

# OCBC OneCollect User Guide

OCBC OneCollect is a digital merchant solution that integrates PayNow QR for real-time collection, notification and transaction management.

## LET'S GET STARTED

### STEP 1

#### REGISTER FOR OCBC ONECOLLECT

Log into Velocity@ocbc or the OCBC Business Mobile Banking App.



#### Velocity@ocbc

1. From menu, select "Tools" > "Manage OneCollect"
2. Follow on-screen instructions
3. You will receive an SMS to download the app

#### OCBC Business Mobile Banking App

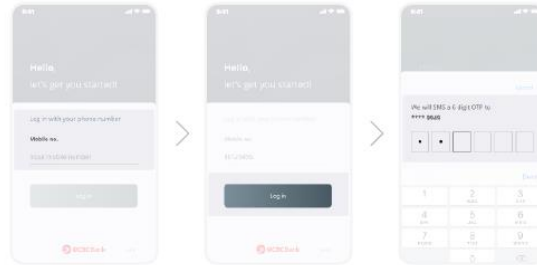
1. From settings, select "Manage OneCollect"
2. Follow on-screen instructions
3. You will receive an SMS to download the app



### STEP 2

#### LOGIN TO OCBC ONECOLLECT

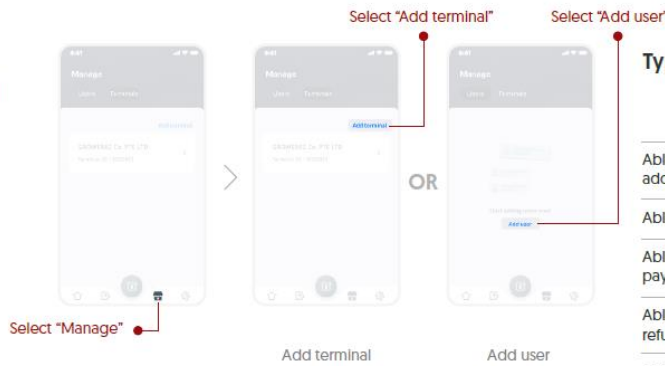
After downloading the app, login using your mobile number and One-Time-Password (OTP).



### STEP 3

#### ADD AND MANAGE TERMINALS OR USERS

1. Select "Manage" > "Terminal" or "User" > "Add terminal" or "Add user"
2. Follow subsequent on-screen instructions



#### Types of user profiles:

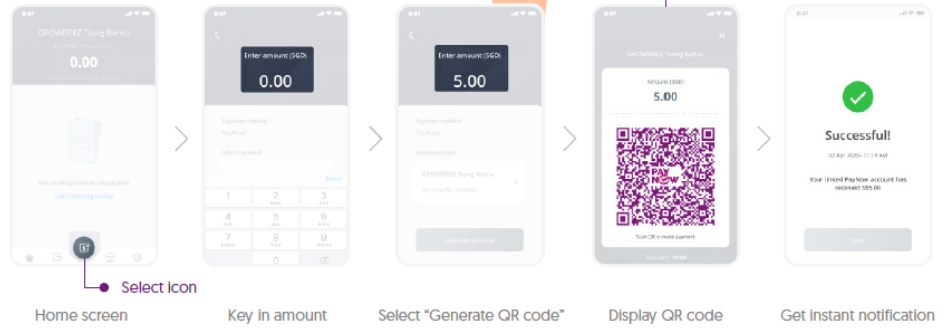
	Administrator	Manager	Cashier
Able to create additional users	✓	✓	✗
Able to add terminals	✓	✗	✗
Able to collect payments	✓	✓	✓
Able to create refund request	✓	✓	✓
Able to approve refund request	✓	✓	✗
View transaction history	Can view transactions of all users	Can view history of all cashiers under the same terminal	Can only view own transactions



# MORE FEATURES

## COLLECTING PAYMENTS USING PAYNOW

Easily generate PayNow QR codes on app or have your customer scan your printed PayNow-enabled SGQR code. Money is deposited straight into your bank account.



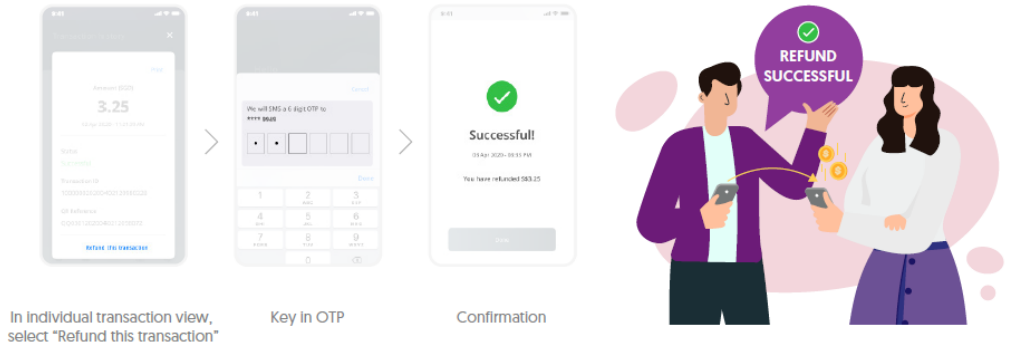
## VIEW AND TRACK TRANSACTIONS

Review transaction history for easy reconciliation.



## ISSUE REFUNDS

Easily issue refunds by selecting "Refund this transaction" and keying in the OTP.



OCBC OneCollect supports collections from these participating PayNow banks:



**Need help?**  
OCBC Business Banking  
(65) 6538 1111  
Monday to Friday  
excluding Public Holidays  
8.30am – 6.00pm

Scan to download  
OCBC OneCollect:

