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**

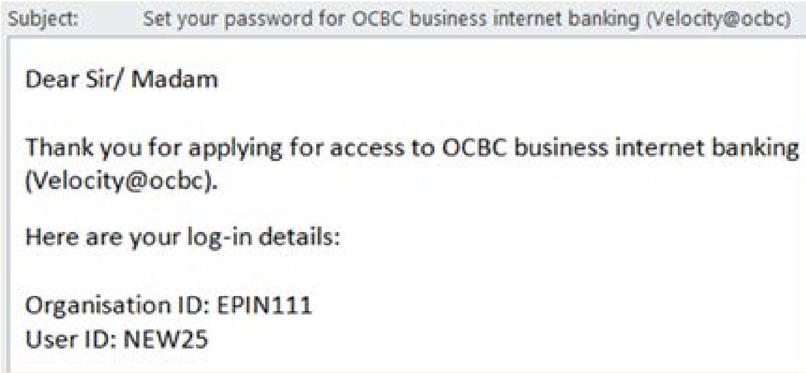
Call **(603) 8317 5200** or **(603) 8314 9090** from Monday to Friday,
9am to 6pm (excluding public holidays)

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

Getting started on Velocity@ocbc

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



Subject: Set your password for OCBC business internet banking (Velocity@ocbc)

Dear Sir/ Madam

Thank you for applying for access to OCBC business internet banking (Velocity@ocbc).

Here are your log-in details:

Organisation ID: EPIN111
User ID: NEW25

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

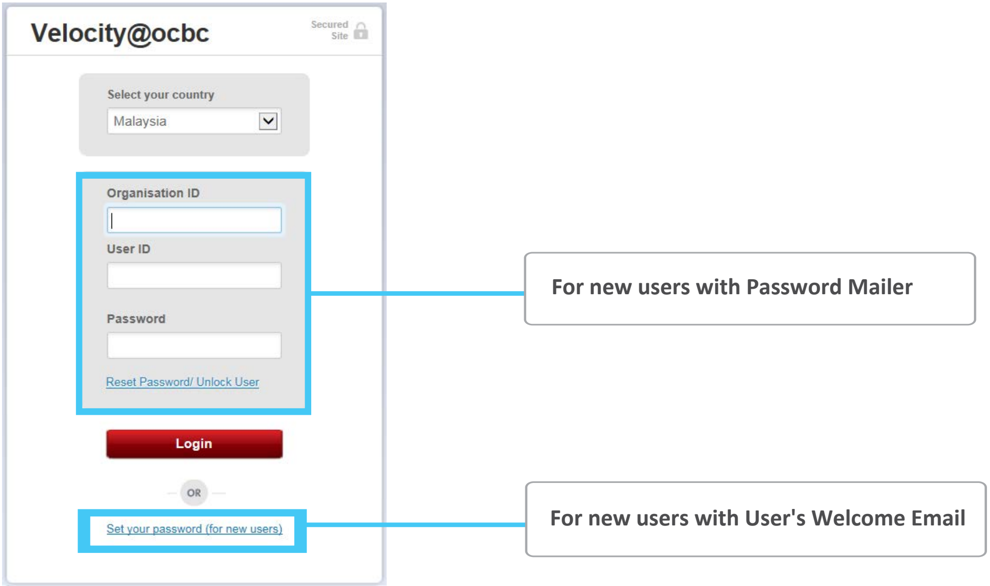
Note:

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

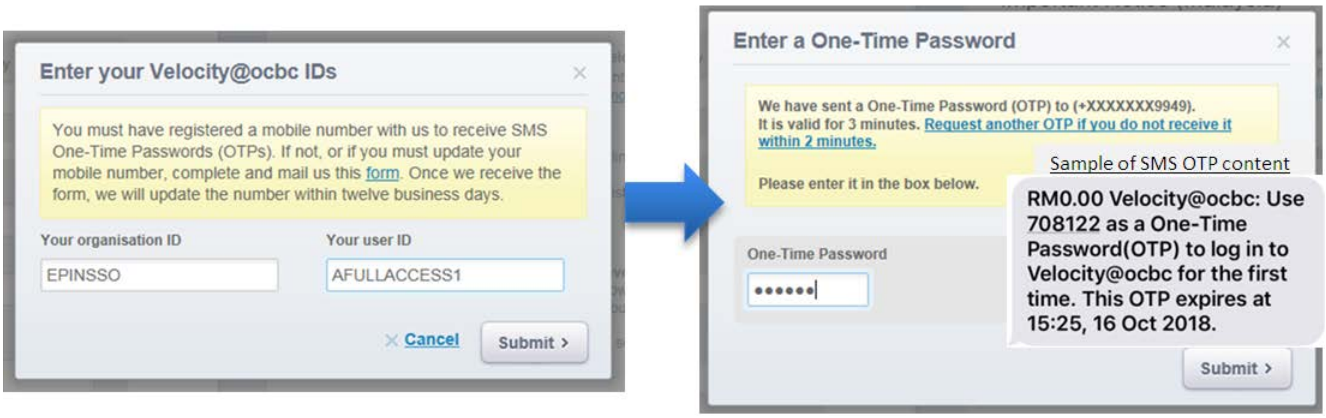
2 The URL to log in to Velocity@ocbc is

https://velocity.ocbc.com Bookmark this hyperlink for easy access



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

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



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

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

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

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

Note:

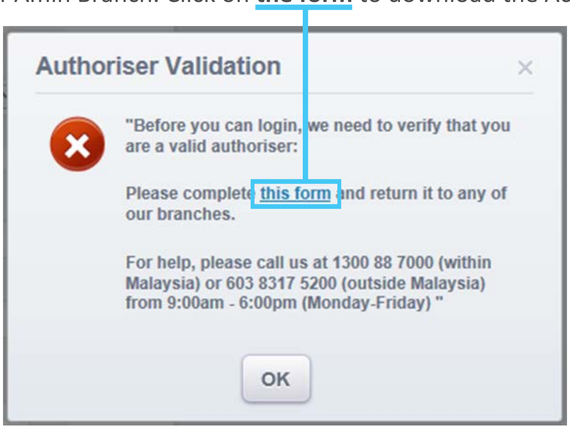
i. For authorisers (with **User's Welcome Email**) & non-authorisers (makers and enquiries), please refer to page 5.
ii. For authorisers (with **Password Mailer**), please continue to the next page.

