



Live more,
Bank less

Audit Confirmation on DBS IDEAL

User Guide – HK

How to Apply for Audit Confirmation via Online IDEAL Maintenance Form

How to Apply for Audit Confirmation via Online IDEAL Maintenance Form

1. Select “Add user(s) or edit existing users’ services and roles”

IDEAL Maintenance Form

Use this form to manage and control user accesses and your company’s profile. Assign administrator access to designated users at no charge for greater flexibility and control on DBS IDEAL. Click [here](#) for more details.

Organisation Detail

Company Name
HK IDEAL LTD

Organisation ID
HKIDEAL

What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)

☐ Update existing users’ details

☒ Add user(s) or edit existing users’ services and roles

☐ Delete existing user(s)

Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)

☐ Add / update Customer Self Administrator (CSA) Policy

☐ Add / update Loan Authorisation Policy

☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control

☐ Add / update Parent -Subsidiary Linkage(s)

☐ Special instructions

☐ Mandate / Board Resolution for CSA

Next

2. Select “Add new user” or “Update existing user’s services and roles” and “add specific services and roles only”

Add User(s) or Edit Existing Users' Services and Roles

As part of our enhanced security process, we require you to provide us with a valid mobile number & email address. An invalid mobile number or email address may result in the inability to authenticate you and affect your login.

User 1 Clear

Name (as per HKID / Passport)
CHAN

Do you want to add user or edit existing users’ services and roles?

☐ Add new user

☒ Update existing user’s services and roles

☒ Add specific services and roles only, other existing ones remain unchanged

☐ Replace all existing services and roles

☐ Remove user’s services and roles

Removing a user removes user’s entitlement from IDEAL. If you would like delete a user, go to **Delete existing user(s)** section.

User Info

Identity doc type
Select

HKID / Passport Number
[Text Field]

Nationality
Select

How to Apply for Audit Confirmation via Online IDEAL Maintenance Form

3. “Transaction Authoriser” and authoriser group must be selected to enable the audit confirmation service

User Roles to Add (if applicable)

Add user role(s)

☐ Customer Self Administrator (CSA) ⓘ

☐ Contact Person ⓘ

At least 2 required for a company

Add user role(s) for services

☐ Enquiry

☐ Account & Trade Enquiry ⓘ

☐ Loan enquiry ⓘ

☐ Transaction Maker ⓘ

☒ Transaction Authoriser ⓘ

Authoriser Group for Cash & Trade Services ⓘ

Select

Please choose an authoriser group

4. Select “Others” and enter “Audit confirmation” in the textbox

Services To Add (if applicable)

Add service(s)

☐ Cash and Trade services

☐ Payment

☐ Payroll ⓘ

☐ Collection ⓘ

☐ Fixed Deposit ⓘ

☐ Trade Finance ⓘ

☐ Open Account Trade (OAT) ⓘ

☐ Open Account Trade-Supplier Finance (OAT SF) ⓘ

☐ Open Account Trade-Accounts Receivable Purchase (OAT ARP) ⓘ

☐ Loan ⓘ

☐ FX Online ⓘ

☒ Others

Audit confirmation

Add access to which accounts?

☒ All accounts (including sub accounts)

☐ Specific accounts

☐ All accounts except specific accounts

Please be reminded to provide your certified true copy of your ID / passport and residential address proof. ⓘ



