

ePayroll and Batch Payment Service

User Guide

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Remarks : Your computer is required to install Windows 7 or above version with the latest Java Runtime Environment (<http://www.java.com>) and you need to use Internet Explorer browser with version 8.0 or above for this Service. (Does not support the 64bit version.)

Thank you for choosing our ePayroll Service (The Service)

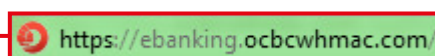
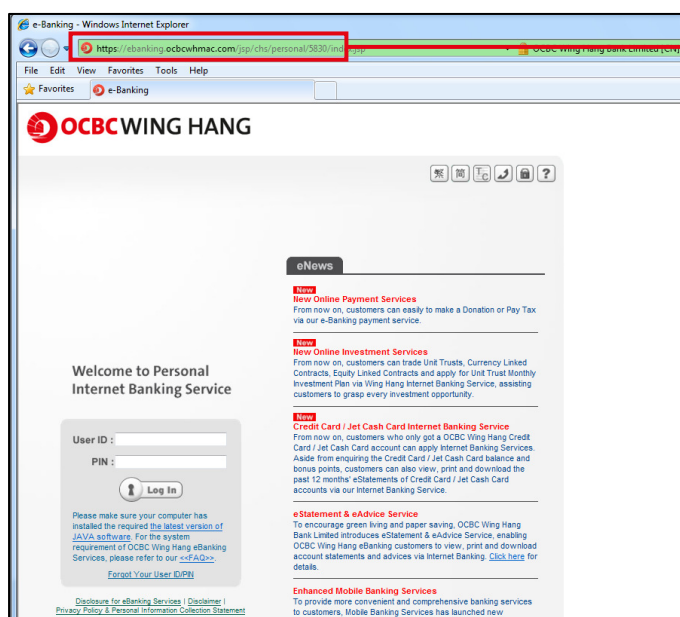
The Bank provides you with advanced and reliable ePayroll Service which assists you to manage your staff payroll easily.

1. Installation and Setting

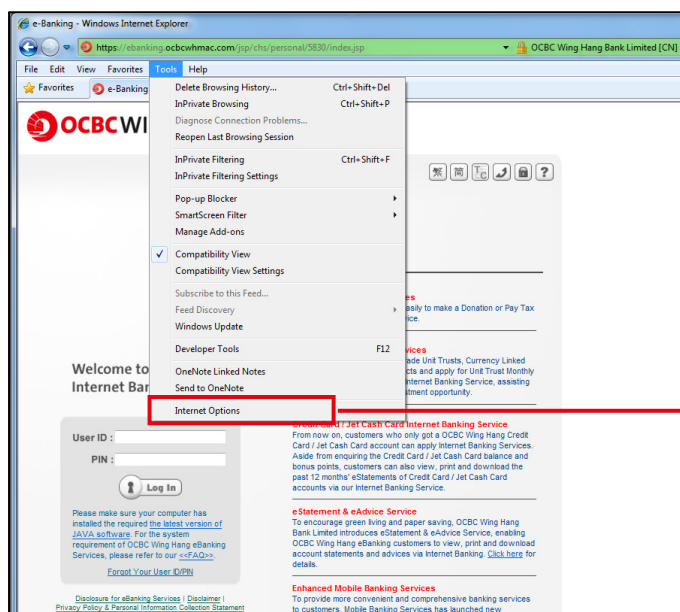
1.1 Trusted Site

Before using the Service, you are required to install the Internet Explorer and add the OCBC Wing Hang Internet Banking website to the zone of Trusted site to use the Service. If this is the first time you use the Service, please perform the following steps.

