

November 2018

Velocity@ocbc

Quick start guide

Help & Support

Click here for [General FAQs](#)

You can also refer to the full User Guide, which can be downloaded from the “Help” icon at the top right corner of the home page after you have logged in to Velocity@ocbc.

Email bbcsc@ocbc.com

Call **(603) 8317 5200** or **(603) 8314 9090** from Monday to Friday,
9am to 6pm (excluding public holidays)

Note:

¹ The usage of Velocity@ocbc is subject to Bank’s [Transaction Banking](#) as well as [Accounts and Services](#) terms and conditions.

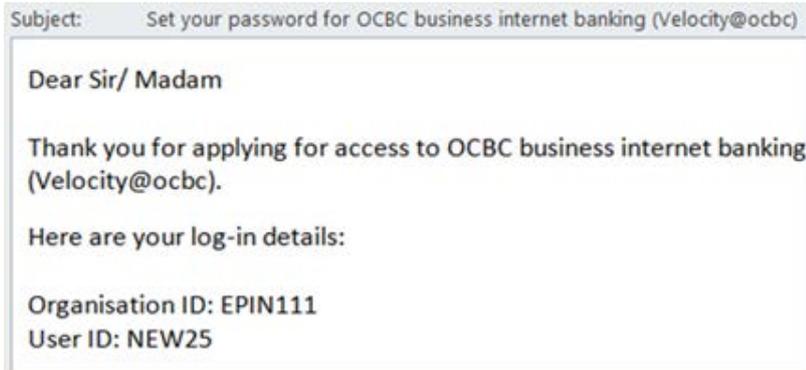
² Please refer to our [Security Tips and Notices](#) to better safeguard your business internet banking.

Table of Contents

1.	Getting started on Velocity@ocbc	1
2.	Subsequent logins to Velocity@ocbc	7
3.	Viewing and printing statements	8
4.	Making payments	9
5.	File upload	11
6.	Authorise a transaction	13
7.	Creating or saving templates	15
8.	Using saved templates	16
9.	Checking your transaction status	17
10.	Creating and downloading payment reports	18

Getting started on Velocity@ocbc

- 1 Before you log in, make sure you have the following ready.



User's Welcome Email
(for users with a mobile number and email address registered)



**OTP
(One-Time-Password)**
Generates the password for you to log in to your company's account

Security Token

OR



Password Mailer
(for users without a mobile number and email address registered)



**OTP
(One-Time-Password)**
Generates the password for you to log in to your company's account

Security Token

Note:

1. The **User's Welcome Email** or **Password Mailer** are only applicable to **new users** of Velocity@ocbc (OCBC Business Banking)

Getting started on Velocity@ocbc

2 The URL to log in to Velocity@ocbc is

<https://velocity.ocbc.com>

Bookmark this hyperlink for easy access

The screenshot shows the Velocity@ocbc login page. At the top, there is a 'Select your country' dropdown menu with 'Malaysia' selected. Below this is a 'Login' form with fields for 'Organisation ID', 'User ID', and 'Password'. A red 'Login' button is positioned below the password field. A link for 'Reset Password/ Unlock User' is located below the password field. Below the login form is an 'OR' separator and a link for 'Set your password (for new users)'. Two callout boxes are present: one pointing to the 'Organisation ID', 'User ID', and 'Password' fields with the text 'For new users with Password Mailer', and another pointing to the 'Set your password (for new users)' link with the text 'For new users with User's Welcome Email'.

a For new users with **User's Welcome Email** of Velocity@ocbc (OCBC Business Banking):

- Click on **Set your password (for new users)** hyperlink.
- Enter your **Organisation ID** and **User ID** found in the email and click on **Submit**.
- A **One-Time-Password** will be sent to your phone, enter the password received into the below field and click on **Submit**.

The first screenshot shows the 'Enter your Velocity@ocbc IDs' form. It contains a yellow warning box stating: 'You must have registered a mobile number with us to receive SMS One-Time Passwords (OTPs). If not, or if you must update your mobile number, complete and mail us this form. Once we receive the form, we will update the number within twelve business days.' Below this are two input fields: 'Your organisation ID' (containing 'EPINSSO') and 'Your user ID' (containing 'AFULLACCESS1'). There are 'Cancel' and 'Submit >' buttons at the bottom.

The second screenshot shows the 'Enter a One-Time Password' form. It contains a yellow message box: 'We have sent a One-Time Password (OTP) to (+XXXXXXXX9949). It is valid for 3 minutes. Request another OTP if you do not receive it within 2 minutes.' Below this is a text prompt: 'Please enter it in the box below.' There is an input field for the 'One-Time Password' (displayed as six dots) and a 'Submit >' button. A callout box on the right shows a 'Sample of SMS OTP content': 'RM0.00 Velocity@ocbc: Use 708122 as a One-Time Password(OTP) to log in to Velocity@ocbc for the first time. This OTP expires at 15:25, 16 Oct 2018.'

b For new users with **Password Mailer** of Velocity@ocbc (OCBC Business Banking):

- Enter your **Organisation ID**, **User ID** and **Password** as indicated in the **Password Mailer** in the **Login** box.
- Click **Login**.

c For **existing users** of Velocity@ocbc (OCBC Business Banking):

- Enter your current **Organisation ID**, **User ID** and **Password** in the Login box.
- Click **Login**.

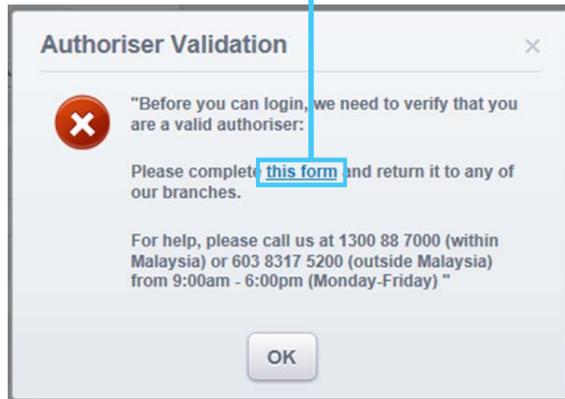
Note:

- For authorisers (with **User's Welcome Email**) & non-authorisers (makers and enquiries), please refer to page 5.
- For authorisers (with **Password Mailer**), please continue to the next page.

