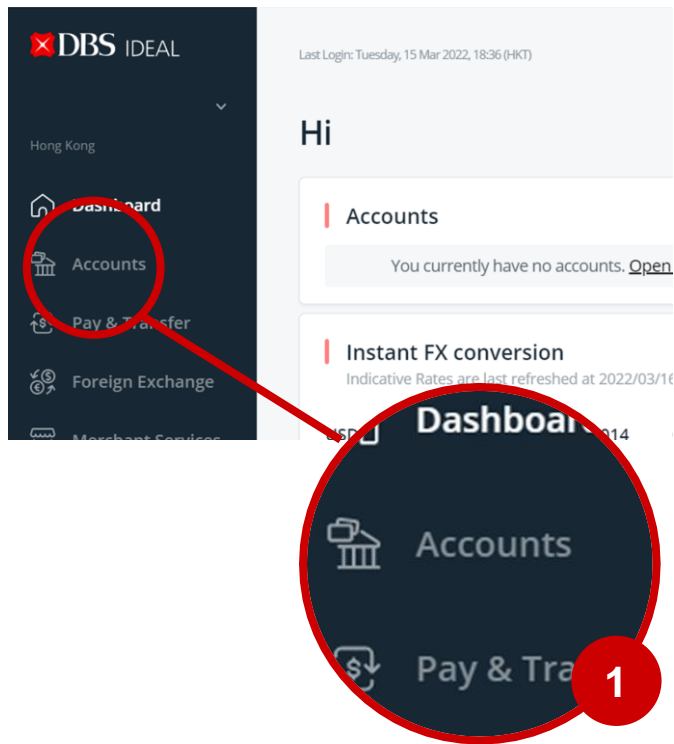
How to edit a request

*Modification is allowed only when request is in “Received status” and during 9am to 830pm daily.

How to edit a request

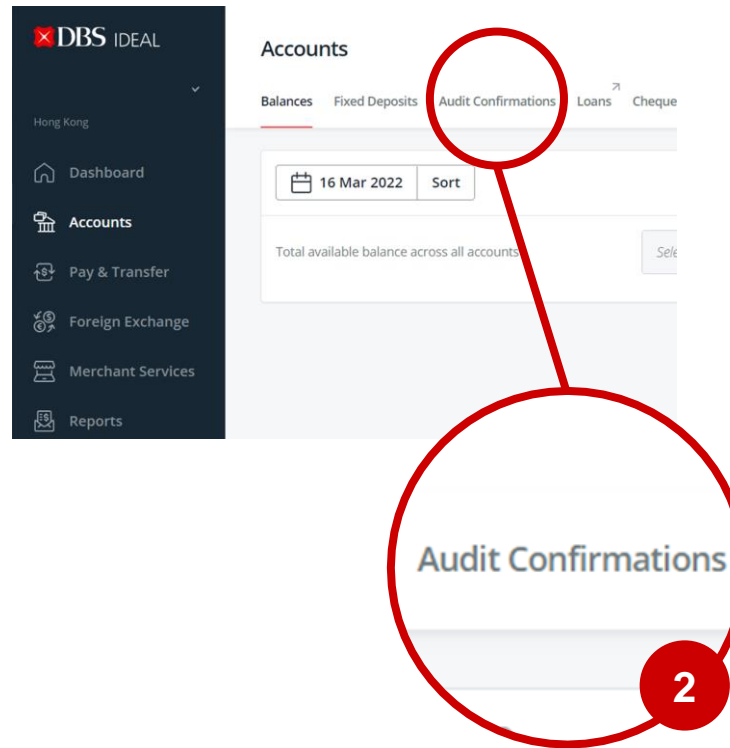
Step 1

Login IDEAL, click on “Accounts”