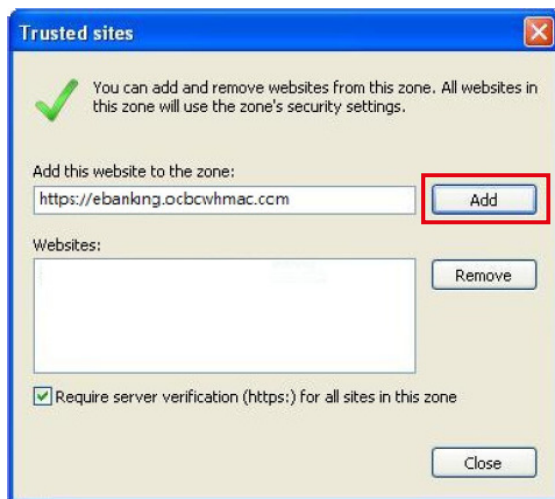
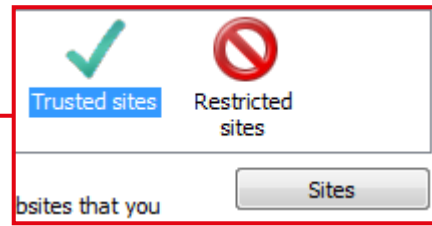
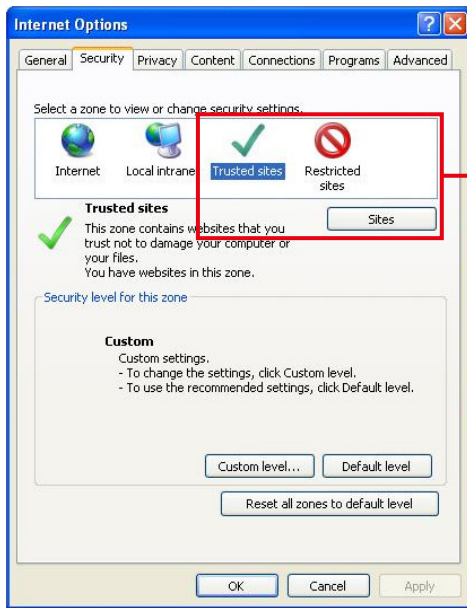
Copy the URL: <https://ebanking.ocbcwhmac.com> at the login screen of the OCBC Wing Hang Business Internet Banking.



Select Tools → Internet Options in the browser.



After you had entered the **Internet Options** pop up window, please select **Security** → **Trusted Sites** → **Sites**.



1. Paste or enter: <https://ebanking.ocbcwhmac.com>
2. Click **Add**
3. Click **Close**
4. Then click **OK** to close **Internet Options**

If you would like to confirm whether you have added the OCBC Wing Hang Business Internet Banking website to your trusted sites list, please repeat above steps to check if the OCBC Wing Hang Internet Banking has already been included in the trusted sites in the **Internet Option**.

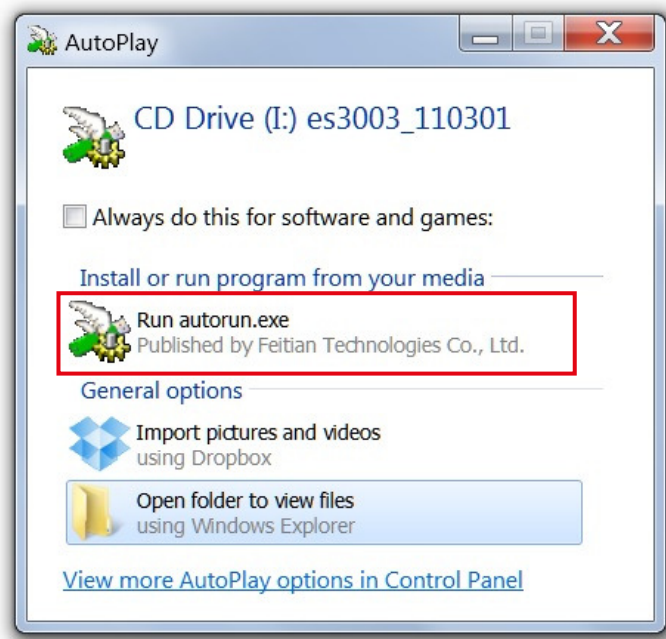


1.2 USB Token

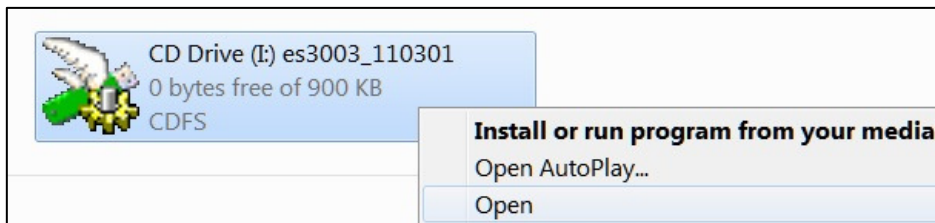
I. Software Installation

(User must install the ePass3003 software in order to use the USB Token and ePayroll Service)

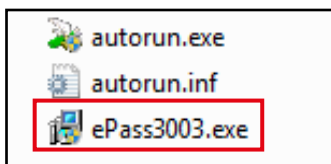
Insert the USB Token into the PC. Then click **Run autorun.exe**.



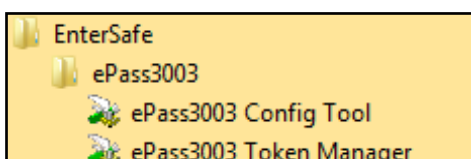
In the case the program does not run automatically, please open **My Computer** and right click your mouse on the driver named as **es3003_110301** and select **Open**.



After entering the driver, please left-click the mouse on the **ePass3003.exe** to execute the installation program.