For Authorisers Only (with Password Mailer)

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

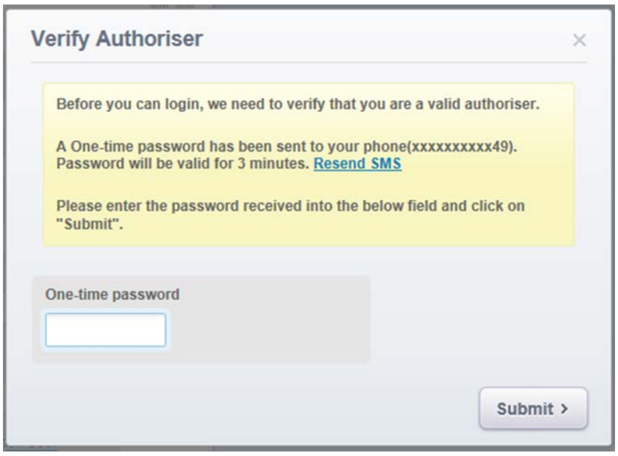
a If you **have not registered** your mobile number with us:

i. 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.



ii. 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:



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

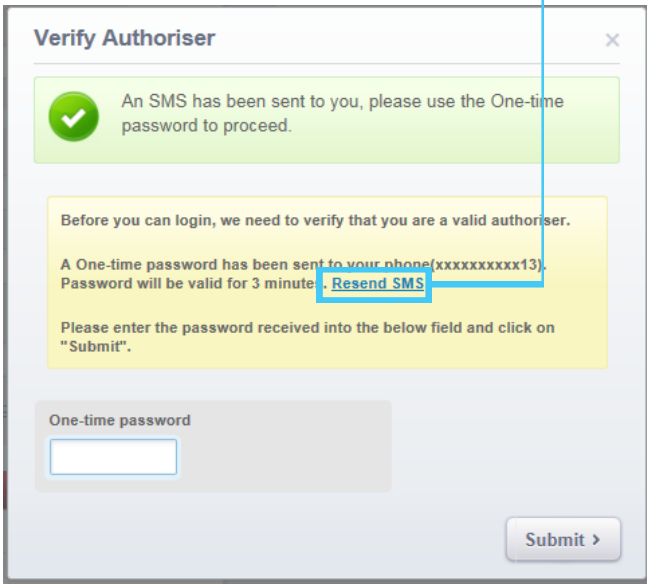
RM0.00 OCBC Business Banking: The OTP for your request to verify authoriser is 165888. Valid for 3 minutes. Did not request? Call 60383175200.

Sample of SMS OTP Content

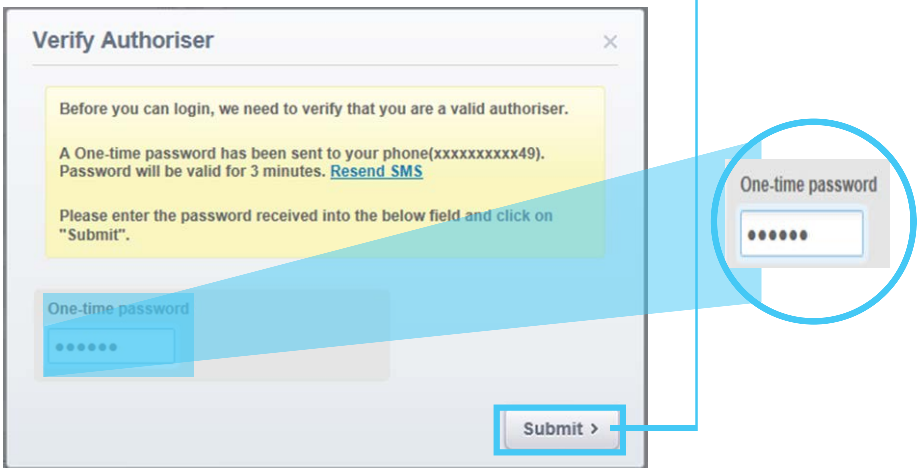
For Authorisers Only (with Password Mailer)

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**.



iii. Please enter the password received into the below field and click on **Submit**.



Getting started on Velocity@ocbc

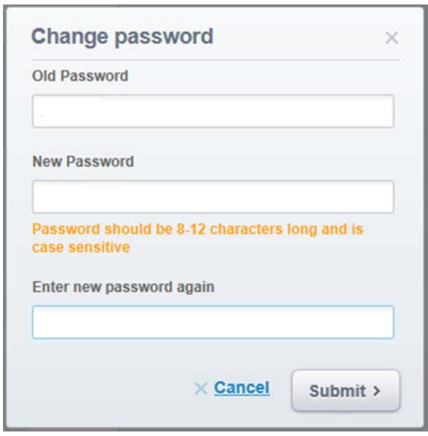
3 The Security Token Activation screen will be displayed.

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

- To activate your Security Token:
  - i. 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.
  - ii. Press the red OTP button on the Security Token. A **6-digit One-Time-Password** will be generated.
  - iii. Enter the **One-Time-Password** in the relevant field.
  - iv. Click **Activate Now.**
  - v. 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**:
   - i. Enter your **Old Password** (as indicated in the **Password Mailer**)
   - ii. Enter a **New Password** (take note of the **Password rules**)
   - iii. To confirm, re-enter your New Password in the **Enter new password again** field and click **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**:
   - i. Enter a **New Password** (take note of the **Password rules**)
   - ii. To confirm, re-enter your New Password in the **Enter password again** field and click **Submit**