For Authorisers Only (with Password Mailer)

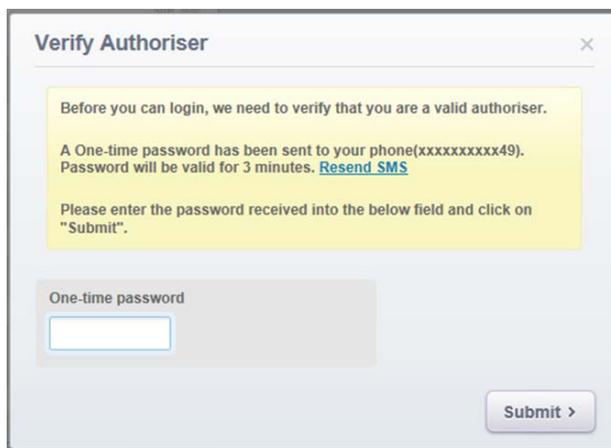
Before you log in, we need to verify that you are a valid authoriser.

- a** If you **have not registered** your mobile number with us:
- Please fill out the Acknowledgement Form and send the form to the nearest OCBC Bank or OCBC Al-Amin Branch. Click on [the form](#) to download the Acknowledgement Form.



- You can log into your account within five working days after we receive your completed Acknowledgement Form.

- b** If you **have registered** your mobile number with us, the following screen will appear:



- A **One-Time-Password** will be sent to your phone. The password will be valid for 3 minutes.

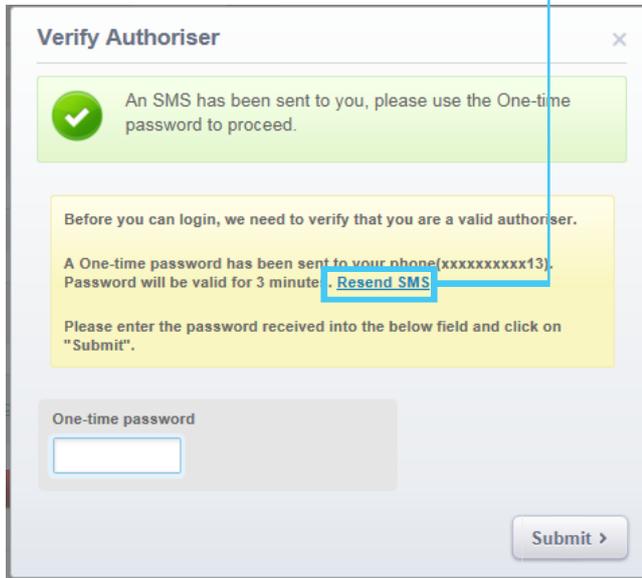
RM0.00 OCBC Business Banking: The OTP for your request to verify authoriser is **165888**. Valid for 3 minutes. Did not request? Call 60383175200.

Sample of SMS OTP Content

For Authorisers Only (with Password Mailer)

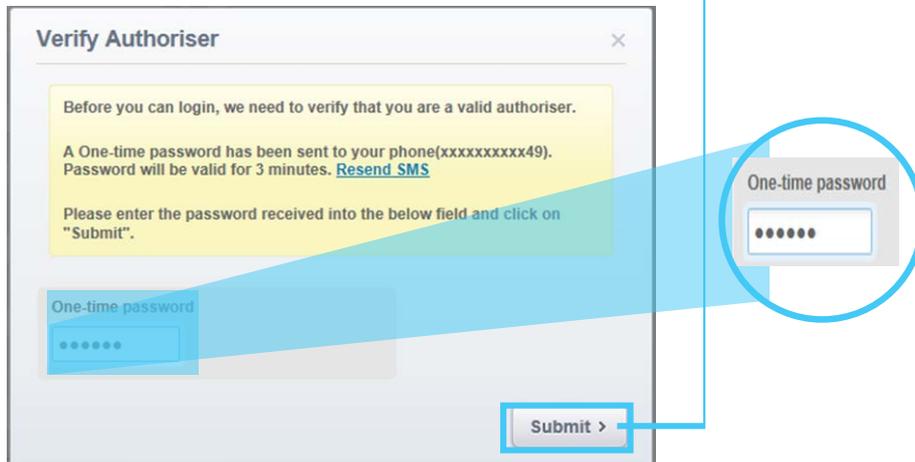
Before you log in, we need to verify that you are a valid authoriser.

- ii. If you do not receive an SMS OTP, please click on [Resend SMS](#).



The screenshot shows a 'Verify Authoriser' dialog box with a green success message: 'An SMS has been sent to you, please use the One-time password to proceed.' Below this, a yellow box contains instructions: 'Before you can login, we need to verify that you are a valid authoriser. A One-time password has been sent to your phone(xxxxxxxxx13). Password will be valid for 3 minutes. [Resend SMS](#)'. At the bottom, there is a 'One-time password' input field and a 'Submit >' button. A blue line points from the 'Resend SMS' link in the text to the 'Resend SMS' button in the dialog.

- iii. Please enter the password received into the below field and click on [Submit](#).



The screenshot shows the 'Verify Authoriser' dialog box with the 'One-time password' field and 'Submit >' button highlighted with blue boxes. A blue magnifying glass is positioned over the 'One-time password' field, showing a close-up of the field with six dots representing the password. A blue line points from the 'Submit >' button in the dialog to the 'Submit >' button in the magnified view.

Getting started on Velocity@ocbc

3 The Security Token Activation screen will be displayed.

For security reasons, upon your first login to Velocity@ocbc, you will need to activate your Security Hardware Token.

Please activate your device

Step 1

Enter the serial number at the back of the device

34 - 1475545 - 0

Step 2

Press the **OTP** button to generate the One Time Password

Step 3

Enter the 6-digit One Time Password

.....

Activate Now >

- To activate your Security Token:
 - Enter the 10-digit **Security Token Serial No.** which is found at the back of your Security Token in the relevant field. Do not enter hyphens.
 - Press the red **OTP** button on the Security Token. A **6-digit One-Time-Password** will be generated.
 - Enter the **One-Time-Password** in the relevant field.
 - Click **Activate Now**.
 - A message confirming the successful activation of your Security Token will appear. Click **OK**.
- After this, the Security Token will be uniquely registered to you and must be used for all subsequent logins.

Note:

- a. **New users with Password Mailer** of OCBC Internet Banking platform need to **change your given password**. Follow the following instructions for **Change password screen**:
- Enter your **Old Password** (as indicated in the **Password Mailer**)
 - Enter a **New Password** (take note of the **Password rules**)
 - To confirm, re-enter your New Password in the **Enter new password again** field and click **Submit**

Change password

Old Password

New Password

Enter new password again

Password should be 8-12 characters long and is case sensitive

Cancel **Submit >**

Password rules:

- ✓ Case Sensitive
- ✓ 8 to 12 characters
- ✓ Contain at least 2 letters & 2 numerals
- ✓ Each characters can only be used twice
- ✓ Must not be identical to organisation ID
- ✓ First 2 characters cannot be the same as user ID

- b. **New users with User's Welcome Email** of OCBC Internet Banking platform need to set your password. Follow the following instructions for **Set your password screen**:
- Enter a **New Password** (take note of the **Password rules**)
 - To confirm, re-enter your New Password in the **Enter password again** field and click **Submit**

Set your password

New password

Enter password again

Password Rules:

- Case sensitive
- 8 to 12 characters
- Contains at least 2 letters and 2 numerals
- Each character can only be used twice
- Must not be identical to organisation ID
- First 2 characters cannot be the same as user ID

Cancel **Submit >**

Getting started on Velocity@ocbc

- 4 Once you have successfully changed your password, the Velocity@ocbc Homepage will be displayed.

The screenshot shows the Velocity@ocbc homepage interface. A top navigation bar contains the following items: Home, Accounts, Transactions, Cheques, Trade Finance, Tools, and Administration. Three callout boxes are positioned above this bar:

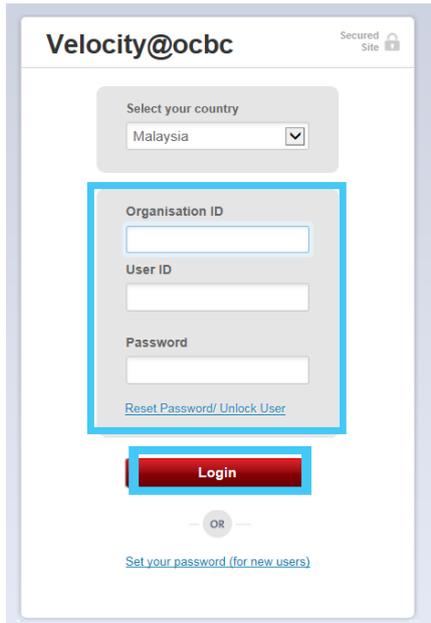
- Accounts**: View your account statements or previous transaction records.
- Transactions**: Make payments and view payment status.
- Tools**: Create your transaction templates and print payment reports.

A larger callout box on the right side of the screenshot states: "Use the top menu bar for essential banking tasks." The main content area of the homepage includes a Portfolio Snapshot with Total Assets of 10,004,263,561.89 MYR and Total Liabilities of 1,923,652.70 MYR. It also features a table of 23 saved tasks and sections for Reports & Statements, Follow up, and Future Dated Transaction.

Transaction Type	Value/Transaction Date	Reference No. Account No.	Status
LHDN Monthly Ta...	31 Jul 2018 220.00 MYR	MYLS1907312004 72 9011018140-MYR	FILE
LHDN Monthly Ta...	31 Jul 2018 220.00 MYR	MYLS1907312003 78 9011018140-MYR	FILE

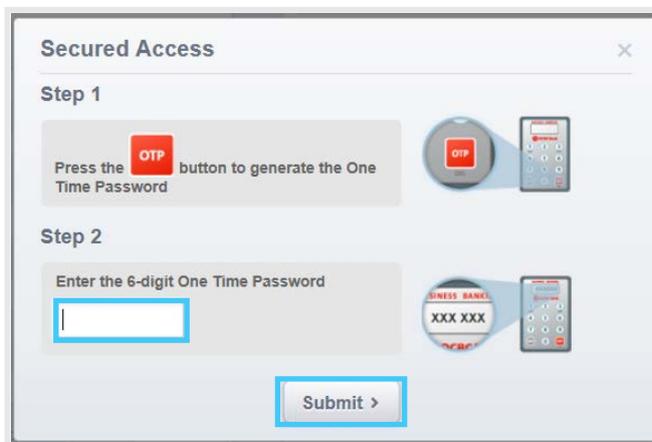
Subsequent logins to Velocity@ocbc

- 1 Proceed to the login page as before.



- i. Enter your **Organisation ID**, **User ID** and **Password** in the relevant fields.
- ii. Click **Login**.

- 2 The Security Token Verification screen will be displayed.



- i. Press the red OTP button located on the front of the Security Token.
- ii. Enter the 6-digit **One-Time-Password** that is displayed on your Security Token into the relevant field.
- iii. Click **Submit**.

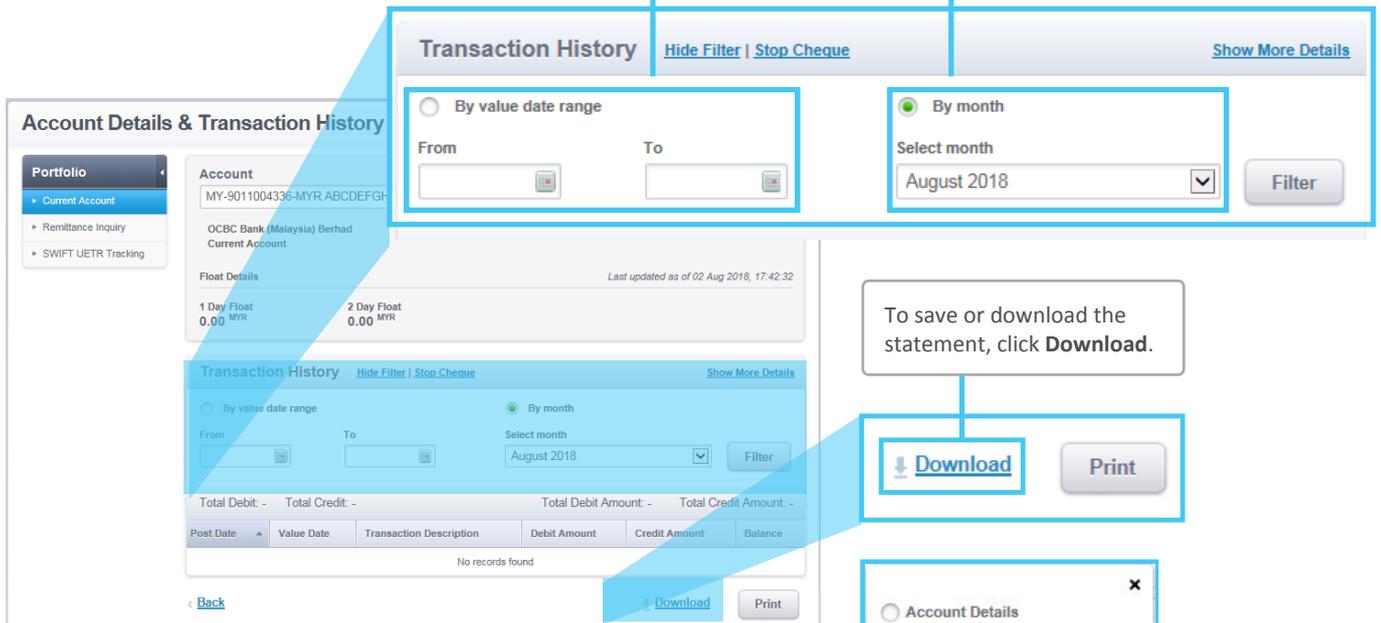
- 3 The Velocity@ocbc Homepage will be displayed.

Viewing and printing statements

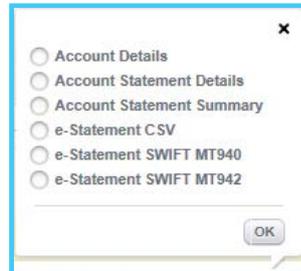
1 From the top menu tabs, select Accounts > **Statement**



2 You can filter earlier transactions by **value date range**, or filter by **month**



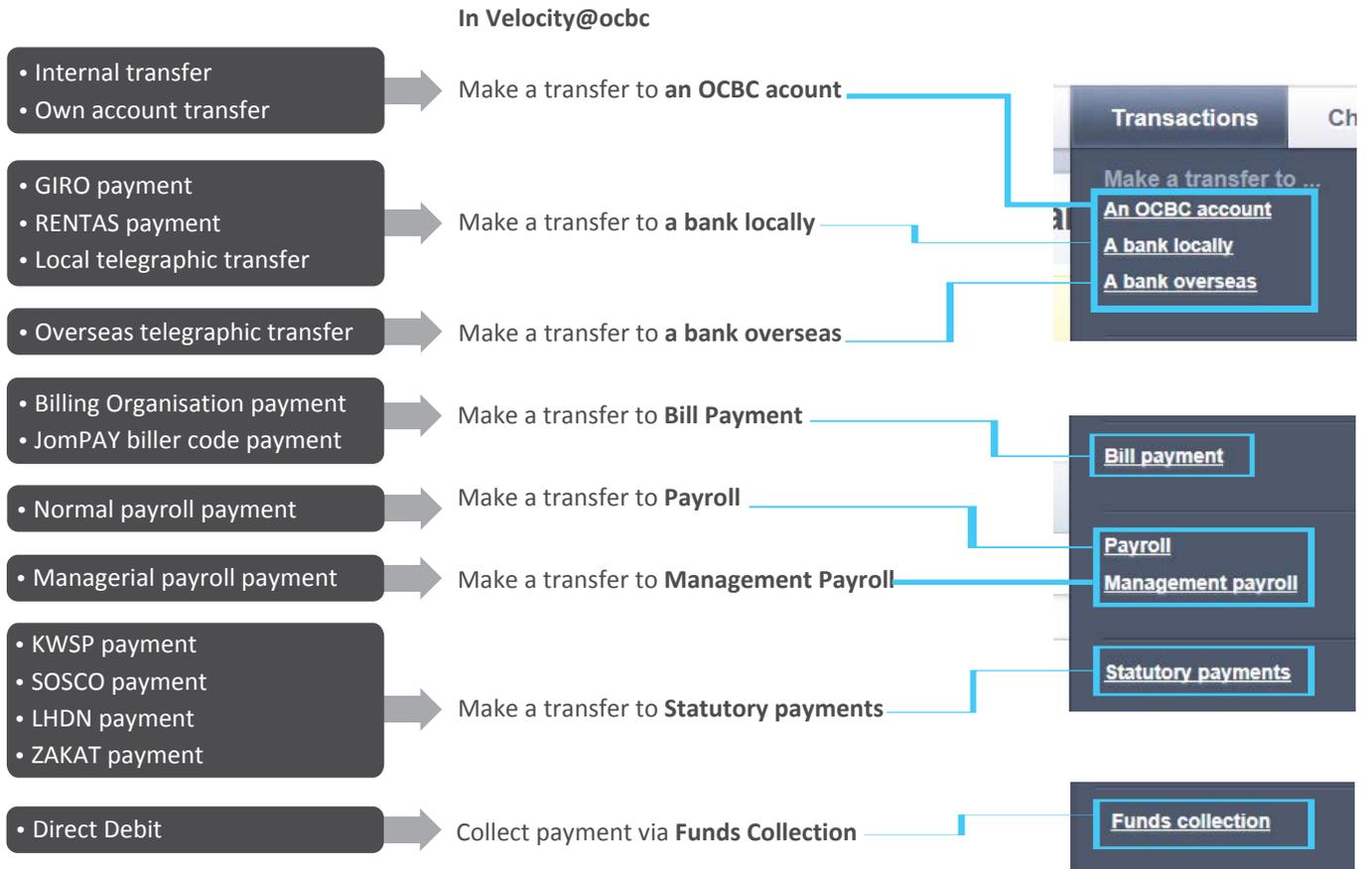
This page shows the last 20 transactions by default, in ascending order.



Then select the type of statement you need.

Making payments

1 From the top menu tabs, select Transactions



2 For transfers to an OCBC account

Internal transfer

Select **Another OCBC Account**, then proceed to complete the required fields.

Own account transfer

Select **Own Account**, then proceed to complete the required fields.

Making payments

3 For transfers to a bank locally

GIRO Payment (default)
Enter your beneficiary bank details.

RENTAS
Be sure to tick **Same day payment (RENTAS)**, then proceed to complete the required fields.

Local Telegraphic transfer
Select a **foreign currency**, then select **your account**.