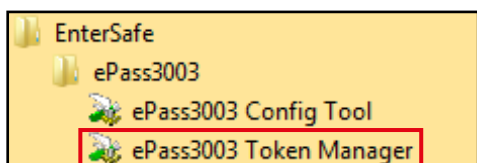


After the installation, the **EnterSafe** will be displayed in the program list.

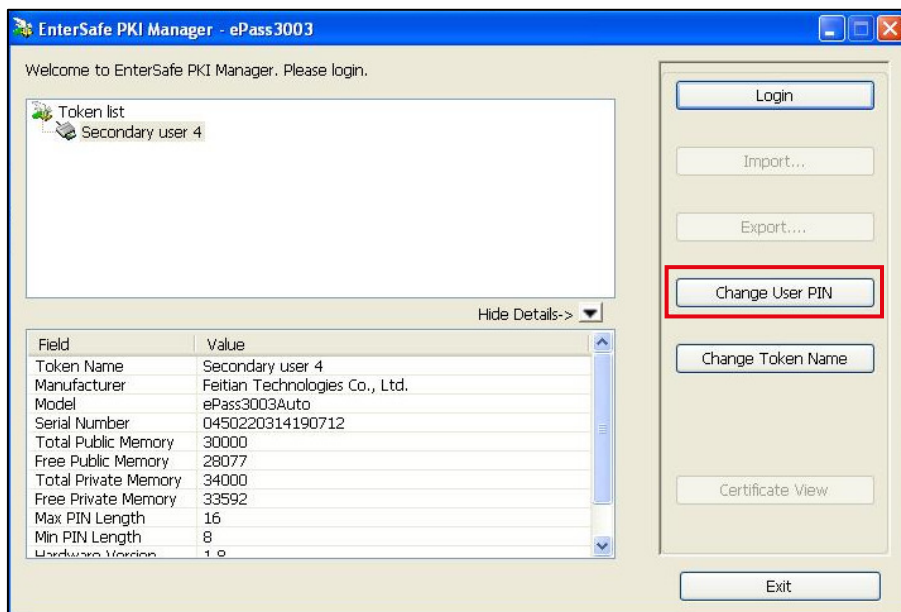


II. Change USB Token Password (Optional)

Select the **Start Menu** and open **All Programs** → **EnterSafe** → **ePass3003 Token Manager**



Click **Change User PIN**.



1. In the **Old user PIN**, enter the old (current) password. (If this is the first time login, use the password in the PIN MAILER.)
2. In the **New user PIN**, enter the new password.
3. In the **Confirm**, please re-enter the new password.
4. Click **OK** and the PIN will be changed automatically.

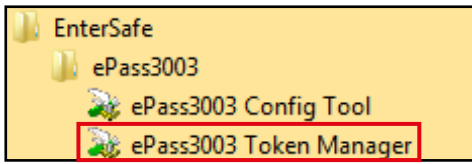


Notice :

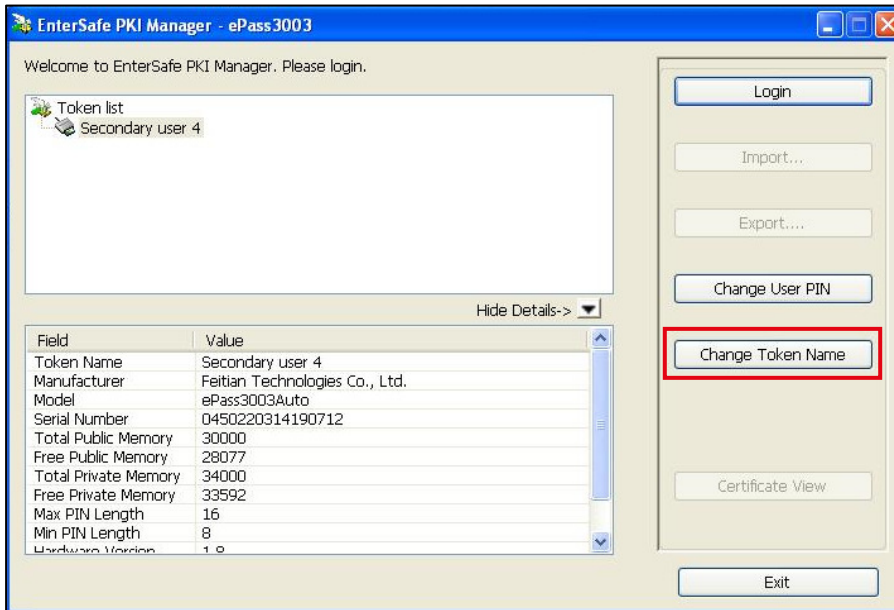
- The Token will be locked in case wrong password has been entered more than 6 times.
- The minimum length of the password is 8 characters that consists of letters and numbers.
- The maximum length of the password is 16 characters that consists of letters and numbers.
- Case letters can be used to enhance security.