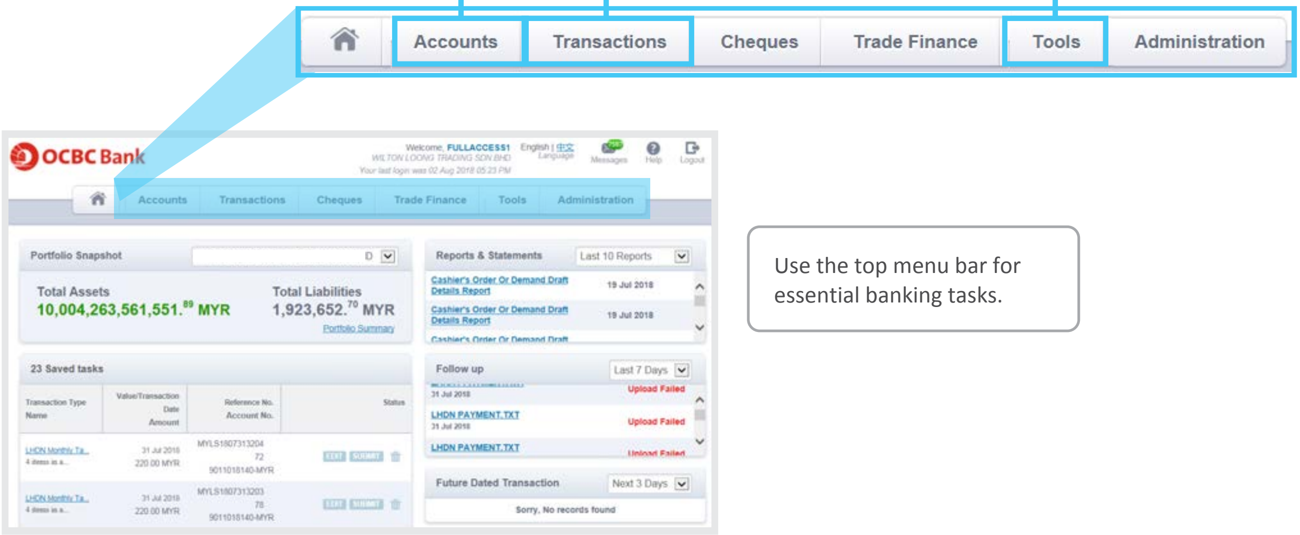
Getting started on Velocity@ocbc

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

Accounts
View your account statements or previous transaction records.

Transactions
Make payments and view payment status.

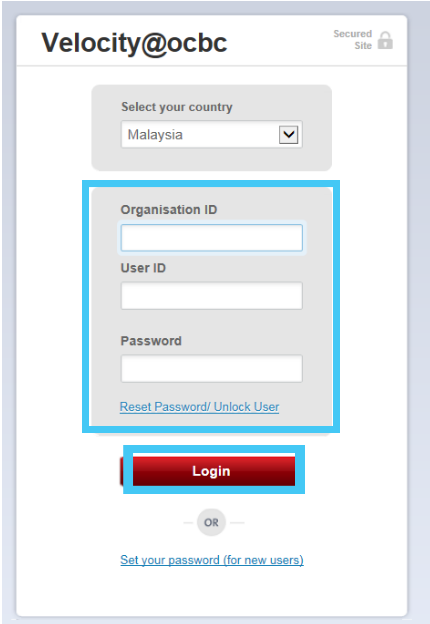
Tools
Create your transaction templates and print payment reports.



Use the top menu bar for essential banking tasks.

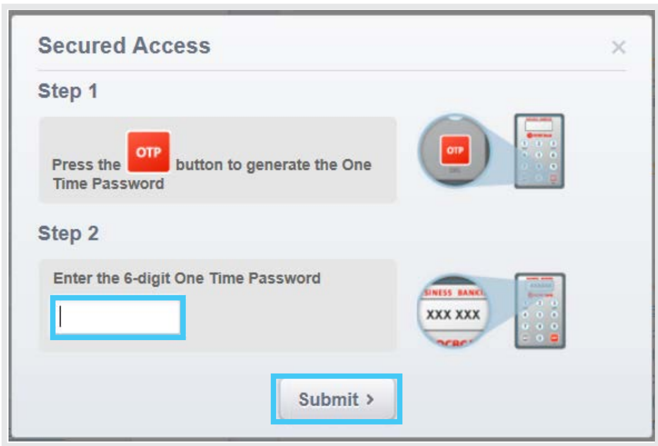
Subsequent logins to Velocity@ocbc

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.

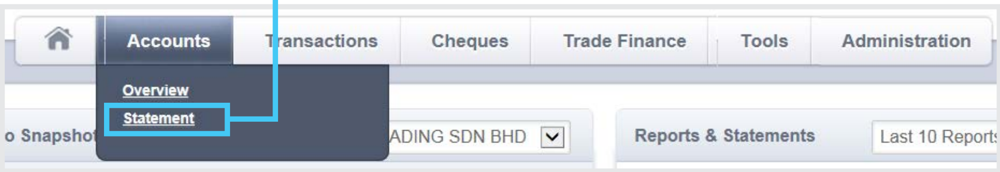


i. Press the red OTP button located on the front of the Security Token.
ii. Enter the 6-digit **One-Time-Password** that is displayed on your Security Token into the relevant field.
iii. Click **Submit**.

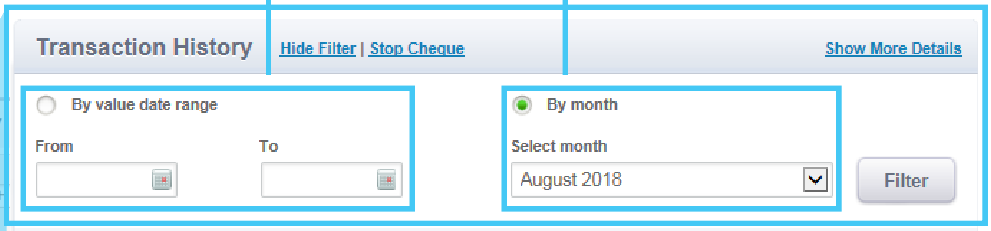
3 The Velocity@ocbc Homepage will be displayed.

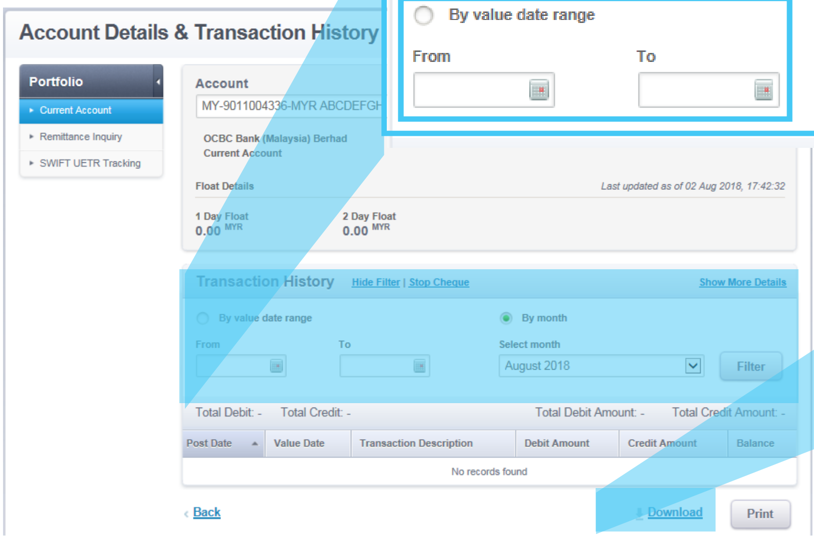
Viewing and printing statements

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

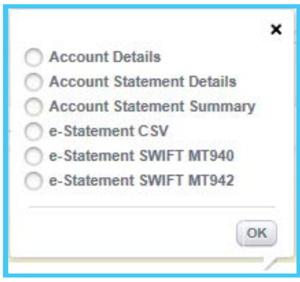


2 You can filter earlier transactions by **value date range**, or filter by **month**





To save or download the statement, click **Download**.