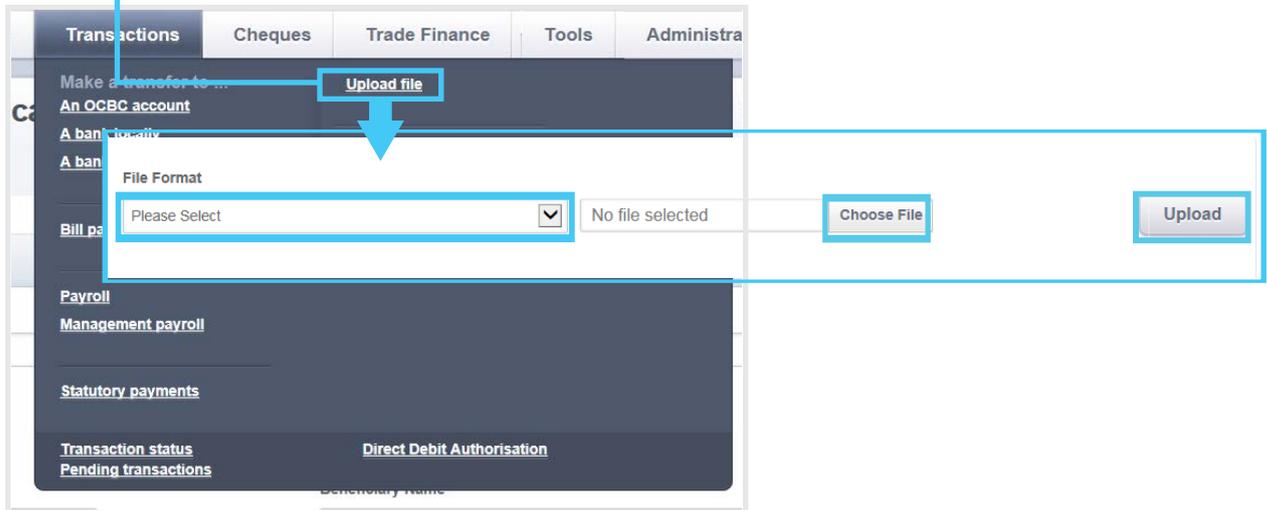
The screenshot shows a web form titled "Transfer to a bank locally" with a sub-header "GIRO Payment" and a "Load Template" link. The form is divided into "From" and "To" sections. The "From" section includes a "Your Account" dropdown menu (with a callout box), a "Value Date" field (set to 2 Aug 2018), an "Amount" field, and a currency dropdown menu (set to MYR, with a callout box). The "To" section includes a "Beneficiary Bank" dropdown menu (with a "Load From List" link), a "Beneficiary Account No." field, a "Beneficiary Name" field, a "Require ID Checking" checkbox, a "Beneficiary ID Type" dropdown menu, and a "Beneficiary ID No." field. A callout box highlights the "Same day payment (RENTAS)" checkbox and its subtext: "If payment is submitted before 3pm on value date".

File upload

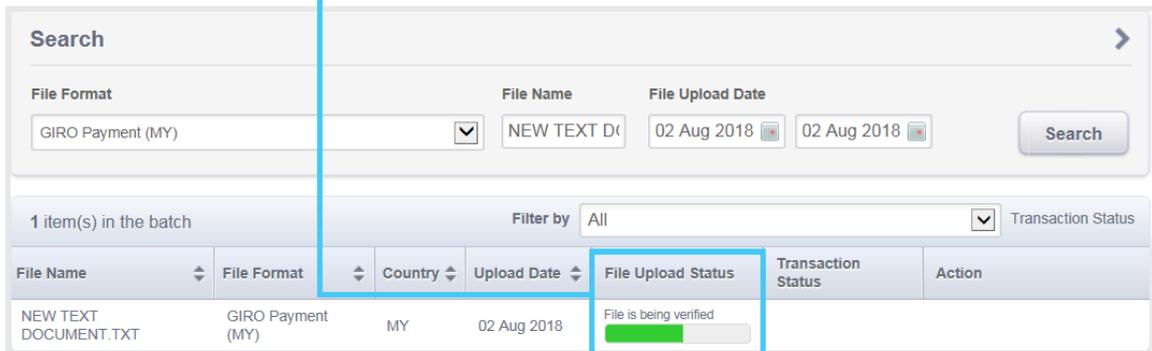
File Upload allows you to upload files from your payroll or accounts payable/receivables software. The generated file must be according to our specification.

1 **Maker** to login and select **Transactions** from the top menu tabs.

i. Select **Upload file** and the following screen will be displayed.



- ii. Select the **File Format**.
- iii. Browse for the file by clicking on **Choose File**.
- iv. Click on **Upload**.
- v. System will show **File Upload Status** as file is being verified.



File Upload

- 2 The status will be updated automatically once the upload is completed or click on **Search** button to refresh the status.

The screenshot shows a search interface with the following fields: File Format (GIRO Payment (MY)), File Name (NEW TEXT D), and File Upload Date (02 Aug 2018). A blue box highlights the Search button. Below the search bar, it indicates '1 item(s) in the batch' and 'Filter by All'. The results table has columns: File Name, File Format, Country, Upload Date, File Upload Status, Transaction Status, and Action. The row shows: NEW TEXT DOCUMENT.TXT, GIRO Payment (MY), MY, 02 Aug 2018, Upload Failed (with a warning icon), and a trash icon.

Note: If you wish to view your previous file uploads, specify the Search criteria (File Format, File Name, File Upload Date) accordingly and click.

Below are some of the statuses you may see:

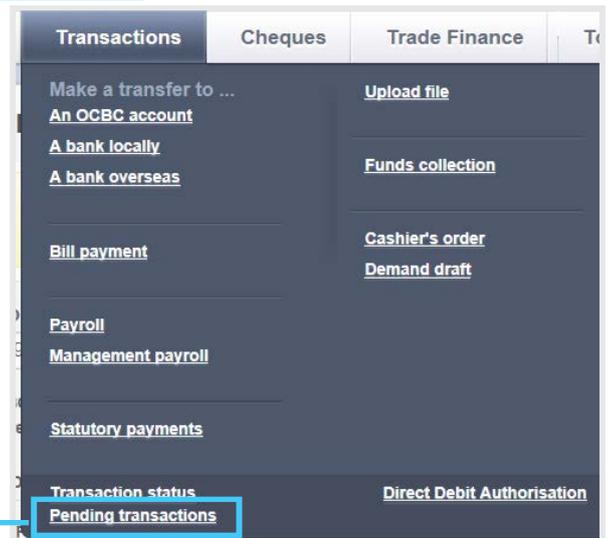
File Upload Status	Description
Uploaded successfully	Your file is uploaded successfully. The Authoriser may proceed to authorise the transactions uploaded.
Uploaded Failed 	Click on the File Upload Status hyperlink to know why the upload has failed.
Uploaded with errors 	Please correct your file using repair function. Or you may delete the file from list.