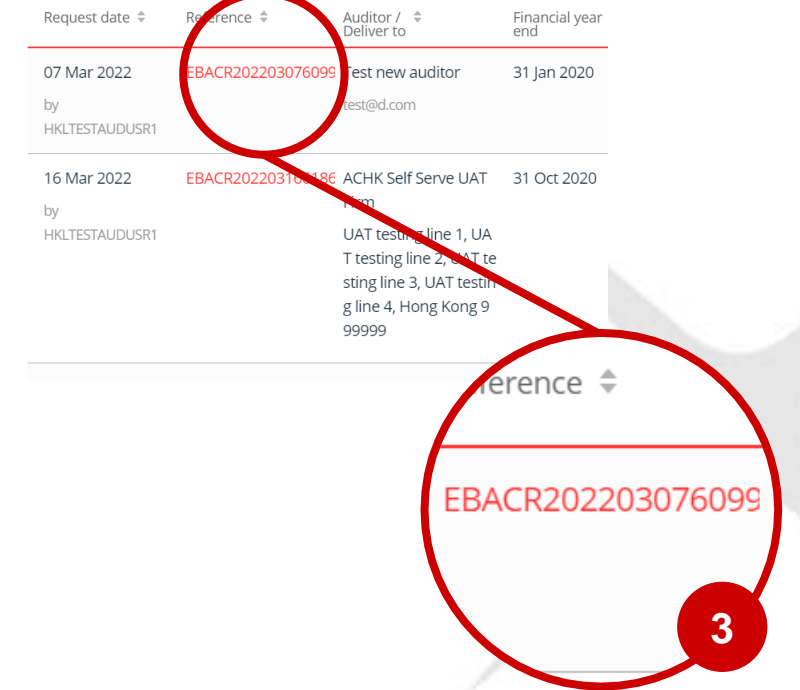
Step 2

Select “Audit Confirmation”



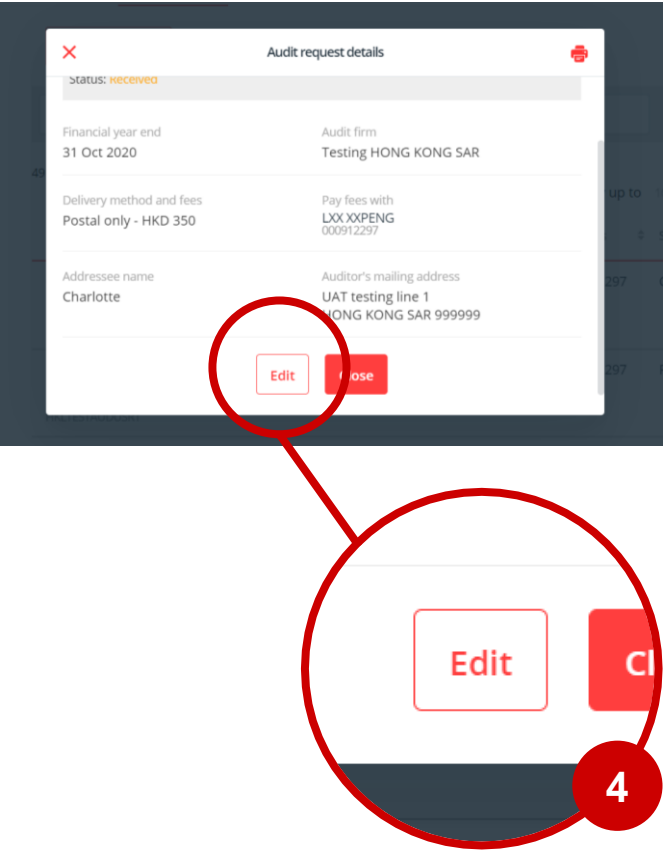
Step 3

Click on the reference number



How to edit a request

Step 4
Scroll down and click Edit



Step 5a – If delivery method “Email” is selected
Edit auditor’s email and password for document

Email delivery
Via a password-protected document

Auditor's email
All contacts selected
You may enter up to 10 emails, separated by a comma

Protect with password
Password should be between 6 to 8 characters and is case sensitive

Confirm password



Step 5b – If delivery method “Postal” is selected
Edit addressee name and postal address

Postal delivery

Addressee name
Demo

Address
Demo line 1

Country/Region
HONG KONG SAR

Postal code (optional)
999999

Step 6
Review and submit modification