III. Change USB Token Name (Optional)

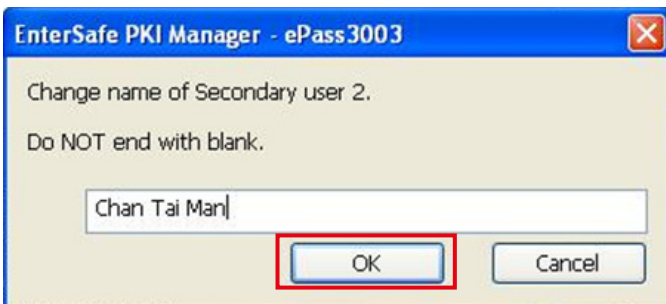
Select the **Start Menu** and open **All Programs** → **EnterSafe** → **ePass3003 Token Manager**



Click **Change Token Name**.

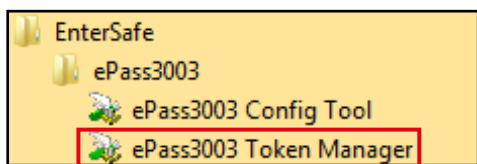


Enter the new name, then click **OK**.

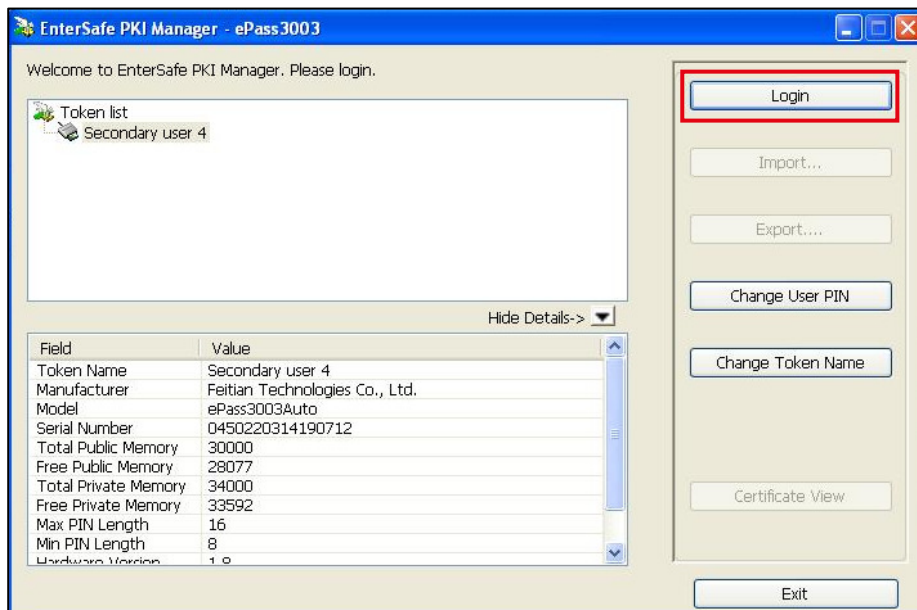


IV. View the content of Certificate

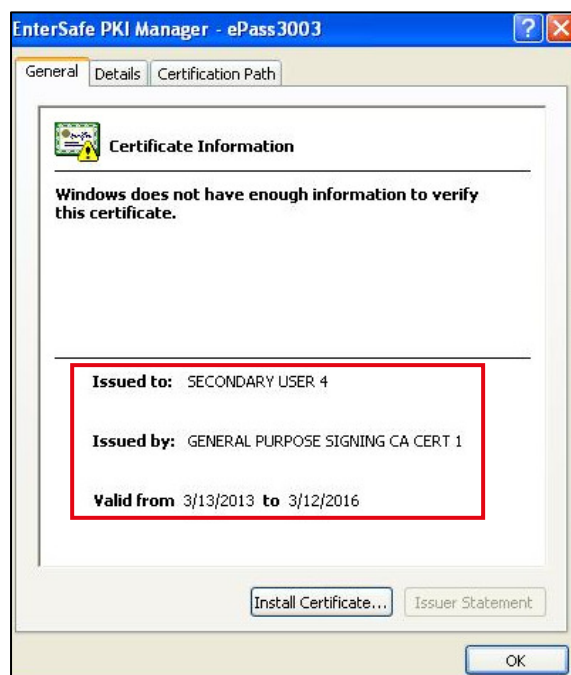
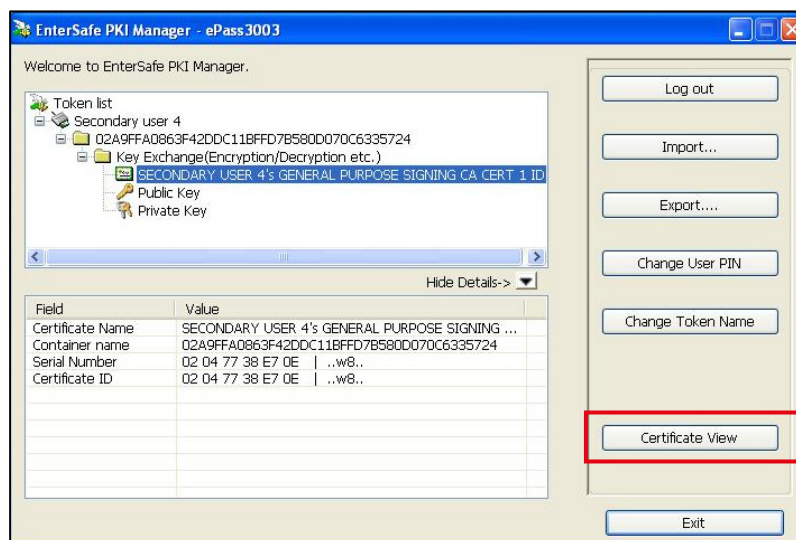
Click the **Start Menu**, select and open **All Programs** → **EnterSafe** → **ePass3003 Token Manager**