Authorise a transaction

1 Log in as an Authoriser

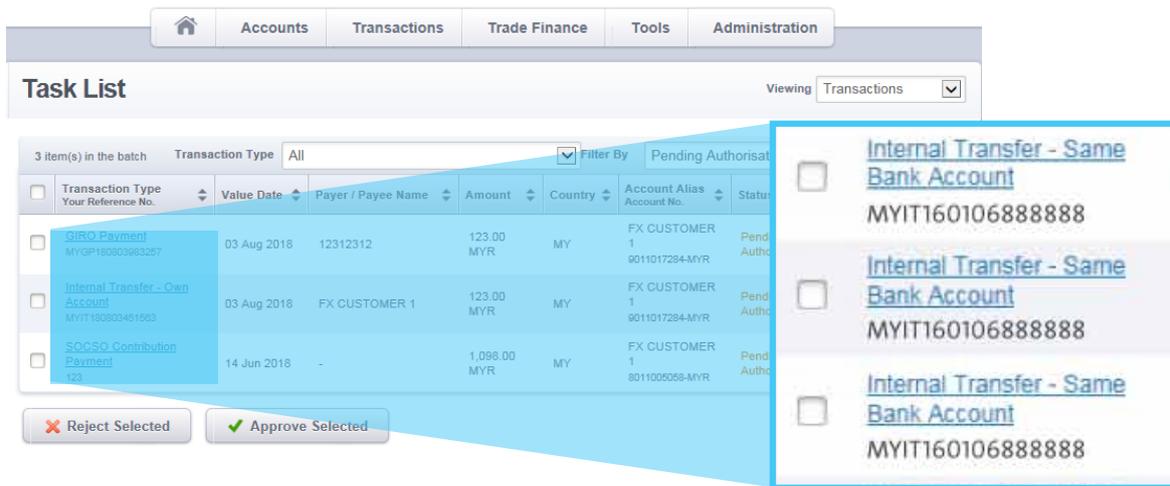
From the top menu tabs, select Transactions > Pending transactions

Note: All financial transactions must be fully authorised by the Authoriser(s) before they are submitted to the Bank for processing.

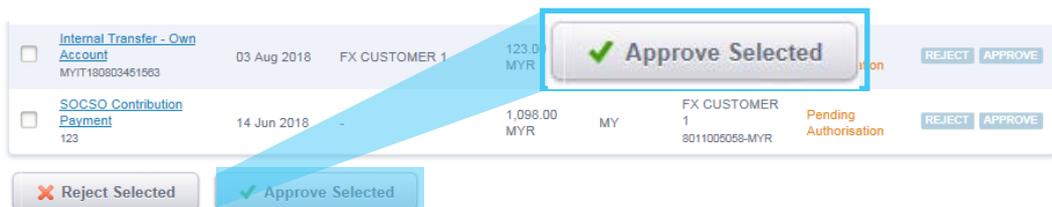


2 Select the transactions that you wish to authorise

- a You can select multiple items by checking the checkbox next to the transaction you wish to authorise

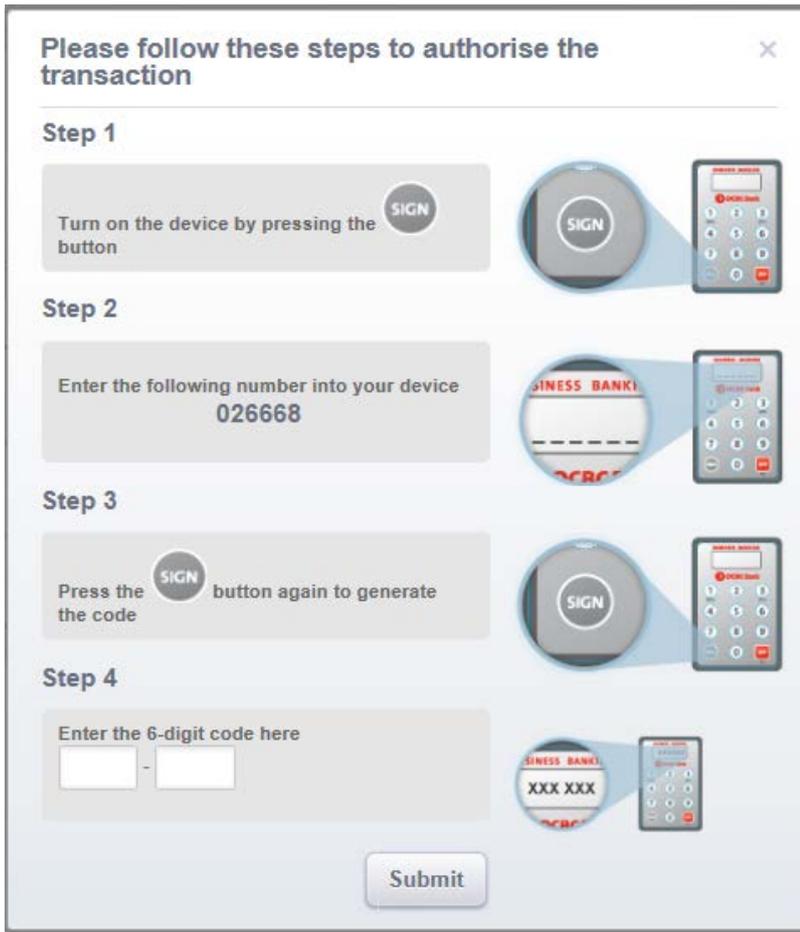


- b Click on Approve Selected



Authorise a transaction

3 The **Security Challenge** screen will be displayed.



- Switch on your Security Token by pressing the grey SIGN button.
- Enter the 6-digit number shown on the screen into your token.
- Press the grey SIGN button again to generate the **6-digit code**.
- Enter this **6-digit code** in the field under Step 4.
- Click **Submit**.
- A message indicating that your transaction has been authorised successfully will be displayed.

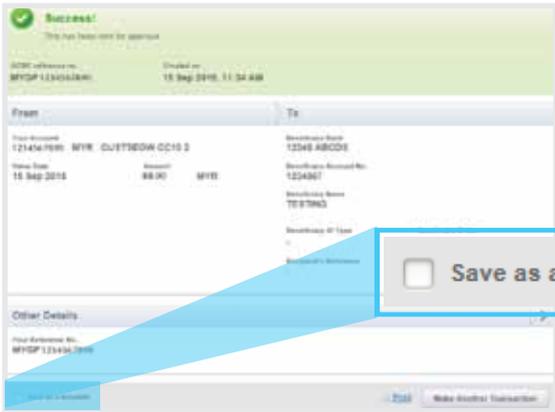
Note:

- If your transaction(s) require/s more than one **Authoriser** to authorise, the next **Authoriser(s)** will need to repeat the steps described above.
- When completed, your transaction(s) will be sent to the Bank for processing.
- The status of your transaction when fully authorised will change from **Pending Authorisation** ▶ **Authorised** ▶ **Submitted to bank**.

Creating or saving templates

You can create a new template in two ways.

- i. Through any transaction confirmation page > **Save as a template**

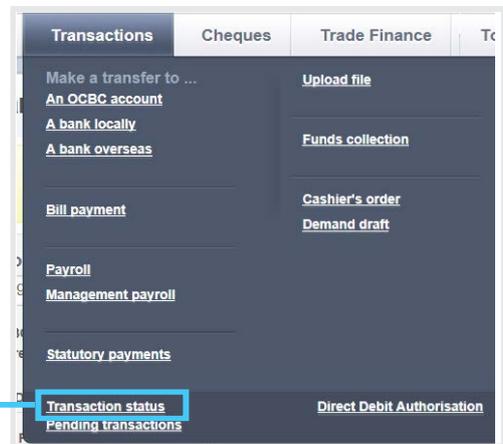


After ticking the box, enter your new template name and click **Submit**. Your template is now saved and is ready to be used later.

