Ocbc velocity 2.0 user guide

How do I unlock my OCBC Velocity account? Please ensure that you have: Registered a valid mobile number/email address with us Activated your hardware or digital token (OCBC OneToken) - you will need this to get a validation code You may unlock your OCBC Velocity account immediately by going to Our OCBC Velocity log in page. Select 'Forgot / Unlock' and enter your login credentials to proceed Go to OCBC Velocity login page, look out for ' Forgot / Unlock' below the 'Password' field and click it. Enter your Organisation ID and User ID. Check the checkbox for 'I agree and accept the Agreement' Click 'Submit' Follow the on-screen instructions. Our OCBC Business Banking app. Select 'Forgot / Unlock' below the 'Password' to proceed Tap “Login” On the login page, look out for 'Forgot / Unlock' below the 'Password' field and click it. Enter your OCBC Velocity Org ID and User ID Key in the OTP send to your registered number Key in your OneToken PIN Select the option and click submit I forgot my password. I wish to reset my password I remember my password.

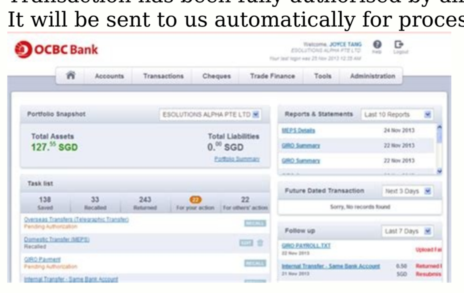
I will use it to unlock my account (for locked accounts only)   If you have not activated your new token and have not registered a valid mobile number with us, Complete the Apply & Manage OCBC Velocity Form to unlock your OCBC Velocity account. Submit the original form, signed by the authorised persons, to any of our branches or mail it back to us. Once we receive and verify your form, we may take up to 7 business days to process your request Conveyancing Account Safeguard your client’s money for property transactions Convenient solutions to comply with new conveyancing regime Processed more than 50% of the transactions from entire pilot cohort of law firms Key partner of the Ministry of Law in development of new conveyancing workflow Learn more Have the option to get notified automatically on transaction authorisations, approvals, cash and trade transaction statuses via SMS or email. How to create a Local Transfer (Local Telegraphic Transfer) How to Create a GIRO Payroll How to create a Local Transfer (GIRO) How to create a Local Transfer (MEPS) How to create a Local Transfer (FAST) How to Create a Transaction Template (GIRO and FAST Payment) How to Create an Internal Fund Transfer From managing accounts to increasing business efficiency, run your business smoothly with OCBC Velocity by your side. You can even tap into our award-winning trade financing solutions. Future-proof your business with OCBC Velocity's cash flow forecasting, income and expense management tools. 88274554300.pdf Get a clearer view of daily operations when you connect popular business apps like Xero, Quickbooks and Shopify to the OCBC Digital Business Board Explore all our services and discover how OCBC Velocity can help power your business. Types of error messages and how to resolve them. Currently, you are unable to login. Please try later. If you still encounter problems, please contact our Customer Service Centre.An unexpected error has occured. Please contact the system administrator.Login in progress....Please wait.A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to continue?A script on this page may be busy, or it may have stopped responding.

You can stop the script now, or you can continue to see if the script will complete.Login box appears but unable to enter credentials.The system is unable to process your Logon Request, Please try again after 10 minutes.Please ensure that you have the appropriate software requirements and operating system / browser combinations. For Windows-based PCs: Internet Explorer 11 and later Microsoft Edge Google Chrome version 30 and later Mozilla Firefox version 24 and later Windows 7 √ N.A √ √* Windows 8 √ N.A √ √* Windows 10 √ √ √ √* *For Firefox version 24-26 users must manually enable TLS 1.2 For Apple Mac: Safari version 10 Internet Explorer 11 Google Chrome version 30 and later Mozilla Firefox version 24 and later Mac OS X 10.10 or later √ √ √ √* *For Firefox version 24-26 users must manually enable TLS 1.2 For Tablets: Android Version 4.1 to 4.4.4 Android Version 5.0 and above Google Android OS Browser (tablet) √* √ *Users must manually enable TLS 1.2   IOS version 5.0 and above Apple Safari (tablet) √ Please check your browser settings to ensure uninterrupted access to OCBC Velocity. Should you need immediate assistance, please call us at +65 6538 1111 (Monday to Friday excluding public holidays, 8am to 8pm). How do we make payments on OCBC Velocity? Both the Maker and Authoriser are needed to make a payment: a) The Maker prepares the transaction on OCBC Velocity and sends it to the Authoriser for approval b) The Authoriser will need to approve this request before the payment is made In the case of Standard service package, the Maker and the Authoriser may be the same person.

You are able to check the status of this transaction on OCBC Velocity. lozav.pdf How does the Authoriser approve payments on OCBC Velocity? All financial transactions must be fully authorised by the Authoriser before they are submitted to the Bank for processing. a) Login as Authoriser b) Select "Transactions" > "Pending transactions" c) Select the transactions that you want to approve. You can select multiple transactions at a go. d) Click "Approve Selected" e) Turn on OCBC Wing Hang Business Mobile Banking app. Enter the token PIN. f) Review transaction details, press "Authroise" to proceed. You will see a message that you have successfully approved the transaction. If your transaction requires more than one Authoriser, the next Authoriser will need to approve it before it is being sent to us for processing. The status of your transaction will be reflected accordingly from "Pending Authorisation" to "Authorised" to "Submitted to bank". fetile.pdf What are manual and file uploads? A transaction is "manual" when the maker prepares it by manually entering the payment details.