Click **Login**.



Click **Certificate View**, then the certificate information will be displayed



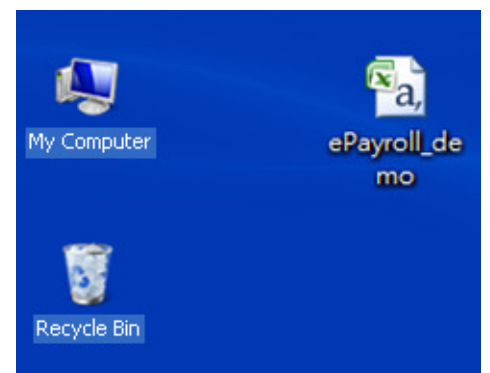
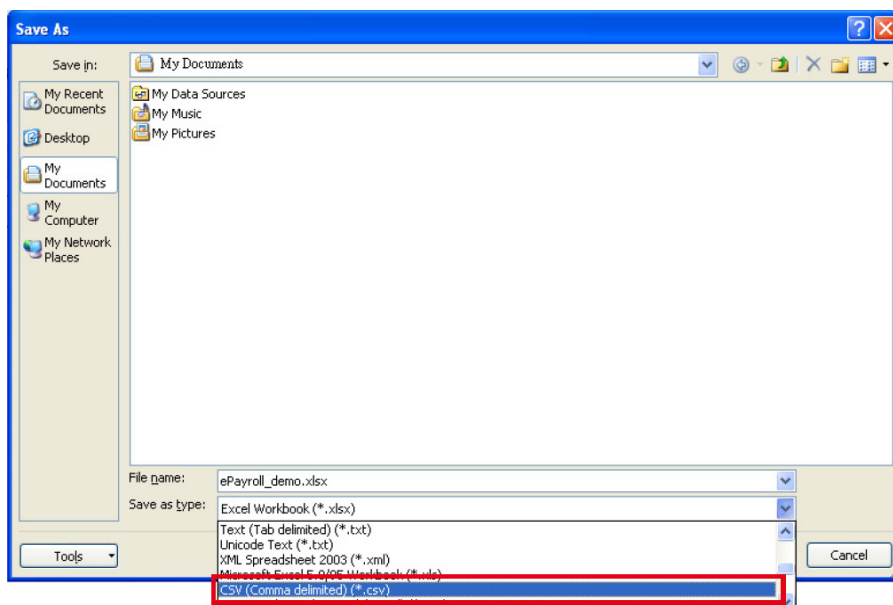
2. ePayroll file format and set up procedure

Please establish a new file in Excel and enter the respective data of the staff.

	A	B	C	D	E	F
1	payroll-2013-09-01	Lam Meng	000-000-899952260	15000.00	SEP_13	
2	payroll-2013-09-02	Ka Meng	000-000-899952100	10000.00	SEP_13	
3						

Columns	Content	Requirement (Please fill in all content)
A	Reference	<ul style="list-style-type: none"> Max. 18 characters. Only English, Number & “-” can be accepted.
B	Account Holder Name	<ul style="list-style-type: none"> Max. 20 characters.
C	Account Number	<ul style="list-style-type: none"> Account number must be correct. Max. 17 characters including the “000-000-” should be added before the account number.
D	Amount	<ul style="list-style-type: none"> Max. 8 and 2 characters before & after the decimal respectively.
E	Remarks	<ul style="list-style-type: none"> Max 6 characters.

After entering the data, please save the file type as **CSV (Comma delimited) (*.csv)**.
After saving the file, the Payroll File will be in the selected path.