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

In Velocity@ocbc

- Internal transfer
- Own account transfer

Make a transfer to **an OCBC acount**

- GIRO payment
- RENTAS payment
- Local telegraphic transfer

Make a transfer to **a bank locally**

- Overseas telegraphic transfer

Make a transfer to **a bank overseas**

- Billing Organisation payment
- JomPAY biller code payment

Make a transfer to **Bill Payment**

- Normal payroll payment

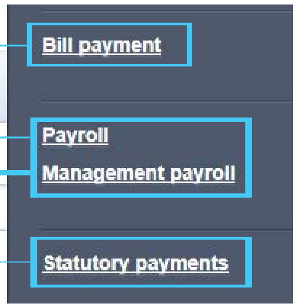
Make a transfer to **Payroll**

- Managerial payroll payment

Make a transfer to **Management Payroll**

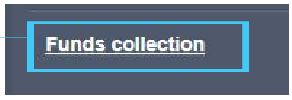
- KWSP payment
- SOSCO payment
- LHDN payment
- ZAKAT payment

Make a transfer to **Statutory payments**



- Direct Debit

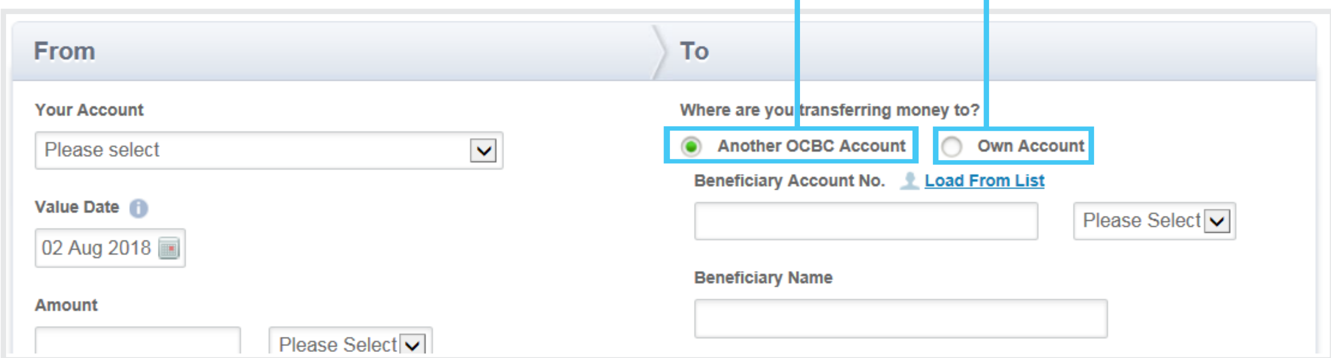
Collect payment via **Funds Collection**



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.



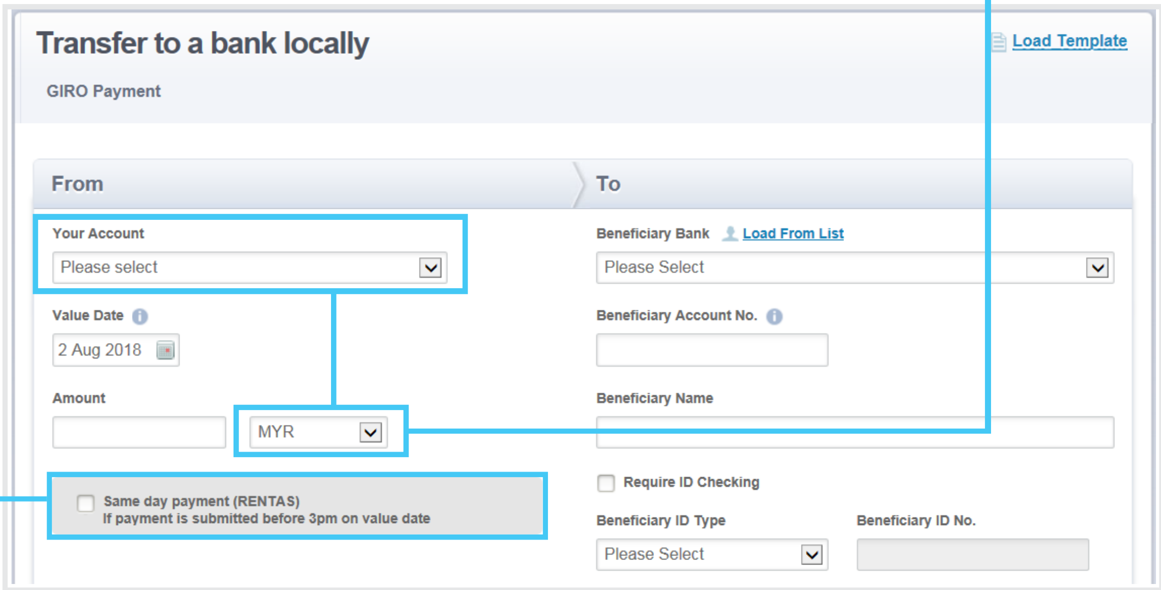
Making payments

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**.