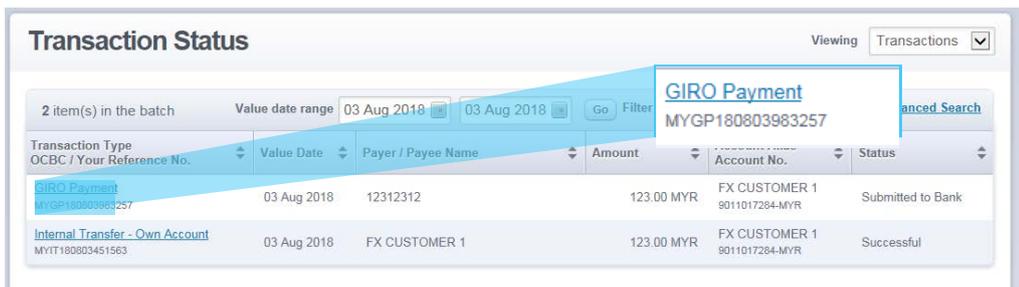
The form shows a checked checkbox for 'Save as a template', a text input field for 'Template Name' containing 'save 1', and a 'Submit' button.

Note: If your templates require authorisation, please advise the Authoriser to login to approve from their Task list (Homepage).

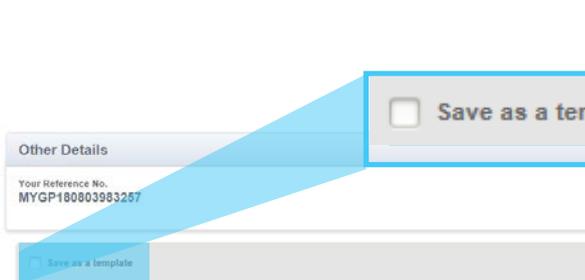
- ii. Through Transactions > **Transaction status**



At the **Transaction status** page, click on the transaction you want to save as a template.



After clicking on the transaction you want, tick **Save as a template** at the bottom of the page.

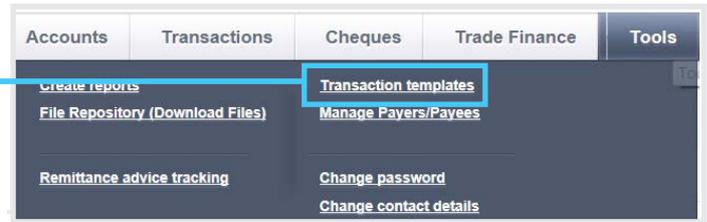


The form shows a checked checkbox for 'Save as a template', a text input field for 'Template Name' containing 'save 1', and a 'Submit' button.

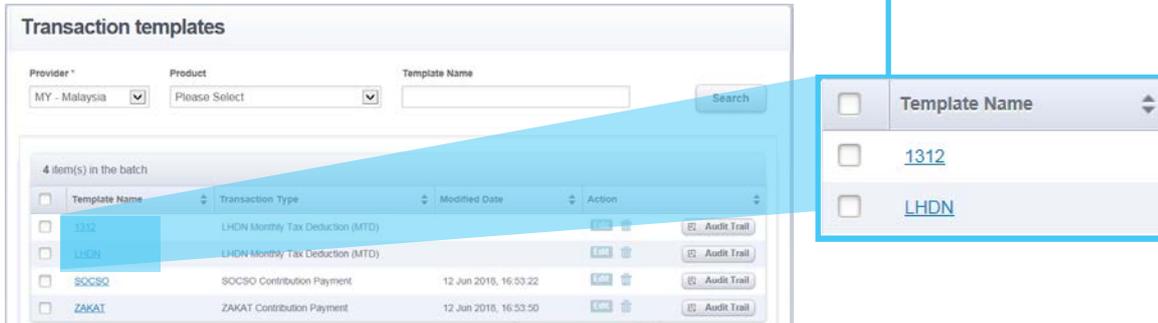
After ticking the box, enter your new template name and click **Submit**. Your template is now saved and is ready to be used later.

Using saved templates

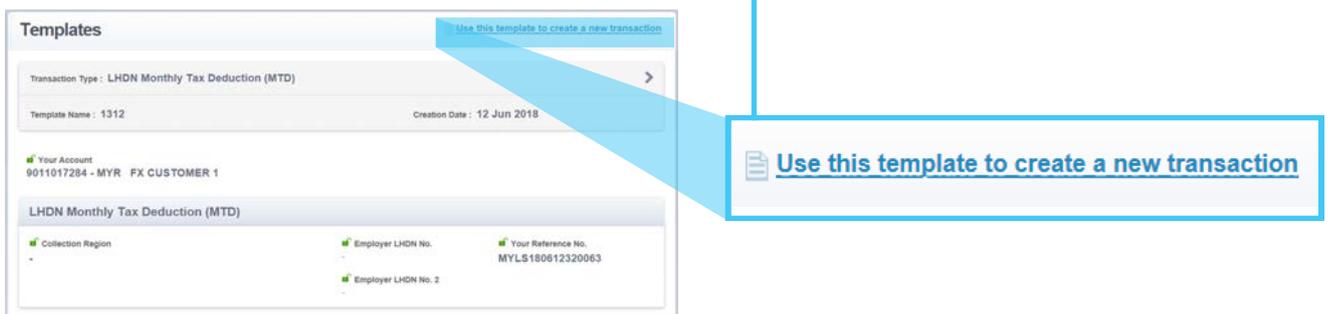
- 1 You can access, edit and use them through Tools > **Transaction templates**



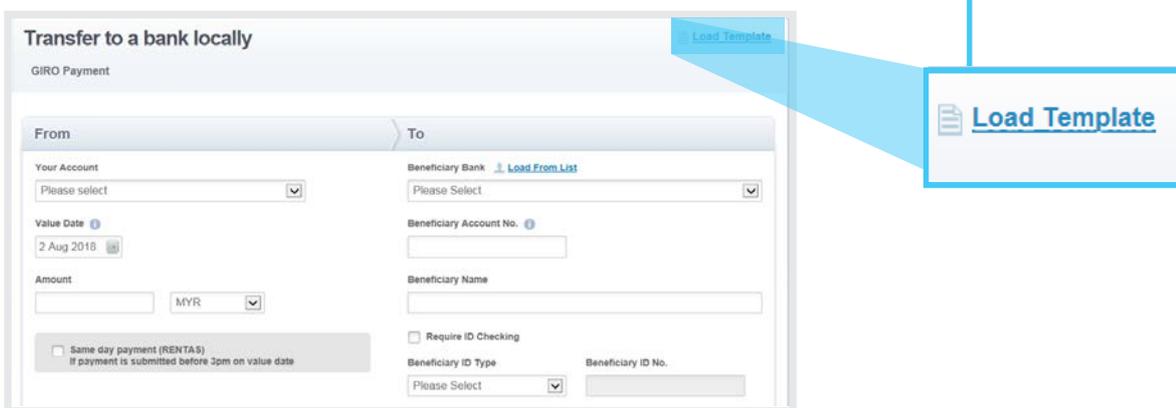
At the Transaction templates page, click on the **template you want to use.**