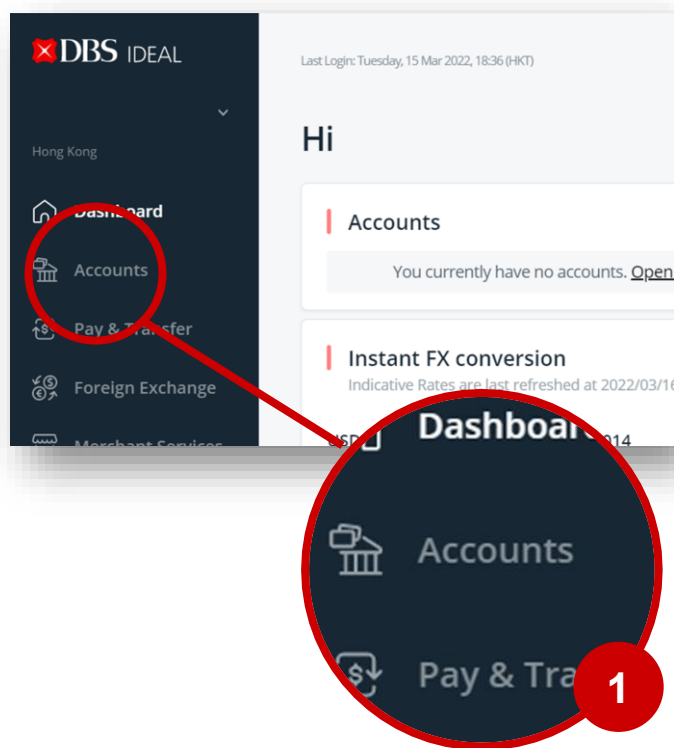
How to make a request

How to make a request

For existing DBS IDEAL users granted with Audit Confirmation access

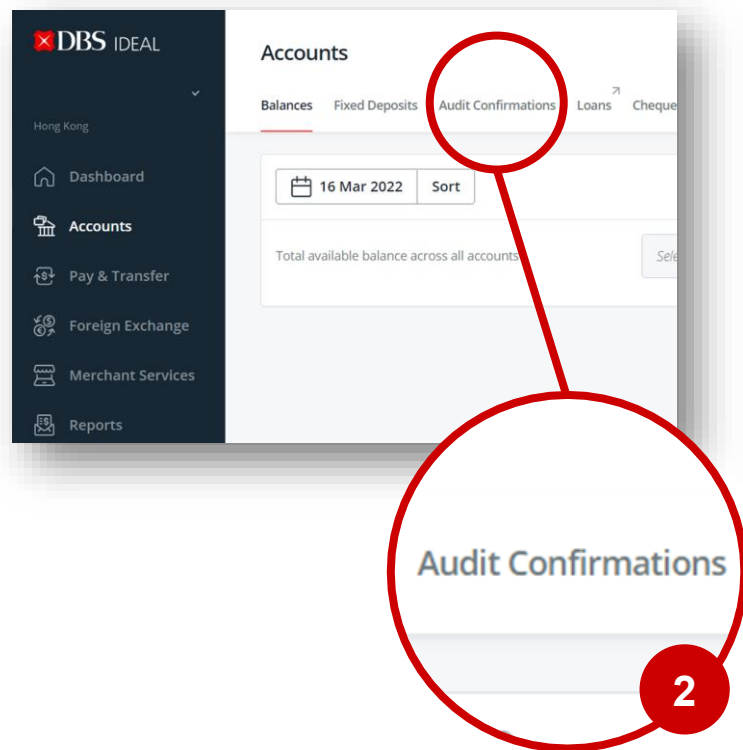
Step 1

Click on “Accounts”