3. How to use ePayroll and Batch Payment Service

Our ePayroll Service offers 3 operation modes for customers :

- a. Instruction submitted by **one Operator** and approved by another **Approver** for execution.
- b. Instruction submitted by **one Operator** and approved by another **two Approvers** for execution.
- c. Instruction submitted by **Operator** for execution directly and no approval is required.

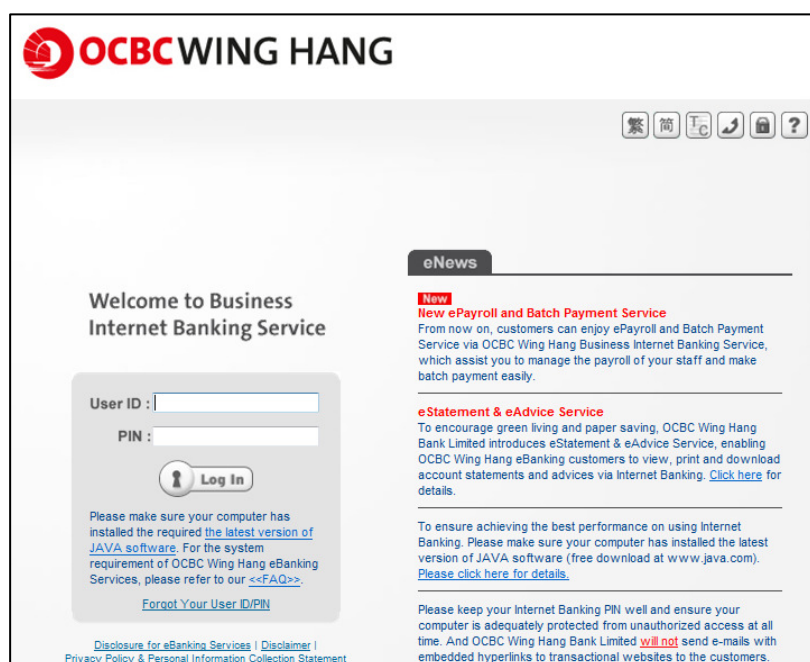
The following part takes **mode a** as an example to elaborate the steps of using the ePayroll Service.

First, the Operator visits our website (www.ocbcwhmac.com).

After that, select **Business** and then click **Login**.



Enter the **User ID** and **PIN** of the Operator. Then click **Log In** to enter the Business Internet Banking.



After the Operator has logged into the Business Internet Banking, click the **Upload Instruction File** at the top of the screen.

The screenshot shows the OCBC Wing Hang eBanking interface. At the top, the navigation menu includes 'Account Services', 'eStatement & eAdvice', 'Remittance', 'Investment', 'Upload Instruction File' (highlighted with a red box), and 'Other Services'. Below the navigation, the user is identified as 'SECONDARY USER 4 - OCBCWHM TESTING ACCT INTERNET BANKING'. A table displays transaction details with columns for Transaction Type, Pending Tx No., CCY, Amount, and User Name. The table shows 'Pending For Approval Request', 'My Request', 'Amended Request', and 'Deleted Request', all with 'No Record Found'. The footer contains the contact information: 'OCBC Wing Hang eBanking Service Hotline: 2832 2222' and '©2008 OCBC Wing Hang Bank Limited All rights reserved.'

Click the **Payroll Service** on the left hand column and enter the respective information including **Total Payment Items**, **Total Payment Amount**, **Customer Reference**, **Debit Account** and **Processing Date**. **Total Payment Items** and **Total Payment Amount** must be the same as the total items and payment amount in the payroll file. The selected Currency of the **Total Payment Amount** in the screen must be the same as the Currency of the **Debit Account**.

The screenshot shows the 'Payroll Service' form. The 'Payroll' tab is selected and highlighted with a red box. The form fields are as follows:

Total Payment Items :	2
Total Payment Amount :	MOP 888
Customer Reference :	DEMO
Instruction File Format :	CSV
Debit Account :	Current MOP 899952-002
Processing Date :	2015/06/17

Below the form, there is a 'Please note' section with three instructions regarding upload timing, banking holidays, and sufficient funds.

A summary box on the right side of the screen, outlined in red, lists the following fields:

- Total Payment Items :
- Total Payment Amount :
- Customer Reference :
- Instruction File Format :
- Debit Account :
- Processing Date :

After entering the information, plug in the USB token and then click **Next**.