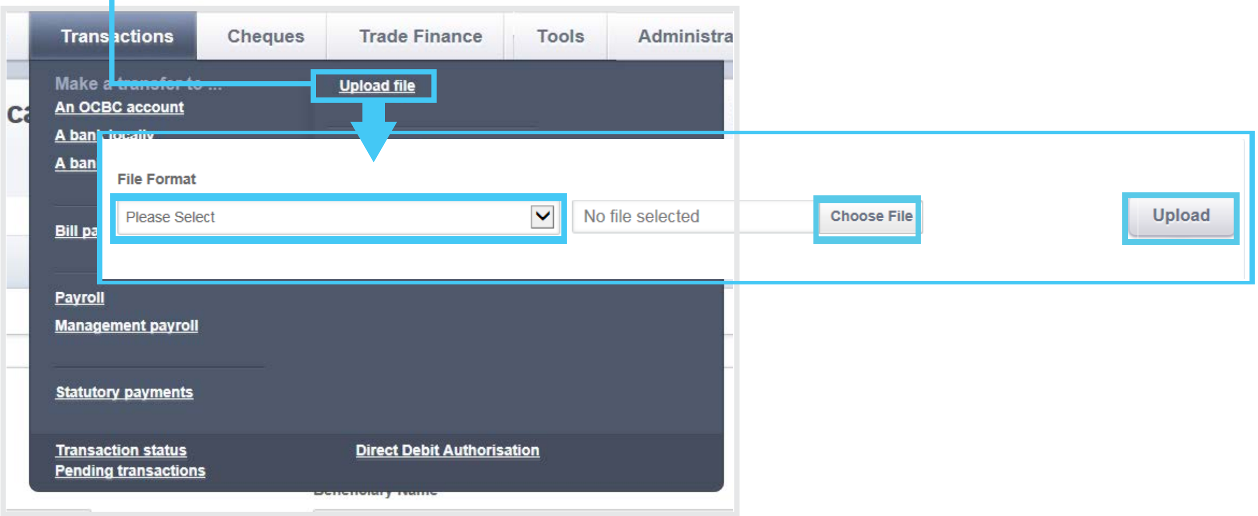


File upload

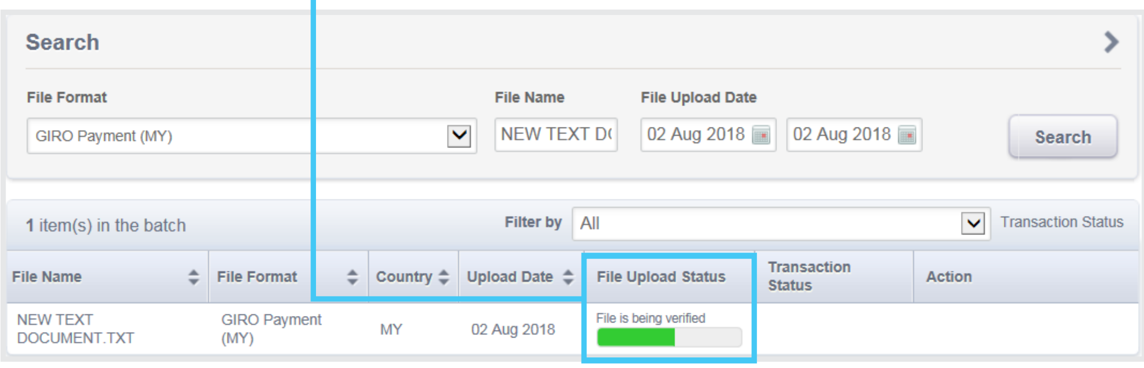
File Upload allows you to upload files from your payroll or accounts payable/receivables software. The generated file must be according to our specification.

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

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

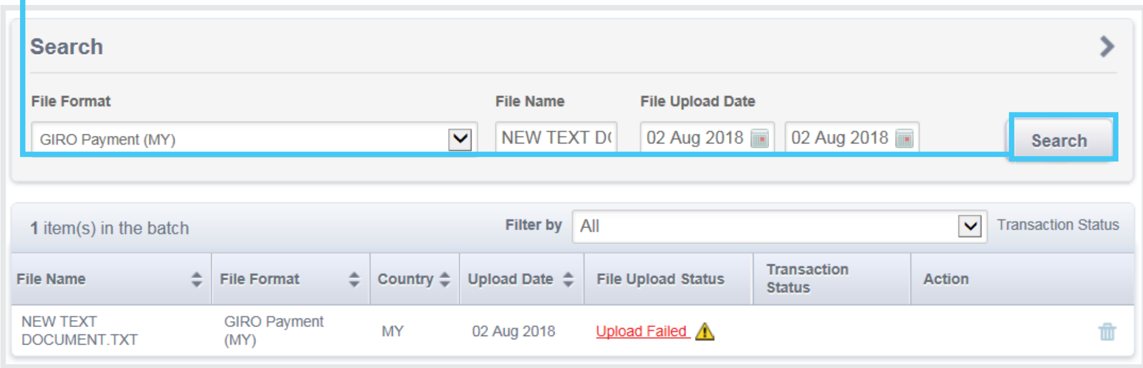


ii. Select the **File Format**.
iii. Browse for the file by clicking on **Choose File**.
iv. Click on **Upload**.
v. System will show **File Upload Status** as file is being verified.



File Upload

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



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

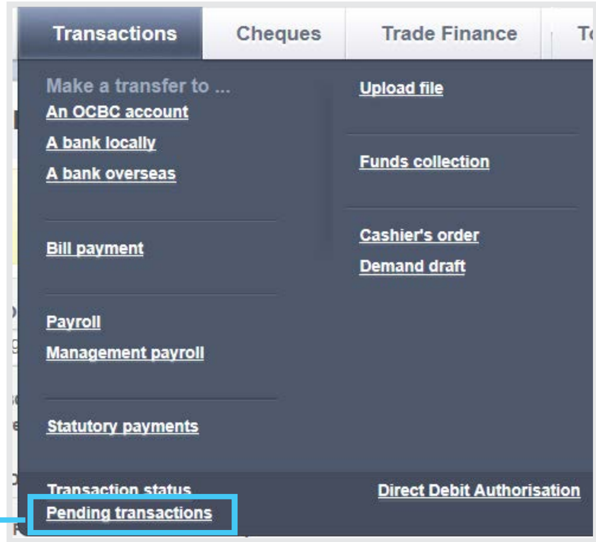
Below are some of the statuses you may see:

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

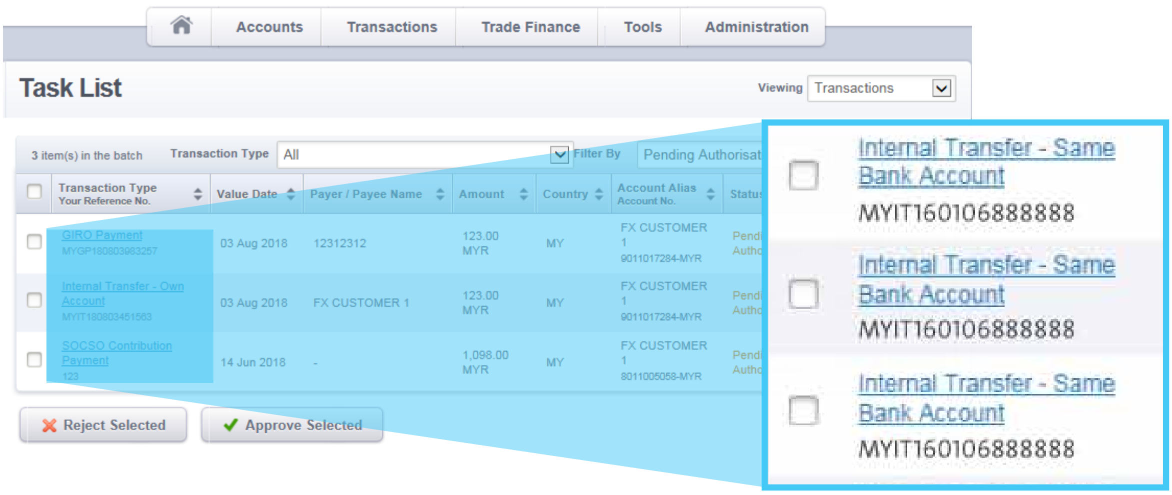
1 Log in as an **Authoriser**
From the top menu tabs, select Transactions > **Pending transactions**