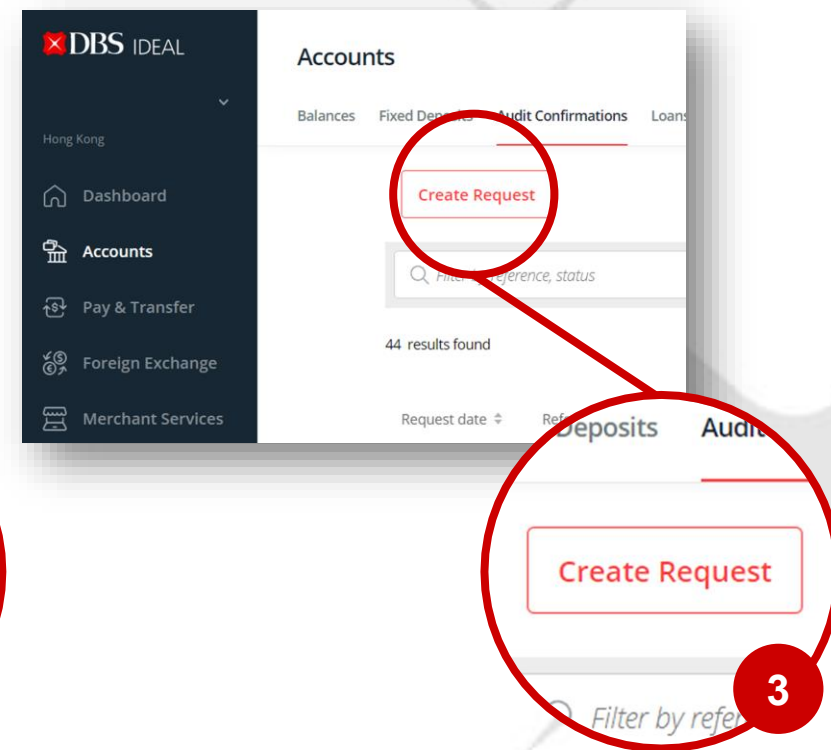
Step 2

Select “Audit Confirmation”



Step 3

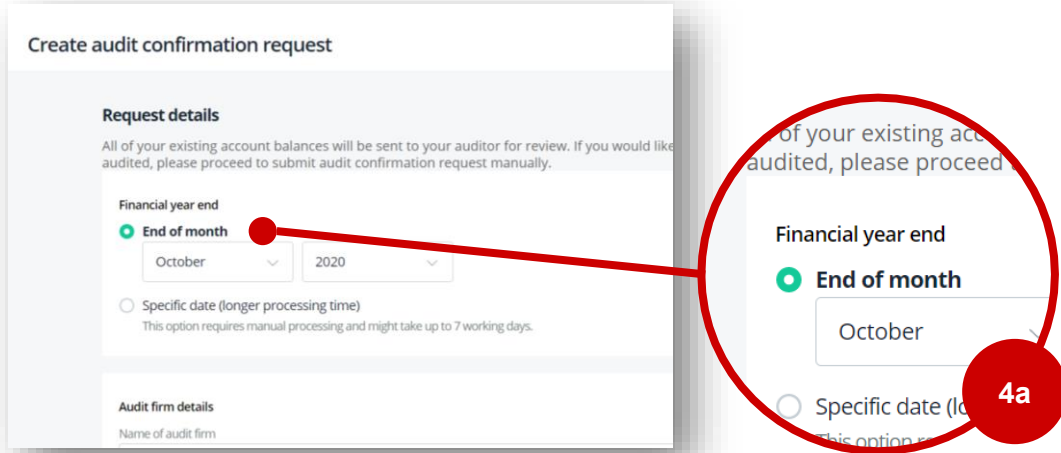
Select “Create Request”