Upload Instruction File | Account Services | eStatement & eAdvice | Remittance | Investment | Other Services

Payroll Service | Batch Payment Service

SECONDARY USER 4 - OCBCHWM TESTING ACCT INTERNET BANKING

Payroll | Instruction Status Enquiry

MCT 2015/06/17 10:20:12

Payroll

Transaction Details

Total Payment Items : 2

Total Payment Amount : MOP 888

Customer Reference : DEMO

Instruction File Format : CSV

Debit Account : Current MOP 899952-002

Processing Date : 2015/06/17

Please note :

1. If the file is uploaded before 4:30pm on the day before the processing date, the payment will be made before 9:00am of the processing date. However, if the file is uploaded after 4:30pm on the day before the processing date but at or before 4:30pm of the processing date, the payment will be made at night of the processing date.
2. If the processing date of an instruction falls on a banking holiday or in the case of typhoon, the next business day on which such instruction can be effected and transacted by the Bank will be taken as the processing date of such instruction.
3. There must be sufficient funds maintained in the account for executing the instruction before the business hour of the processing date. In the event of insufficient funds, the Bank is not obligated to execute the instruction, and a charge may be levied on each failing instruction.

Next

When the **User Authentication** pops up, please upload the payroll file, enter the token password and click **Submit** to proceed.

User Authentication

Upload File

Choose File

Choose File

Please input your eCertificate password and click "Submit" to proceed

Submit Cancel

The screen will show the Transaction Details and the uploaded Instruction File for preview. After the **Operator** has checked the details, click **Confirm** at the bottom right hand corner to proceed.

Payroll | Instruction Status Enquiry

MCT 2015/06/17 12:12:58

Payroll

Transaction Details

File Type :	Payroll Service
Total Payment Items :	2
Total Payment Amount :	MOP 888.00
Uploaded Instruction File :	ePayroll_demo.csv
Customer Reference :	DEMO
Processing Date :	2015/06/17
Debit Account :	Current MOP 899952-002

Please note :

1. If the file is uploaded before 4:30pm on the day before the processing date, the payment will be made before 9:00am of the processing date. However, if the file is uploaded after 4:30pm on the day before the processing date but at or before 4:30pm of the processing date, the payment will be made at night of the processing date.
2. If the processing date of an instruction falls on a banking holiday or in the case of typhoon, the next business day on which such instruction can be effected and transacted by the Bank will be taken as the processing date of such instruction.
3. There must be sufficient funds maintained in the account for executing the instruction before the business hour of the processing date. In the event of insufficient funds, the Bank is not obligated to execute the instruction, and a charge may be levied on each failing instruction.

Amend **Confirm** Cancel

After confirmation, the screen will show **Instruction is Pending for Approval**. Then inform the Approver to login Business Internet Banking to arrange the respective approval for the instruction.

The screenshot shows a web interface for 'Payroll' with a sub-tab 'Instruction Status Enquiry'. A central message box states: **Instruction is Pending for Approval. Transaction No: P20151680200047**. Below this, a 'Transaction Details' table lists the following information:

File Type :	Payroll Service	
Total Payment Items :	2	
Total Payment Amount :	MOP	888.00
Uploaded Instruction File :	ePayroll_demo.csv	
Customer Reference :	DEMO	
Processing Date :	2015/06/17	
Debit Account :	Current MOP 899952-002	

Below the table, there is a 'Please note' section with three bullet points regarding upload times, banking holidays, and fund availability. An 'OK' button is located at the bottom right of the message area.

Operator also can check last 30 days recording in **Instruction Status Enquiry**.

The screenshot displays the OCBC Wing Hang logo and a navigation menu with options: Upload Instruction File, Account Services, eStatement & eAdvice, Remittance, Investment, and Other Services. The 'Account Services' menu is expanded, showing 'Payroll Service' and 'Batch Payment Service'. Under 'Payroll Service', the 'Instruction Status Enquiry' option is highlighted with a red box. The user is identified as 'SECONDARY USER 4 - OCBCWHM TESTING ACCT INTERNET BANKING'. The timestamp is 'MCT 2015/06/17 10:27:12'. Below the navigation, a 'File Upload Status' table is shown with columns: Transaction ID, Txn Type, Total Items, CCY, Amount, Customer Reference, Txn Status, Created Date, and Created By. The table currently displays 'No Record Found'.

Approver can view the transaction pending for approval in the **Transaction Status** under the **Account Services** after login. To view the transaction details, select the respective **Pending Tx No.**

OCBC WING HANG

Account Services | eStatement & eAdvice | Remittance | Investment | Other Services

Transaction Status | 繁體 | 簡體 | FAQ | Contact Us | Print | Security Tips | Logout

Account Enquiry
Fund Transfer
FCY & Gold Buy / Sell Order
Time Deposit
Rate Enquiry
Cheque Services
Payment

SECONDARY USER 2 - OCBCWHM TESTING ACCT INTERNET BANKING

Pending Instruction Enquiry | Forward Date Instruction | Message Box

MCT 2014/12/17 11:04:56

Refresh

Transaction Type	Pending Tx No.	CCY	Amount	User Name	Last Modify Date	Execution Date
Pending For Approval Request						
Payroll Instruction File (DEMO)	P20143510176897	HKD	XXX.XX	SECONDARY USER 4	2014/12/17 11:00:47	
My Request						
No Record Found						
Amended Request						
No Record Found						
Deleted Request						
No Record Found						

Using USB Token

After the approver has checked the correctness of the information, plug-in the USB Token and then click **Approve** at the bottom right hand corner.