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

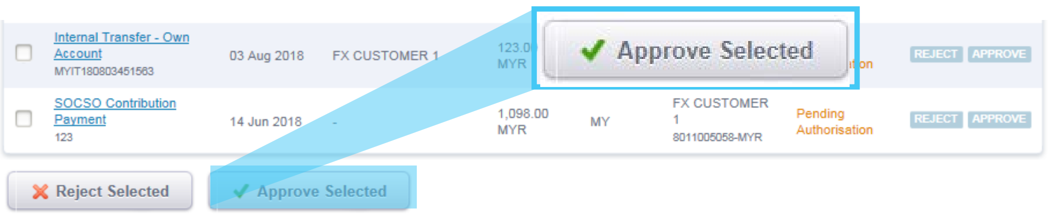


2 Select the transactions that you wish to authorise

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

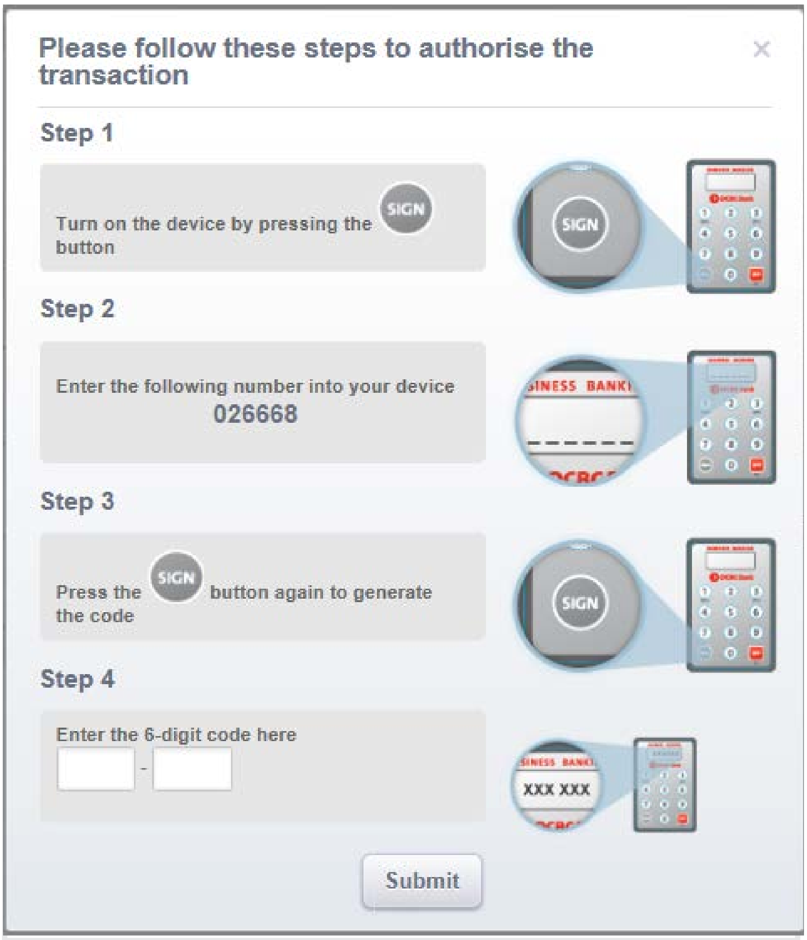


b Click on **Approve Selected**



Authorise a transaction

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



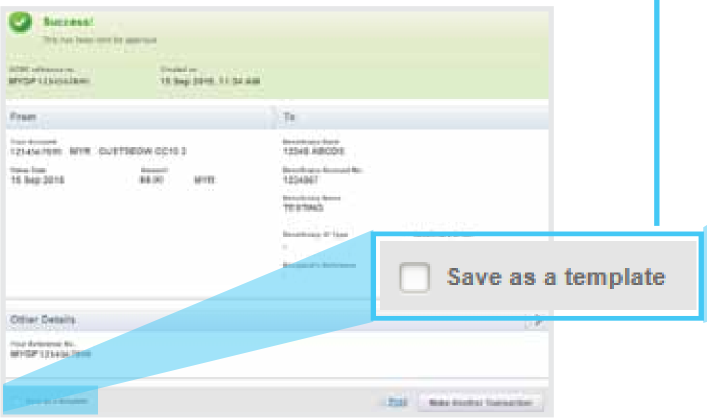
i. Switch on your Security Token by pressing the grey SIGN button.
ii. Enter the 6-digit number shown on the screen into your token.
iii. Press the grey SIGN button again to generate the **6-digit code**.
iv. Enter this **6-digit code** in the field under Step 4.
v. Click **Submit**.
vi. A message indicating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

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

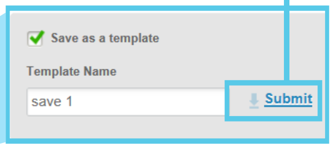
Creating or saving templates

You can create a new template in two ways.

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

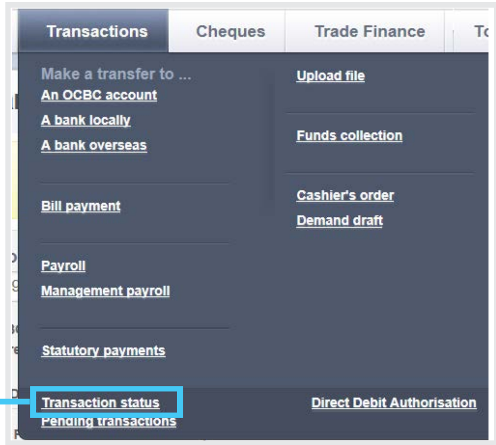


After ticking the box, enter your new template name and click **Submit**. Your template is now saved and is ready to be used later.