How to make a request

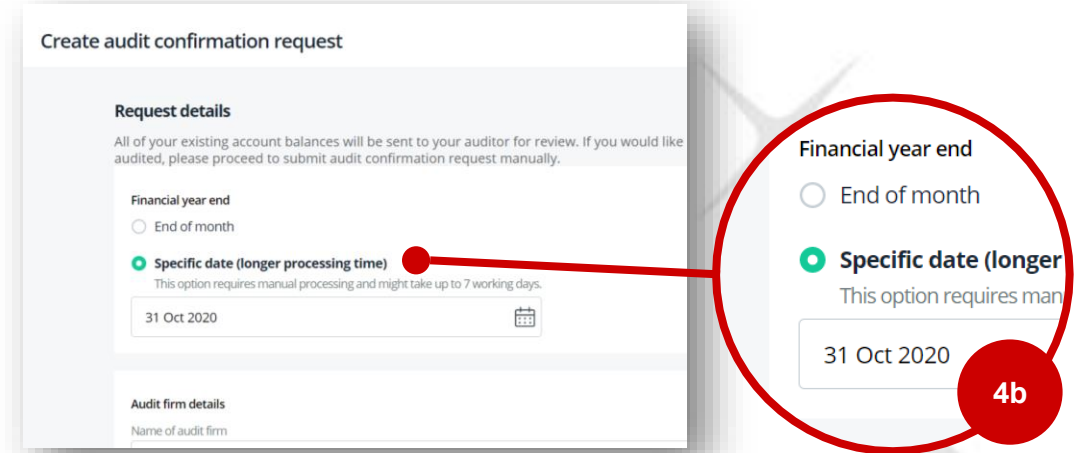
Step 4

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



The screenshot shows the 'Create audit confirmation request' form. Under the 'Request details' section, the 'Financial year end' is set to 'End of month' (selected with a green dot). Below this, there are dropdown menus for the month ('October') and the year ('2020'). A red circle highlights the 'End of month' option and the month/year dropdowns, with a red line pointing to a larger red circle labeled '4a'.

- 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.
- For future dates, you may select up to 3 months in advance. Example: if today is 16 Mar 2025, you can select up to May 2025.



The screenshot shows the 'Create audit confirmation request' form. Under the 'Request details' section, the 'Financial year end' is set to 'Specific date (longer processing time)' (selected with a green dot). Below this, there is a text input field for the date ('31 Oct 2020') and a calendar icon. A red circle highlights the 'Specific date (longer processing time)' option and the date input field, with a red line pointing to a larger red circle labeled '4b'.

- Please input at (2) **Specific date** if your company's FYE does not fall on the last day of the month. Example: 15 Oct, 11 Jan.
- Please note this option might take up to 7 working days.

How to make a request

Step 5

Input Audit Firm Name

Create audit confirmation request

Request details

All of your existing account balances will be sent to your auditor for review. If you would like only specific accounts to be audited, please proceed to submit audit confirmation request manually.

Financial year end

☐ End of month

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

31 Mar 2020

Audit firm details

Name of audit firm


80 characters left

How to make a request

Step 6

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

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



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

Popup
will appear

Add new email

7a
(1)

- 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.

- 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.

Protect with password

.....

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

Confirm password

.....

Confirm password

.....

7a
(2)

- 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

Input addressee name and address

Delivery method and fees

☐ Email only - HKD 300

FASTEST

☒ Postal only - HKD 350

☐ Email and postal - HKD 650

Postal delivery

Addressee name

Tester

94 characters left

Address

ABC Company, The Center, HK

73 characters left

Country/Region

HONG KONG SAR

Postal code (optional)

10 characters left

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.

How to make a request

Step 10

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

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

Declaration
☒ I acknowledge the original audit confirmation request was from the Auditor.

[Cancel](#) [Review](#)

IDEAL is now more helpful
Show me what's new

Resource Center
Send a Message to DBS
Message from DBS
Security Guidelines
Vulnerability Disclosure Policy

Privacy Policy
Terms & Conditions
© 2021 DBS Bank Ltd
Co. Reg. No. 196800306E

May I help you?

Step 11

Review and submit after verifying details are accurate

Review

Financial year end 31 Oct 2020	Audit firm ACHK Self Serve UAT Firm
Delivery method and fees Postal only - HKD 350	Pay fees with LXX.XXPENG 000912297
Addressee name Charlotte	Auditor's mailing address UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

[Back](#) [Submit](#)

Step 12

This indicates that your request is successfully submitted.

Create audit confirmation request

☒ Request submitted
Reference number: EBACR202203166175

[Print](#) [Finish](#)


Financial year end 31 Oct 2020	Audit firm ACHK Self Serve UAT Firm
Delivery method and fees Postal only - HKD 350	Pay fees with LXX.XXPENG 000912297
Addressee name Charlotte	Auditor's mailing address UAT testing line 1, UAT testing line 2, UAT testing line 3, UAT testing line 4, Hong Kong 999999

- 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. Please note 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**

Request for Audit Confirmation Letter(s) Modified Alert

 DBSeAdvice@dbs.com

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

Label: Delete Inbox 5 Days (5 days) Expires: 3/21/2022 9:53 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 the email. 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 unauthorized. 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 ✉

Inbox

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 the email. 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 unauthorized. 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.

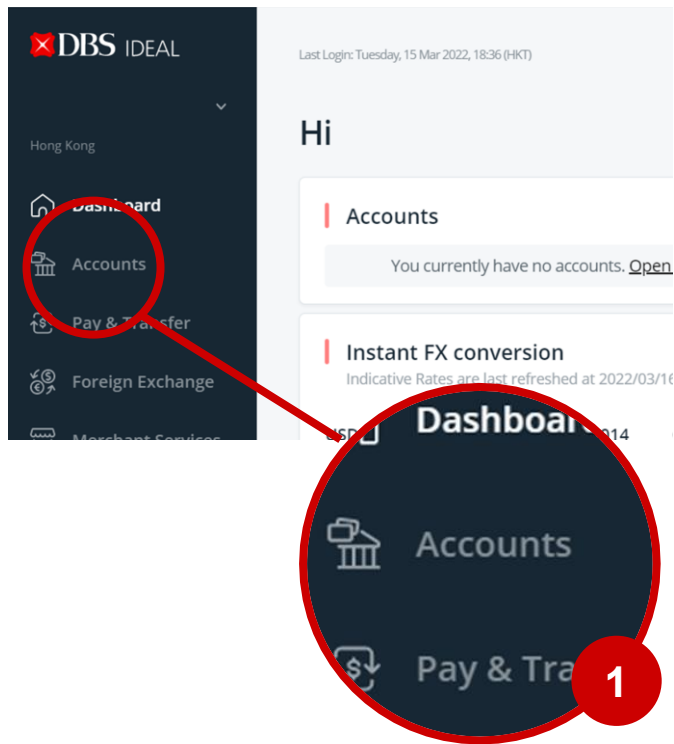
How to edit a request

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

How to edit a request

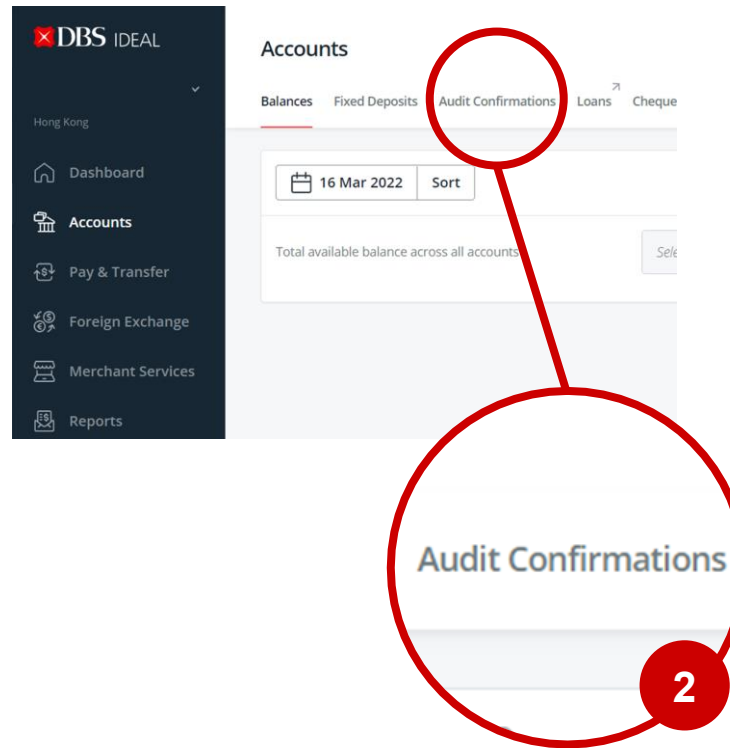
Step 1

Login IDEAL, click on “Accounts”