Pending Instruction Enquiry | Forward Date Instruction | Message Box

MCT 2014/12/17 11:05:32

Payroll

Transaction Details

File Type : Payroll Service
Total Payment Items : 2
Total Payment Amount : HKD 888.00
Uploaded Instruction File : ePayroll_demo.csv
Customer Reference : DEMO
Processing Date : 2015/01/16
Debit Account : Current HKD 899952-001

Sequence No.	Account No.	Name	Amount	Reference No.	Particular
1	000-000-899952260	Lam Meng	444.00	payroll-2013-09-01	SEP_13
2	000-000-899952100	Ka Meng	444.00	payroll-2013-09-02	SEP_14

First Last

Approve | Reject | Cancel

After the **User Authentication** has popped up, enter the USB token password. Then click **Confirm**.

User Authentication

Please input your eCertificate password and click "Confirm" to proceed

Confirm | Cancel

The system will display again the Transaction Details and the upload **Payroll File** for preview. Check its correctness and then click **Confirm** at the bottom right hand corner.

Pending Instruction Enquiry Forward Date Instruction Message Box MCT 2014/12/17 11:07:00

Payroll

Transaction Details

File Type :	Payroll Service		
Total Payment Items :	2		
Total Payment Amount :	HKD	888.00	
Uploaded Instruction File :	ePayroll_demo.csv		
Customer Reference :	DEMO		
Processing Date :	2015/01/16		
Debit Account :	Current HKD 899952-001		

Confirm Cancel

After the system has displayed the message of **Your Instruction was Executed**. Click **OK** then the Instruction for Payroll Service is successfully executed.

Pending Instruction Enquiry Forward Date Instruction Message Box MCT 2014/12/17 11:07:41

Your Instruction was Executed. Bank Ref. No. 00008152014121711000000

Payroll

Transaction Details

File Type :	Payroll Service		
Total Payment Items :	2		
Total Payment Amount :	HKD	888.00	
Uploaded Instruction File :	ePayroll_demo.csv		
Customer Reference :	DEMO		
Processing Date :	2015/01/16		
Debit Account :	Current HKD 899952-001		

OK

Using Security Device

After the approver has checked the correctness of the information, please click **Approve** at the bottom right hand corner.

Pending Instruction Enquiry Forward Date Instruction Message Box MCT 2014/12/17 11:05:32

Payroll

Transaction Details

File Type :	Payroll Service		
Total Payment Items :	2		
Total Payment Amount :	HKD	888.00	
Uploaded Instruction File :	ePayroll_demo.csv		
Customer Reference :	DEMO		
Processing Date :	2015/01/16		
Debit Account :	Current HKD 899952-001		

Sequence No.	Account No.	Name	Amount	Reference No.	Particular
1	000-000-899952260	Lam Meng	444.00	payroll-2013-09-01	SEP_13
2	000-000-899952100	Ka Meng	444.00	payroll-2013-09-02	SEP_14

First Last **Approve** Reject Cancel

On the **Transaction Details** page, please follow steps to generate the 6 digits security code from Security Device and enter the codes in the box, then click **Confirm**.

請核對下列指示詳情

檔案格式 :	
總支票筆數 :	2
總支票金額 :	港幣 888.00
已上載之指示檔案 :	demo.csv
客戶備考 :	DEMO
執行日期 :	2014/10/28
提取賬戶 :	XXXXXXXXXX



1. 按住 **OTP** 鍵以取得保安編碼
2. 輸入6位數字之保安編碼

After the system has displayed the message of **Your Instruction was Executed**. Click **OK** then the Instruction for Payroll Service is successfully executed.

Pending Instruction Enquiry
Forward Date Instruction
Message Box

MCT 2014/12/17 11:07:41

Your Instruction was Executed. Bank Ref. No. 000008152014121711000000

Payroll

Transaction Details	
File Type :	Payroll Service
Total Payment Items :	2
Total Payment Amount :	HKD 888.00
Uploaded Instruction File :	ePayroll_demo.csv
Customer Reference :	DEMO
Processing Date :	2015/01/16
Debit Account :	Current HKD 899952-001

Batch Payment Service

After the Operator has logged in to the Business Internet Banking, click the **Upload Instruction File** at the top. Then click the **Batch Payment** on the menu at the left hand column and repeat the above steps to complete the Batch Payment Instruction.

Should you have any enquiry, please contact our Service Hotline at 2832 2222 during office hours.