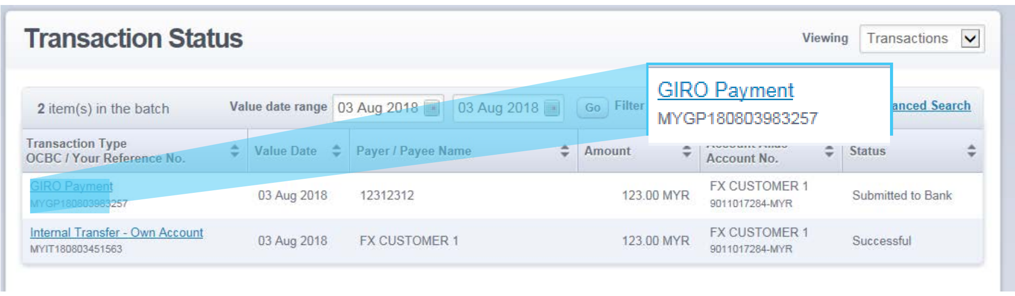


Note: If your templates require authorisation, please advise the Authoriser to login to approve from their Task list (Homepage).

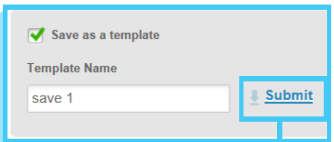
ii. Through Transactions > **Transaction status**



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



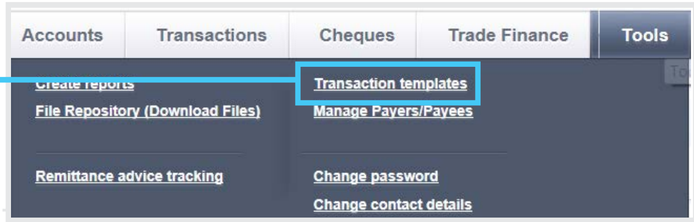
After clicking on the transaction you want, tick **Save as a template** at the bottom of the page.



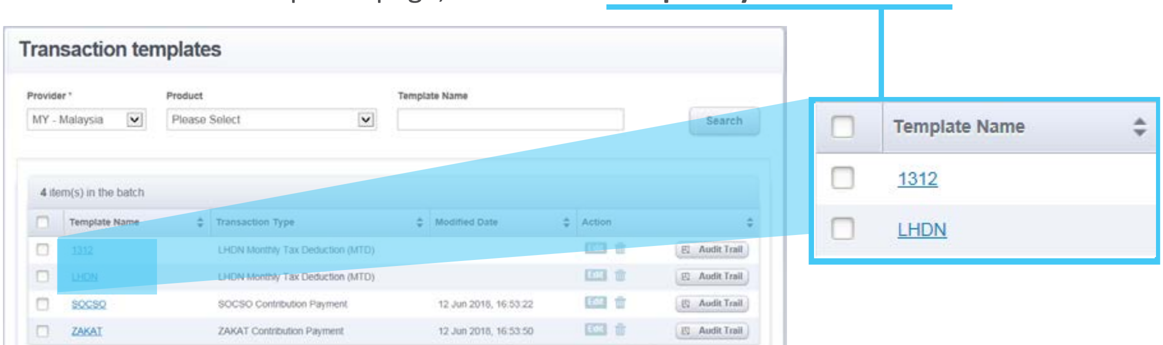
After ticking the box, enter your new template name and click **Submit**. Your template is now saved and is ready to be used later.

Using saved templates

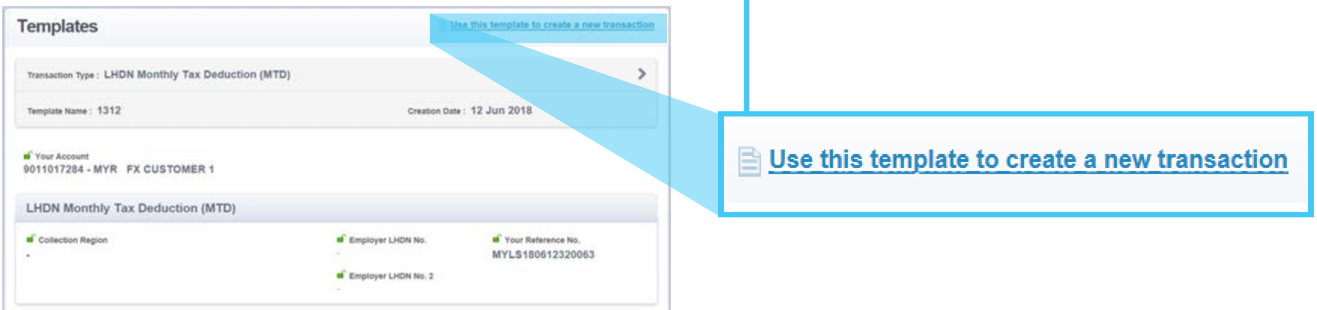
1 You can access, edit and use them through Tools > **Transaction templates**



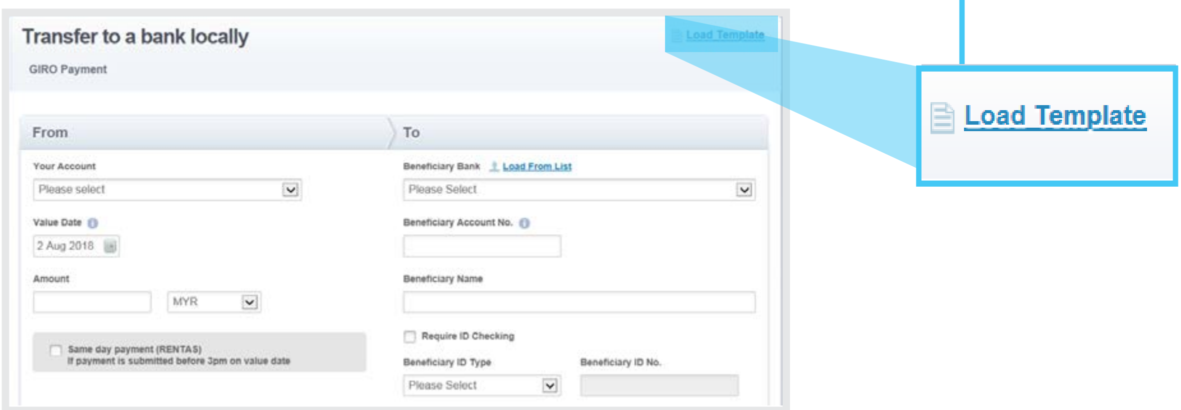
At the Transaction templates page, click on the **template you want to use**.