Once in the template page, click **Use this template to create a new transaction.**

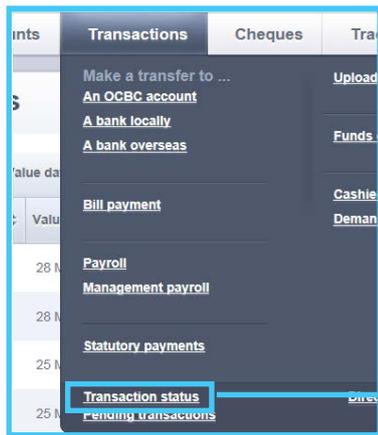


- 2 You can also use a saved template, from any Transfer page > **Load Template**



Checking your transaction status

- 1 You can check your transaction status through Transactions > **Transaction status**



The transaction status page will only show transactions valued on the current day. Use the value date range to find transactions of other value dates.



Value date range 01 May 2018 31 May 2018

Transaction statuses are listed on the right.



Transaction template status will also be shown here.

- 2 Understanding your transaction statuses

In Velocity@ocbc **What it means**

Saved	Transaction has been created and saved by maker. Not submitted to verifier or authoriser yet.
Pending Authorisation	Transaction has been verified, pending authorisation. Will remain as pending authorisation until all authorisations are completed.
Authorised	Transaction has been authorised by all Authorisers.
Submitted to Bank	Transaction has been verified and authorised. Transaction will be sent to bank automatically for processing after the last authoriser has authorised the transaction.
Successful	Transaction has been accepted and processed by the bank. (Status applicable only for all cash products)
Unsuccessful	Transaction is rejected and not processed due to certain errors. (Status applicable only for all cash products)

Recalled	Transaction recalled by maker. Only applicable for transactions that have been sent to verifier or authoriser but yet to be verified or authorised. The maker can either edit or delete and resubmit the transaction.
Returned by Authoriser	Transaction has been submitted by maker, but rejected by verifier or authoriser. Pending maker's action (delete or edit), then resubmit the transaction.
Deleted	Maker deleted the transaction when it was still in Saved status or after it has been rejected by the Authoriser or it has been recalled or returned to the maker for resubmission (see above explanation for 'Returned for Resubmission' status).
Resubmission Needed	Transaction has been submitted by maker, but the authorisation policy was changed before the transaction was authorised. Pending for maker's action to edit and re-submit the transaction to the correct authoriser based on the revised authorisation policy.

For GIRO, Direct Debit and Statutory Payments transaction Date items only:

Pending Clearance	All transaction items have been pre-processed and accepted.
Partially Rejected	All transaction items have been pre-processed and partially accepted. Some of the items in the batch are invalid. Bank will continue to process the valid items.
Rejected	All transaction items have been pre-processed and rejected. The transactions will not be processed any further.
Partially Successful	All transaction items have been post processed and partially accepted. Some of the items during processing turn out to be invalid and failed to be processed.

Creating and downloading payment reports

1 To create a report, click on Tools > **Create reports**



Select your **Report Type**, **Transaction Type** and **Report Name**. Then select the **Account Number**.

The 'Create reports' form includes fields for Report Type (Transaction), Transaction Type (GIRO Payment), and Report Name (GIRO Details Report). It also has an 'Enter Search Criteria' section with 'Account No.' (Please Select), 'Date' (From/To), 'Payer name', 'Amount' (From/To), 'Year Reference No.', 'OCBC reference no.', 'Transaction Status', 'Created By', and 'Last Authorized By'. A 'Generate Report' button is at the bottom right.

This close-up shows the 'Report Type' (Transaction), 'Transaction Type' (GIRO Payment), and 'Report Name' (GIRO Details Report) dropdowns. Below is the 'Enter Search Criteria' section with 'Account No.*' (Please Select) and 'Date' (From/To) fields.

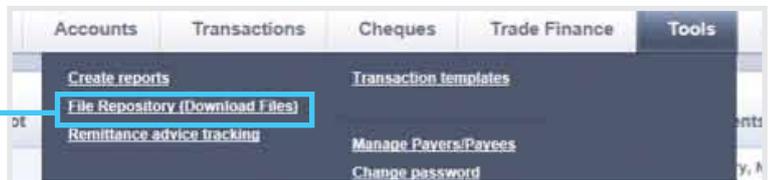
You can generate the report as a **PDF** or **CSV** file type. The report will now be created in the **File Repository**.

Note:

1. By clicking **Yes** – report will be generated immediately and would not be available in the File Repository.
2. By clicking **No** – report will be downloaded to the File Repository and you will retrieve the report from there.

This close-up shows the 'Generate Report' button and the file type options: 'Generate the report as a PDF CSV'. There are radio buttons for 'Yes' and 'No' to indicate whether to wait for the report to be generated.

2 To collect your report, click on Tools > **File Repository (Download Files)**



All your generated reports will be stored here. You can also filter reports with the search function.

The 'File Repository - Inquiry & Listing' search form includes fields for Org ID (FXORSEG1), Transaction Type, Account No., Report Name, Report Date (02 Aug 2018 to 03 Aug 2018), and File Type. A 'Search' button is located at the bottom right.

The 'Repository List' table shows a list of reports with columns for Transaction Type, Report Name, File Format, Account No., Report Date, File Size, and Created By. Two reports are listed: 'Stop Cheque Payment' and 'Casmer's Order'. A 'Download Selected' button is highlighted in a blue box at the bottom of the table.

Transaction Type	Report Name	File Format	Account No.	Report Date	File Size	Created By
Stop Cheque Payment	Stop Cheque Payment Report	PDF	901017284_MYR	03-Aug-2018	5.5 KB	CTMKR1
Casmer's Order	Payment (excl GIRO & Bill Payment) Summary Report	PDF	MULTIPLE ACCOUNTS	03-Aug-2018	5.2 KB	CTMKR1

View reports online here.

Download reports here.