



Merchant Business	08 October 2026
Important: Upgrade to OCBC's Merchant Portal's services	
OCBC Bank will be migrating to a new merchant platform from 13 November 2026. This upgrade is designed to enhance your experience and better support your payment needs. <u>New Features</u> Enhanced Merchant Portal • Redesigned and user-friendly interface. • Role-Based Access Control to manage user access rights. • Self-service user management, including password resets and access administration. • Business hierarchy visibility from Group and Brand levels down to individual Companies and Outlets. Enhanced Reporting • Merchant Payment Advice (MPA) and Transaction Record Advice (TRA) available for online viewing and download. • More detailed reporting to support reconciliation and settlement tracking. Improved Merchant Self-Service • Transaction search and monitoring. • Settlement batch enquiry. • Online management of recurring payment files and reports. • Online refund functionality for eligible transactions*. • One-stop chargeback management*. <i>*These features will be released progressively and may not be available at the time of migration.</i> <u>What Remains The Same</u> No Changes to Your Current Setup. No front-end configuration changes are required for your payment terminals and/or payment gateway settings. You may continue using your existing setup without interruption. <u>Key Changes</u> (a) New Merchant Portal Access The Merchant User Access URL will change to: https://merchant.ocbc.com.my All users will be required to log in using their existing User ID and complete a User ID reset upon first login. Once your merchant account is ready for migration, we will provide the necessary instructions to assist you with the User ID reset process.	

(b) Enhanced Reports

Merchant Payment Advice (MPA) and Transaction Record Advice (TRA) will be enhanced to provide more detailed information for reconciliation and settlement tracking.

(c) Chargeback Management

Chargeback notifications will continue to be sent by email. To review chargeback details and submit your response, you will need to access the Merchant Portal.

What You Need to Do**1. If you use OCBC Credit Card Terminals**

From 13 November 2026, please ensure settlements are performed by the end of each business day.

2. During the Migration Period

If you experience terminal issues and have agreed to a scheduled visit, please allow the OCBC-authorized terminal vendor to access your premises to replace or reprogramme the terminal(s).

3. Download Existing Reports

Please download any reports you wish to retain from the current Merchant Portal, as it will be decommissioned on 30 June 2027.

Next Steps

The migration will be carried out in phases. Before your migration date, we will provide:

- Merchant Portal activation details.
- Merchant Portal User Guide.
- Instructions for User ID reset.

Please look out for future communications from OCBC Bank regarding your migration schedule and any additional actions required.

If you have any questions about this migration, please contact us at **merchant@ocbc.com** or **+603 2027 2517**.