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

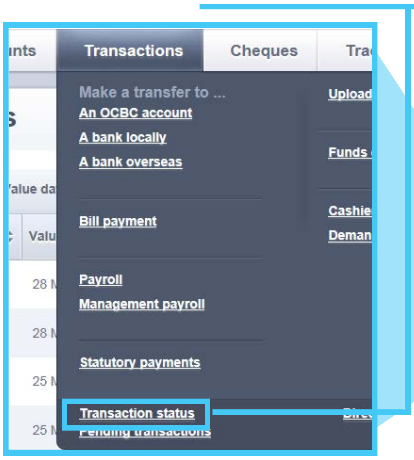


2 You can also use a saved template, from any Transfer page > **Load Template**



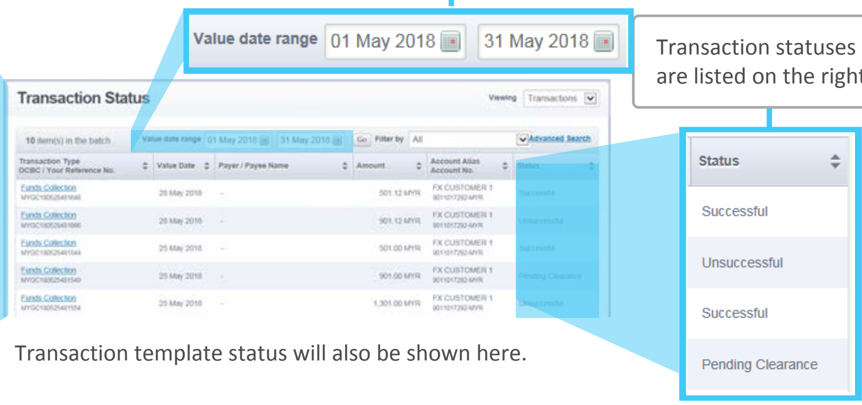
Checking your transaction status

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.

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)

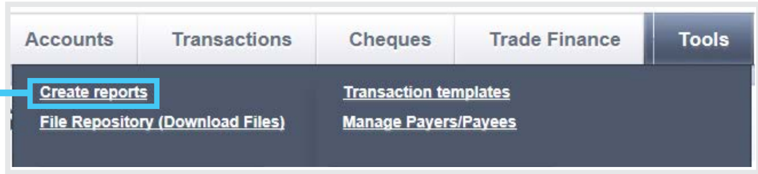
Recalled	Transaction recalled by maker. Only applicable for transactions that have been sent to verifier or authoriser but yet to be verified or authorised. The maker can either edit or delete and resubmit the transaction.
Returned by Authoriser	Transaction has been submitted by maker, but rejected by 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.

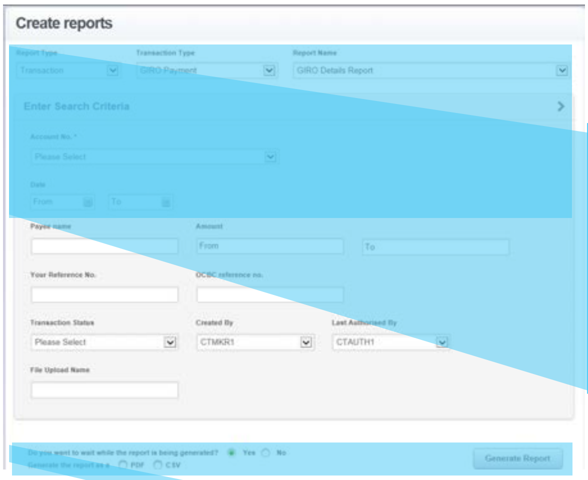
For GIRO, Direct Debit and Statutory Payments transaction items only:

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.

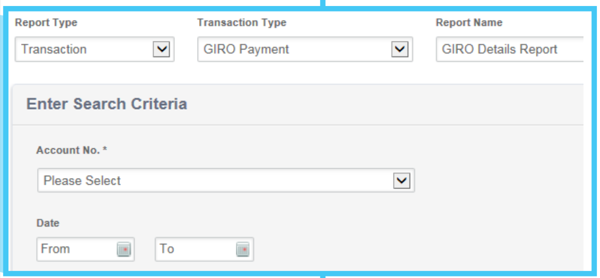
Creating and downloading payment reports

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

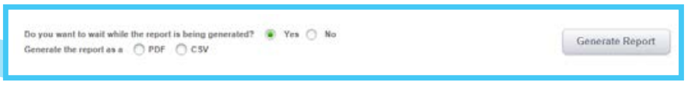




Select your **Report Type**, **Transaction Type** and **Report Name**. Then select the **Account Number**.

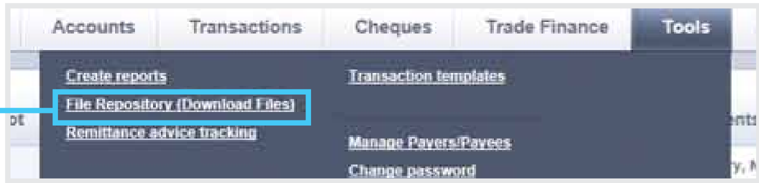


You can generate the report as a **PDF** or **CSV** file type. The report will now be created in the **File Repository**.

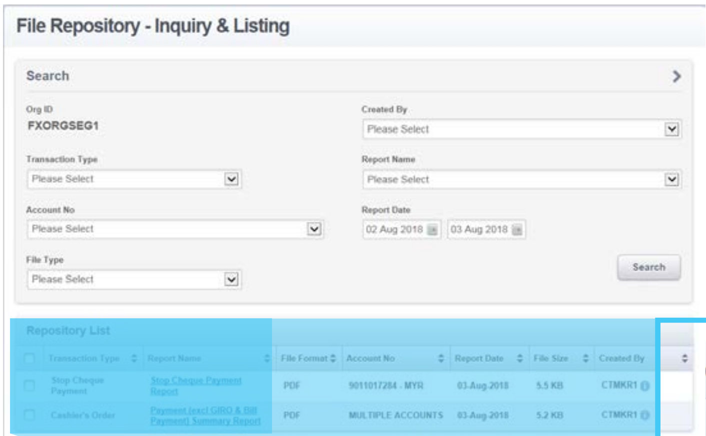


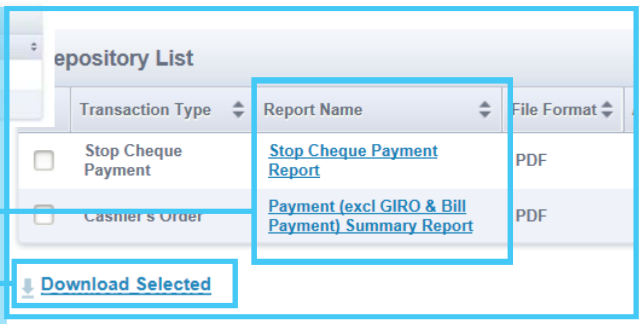
Note:
1. By clicking **Yes** – report will be generated immediately and would not be available in the File Repository.
2. By clicking **No** – report will be downloaded to the File Repository and you will retrieve the report from there.

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.





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