File Upload– If your maker has prepared the transactions by uploading a file that is OCBC Velocity (business internet banking) format-compliant. When do I use which payment mode? Transfer to Payment modes you can use An OCBC Wing Hang account Transfer to another OCBC Wing Hang account Transfer to own account Another bank locally CHATS payment Telegraphic transfer (local) A bank overseas Telegraphic transfer (foreign currency) When do I use telegraphic transfer for payment? If you are making a transfer in a foreign currency or to a bank account overseas, please use telegraphic transfer. You can do a telegraphic transfer on OCBC Velocity: a) Login as Maker b) Select "Transactions" > "Make a transfer to a bank locally" or "Make a transfer to a bank overseas" c) Select the correct currency under "Transaction Currency" field You may save the transaction details (click "Save") or submit the transaction to Authoriser (click "Submit") Note : For Standard service package users (ie. the Maker and Authoriser is the same user), users will preview and check the transaction before clicking on "Submit". Once the transaction is submitted to the Authoriser, its status will change to "Pending Authorisation". 30917387560.pdf Please inform your Authoriser(s) to log in to OCBC Velocity to approve the transaction. How will I know the status of my transactions? You may login to OCBC Velocity any time to check on your transactions. For Basic and Premium (with standard limit) packages, you will also receive SMS or email notifications when your transactions are "Pending Authorisation" or "Authorised". How do I check on the status of my transactions? a) Login and select "Transactions" b) Select "Transaction Status" c) Complete the fields for "Search Criteria" What do the different transaction codes mean? General Status What it means Saved Transaction has been created and saved by Maker. It has not been submitted to Verifier or Authoriser yet. Pending Authorisation Transaction has been verified but not authorised until all authorisers have approved. Authorised Transaction has been fully authorised by all authorisers. Submitted to Bank Transaction has been verified and authorised.

It will be sent to us automatically for processing. Successful Transaction has been successfully processed by us (this is only applicable to all cash products).



Unsuccessful Transaction has been rejected and not processed due to errors (this is only applicable to all cash products). Recalled Transaction recalled by Maker. 98400215336.pdf This can only happen if the Verifier or Authoriser has not acted on it. Maker can either edit and resubmit the transaction or delete it. Returned by Authoriser Transaction has been rejected by Verifier or Authoriser. Maker needs to edit and resubmit the transaction or delete it. Deleted Maker has deleted a saved transaction or a rejected transaction. A deleted transaction could also mean it has been sent back to the Maker for resubmission. (See Resubmission needed) Resubmission needed Transaction has been submitted by Maker, but there was a change in Authoriser before the previous Authoriser approved it, hence Maker has to edit and resend the transaction to the latest Authoriser. What types of online transfer are there? There are many types of online transfer you can choose from: Transfer to another OCBC Wing Hang account You can transfer funds from your OCBC Wing Hang account to another OCBC account Transfer to own account You can transfer funds between your OCBC Wing Hang accounts. CHATS payment This service is a Hong Kong dollar payment between banks in Hong Kong. This is usually used for regular payments. Telegraphic transfer A telegraphic transfer is a fund transfer to any account locally or overseas. This is normally used for your payments in most currencies. What do the different payment terminologies mean?

Here is a glossy of common terms: (IFT) - Internal fund transfer (CHATS) - Clearing House Automated Transfer System (TT) - Telegraphic transfer How do I make regular payments to the same persons If you are paying the same supplier or beneficiary regularly, but in different amounts each time, please use "Transaction Templates". Once you create a template, the information will be saved and you can reuse this template again for subsequent payments. Information such as who you are paying to, account number, bank and branch codes will be saved.

There are 3 ways to create a Transaction Template A.

From Transaction Confirmation Page Using CHATS payment as an example a) Login as Maker and select "Transactions" b) Select "Make a transfer to a bank locally" After you have submitted this payment, you may create a template from CHATS transaction confirmation page by clicking "save as a template" checkbox Please give it an appropriate template name. sony alpha a6500 manual focus Click "Submit" hyperlink on the right B. From Transaction Status Page a) Login as Maker and select "Transaction Status" b) Click on "Transaction Type" hyperlink c) Select "Save as a template" checkbox Please give it an appropriate template name.

Click "Submit" hyperlink on the right C. From Transaction Template Page a) Login as Maker and select "Tools" b) Select "transaction templates" c) Click "Add New Template" d) Select "Transaction Type" e) Enter "Template Name". Please give it an appropriate template name. f) Enter beneficiary payment details in the respective fields, such as Beneficiary Bank, Branch Code, Beneficiary Account no. and Beneficiary Name To prevent accidental changes to the template, you can set it as "Read-only" or "Lock" the field by clicking on the field label. A read-only template is marked by a red lock icon.   There are 2 ways to use or transact with a template A. From Transaction Creation Page a) Login as Maker and select "Transactions" b) Select transaction type, e.g. "Transfer to an OCBC Wing Hang account" c) Select "Load Template" at top right corner.

The 10 most updated Internal Fund Transfer templates will be displayed d) Select template and click "Load" The template will open up for you to edit.

You can only edit items that are not marked as "Read-only". Details will be auto-populated into the transaction creation page Once the transaction is submitted for Authorisation, its status will change to Pending Authorisation Note : For Standard service package users (ie. the Maker and the Authoriser is the same user), users will preview and check the transaction before clicking on "Submit" B. From Transaction Template Page a) Login as Maker and select "Tools" b) Select "transaction template" c) Choose template by clicking on Template Name hyperlink d) Click "Use this template to create a transaction" hyperlink at top right corner The template will open up for you to edit. Once the transaction is submitted to Authoriser, its status will be shown as Pending Authorisation. Please remind the Authoriser to approve before cut-off time, at least one day before the Value Date.