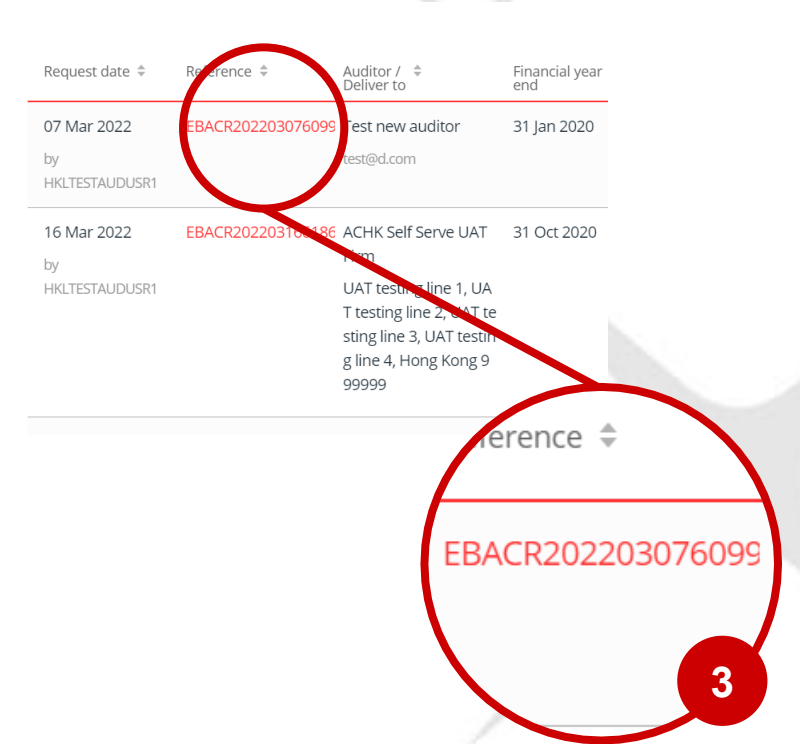
Step 2

Select “Audit Confirmation”



Step 3

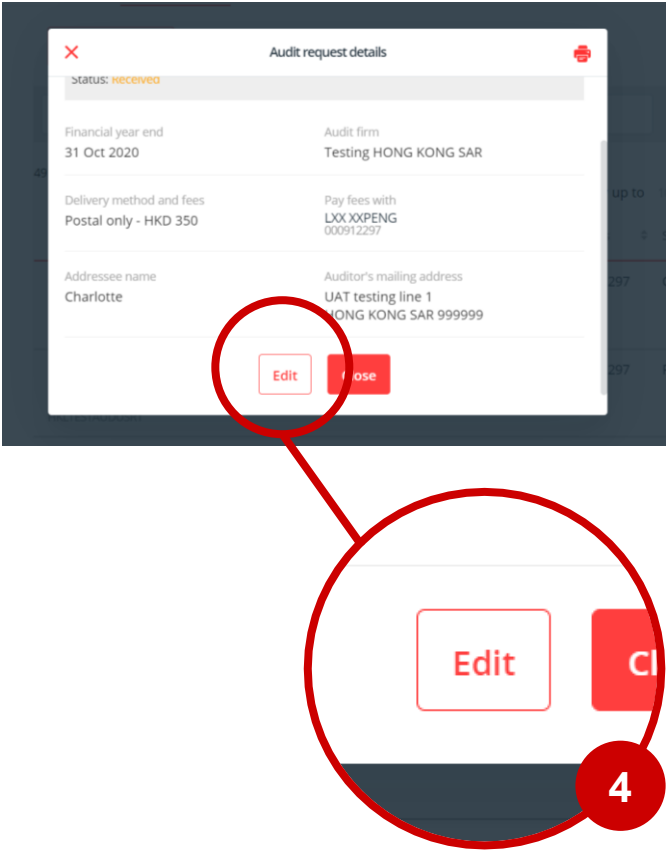
Click on the reference number



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

Country/Region
Postal code (optional)

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

Confirm password

Cancel Review

Review

6