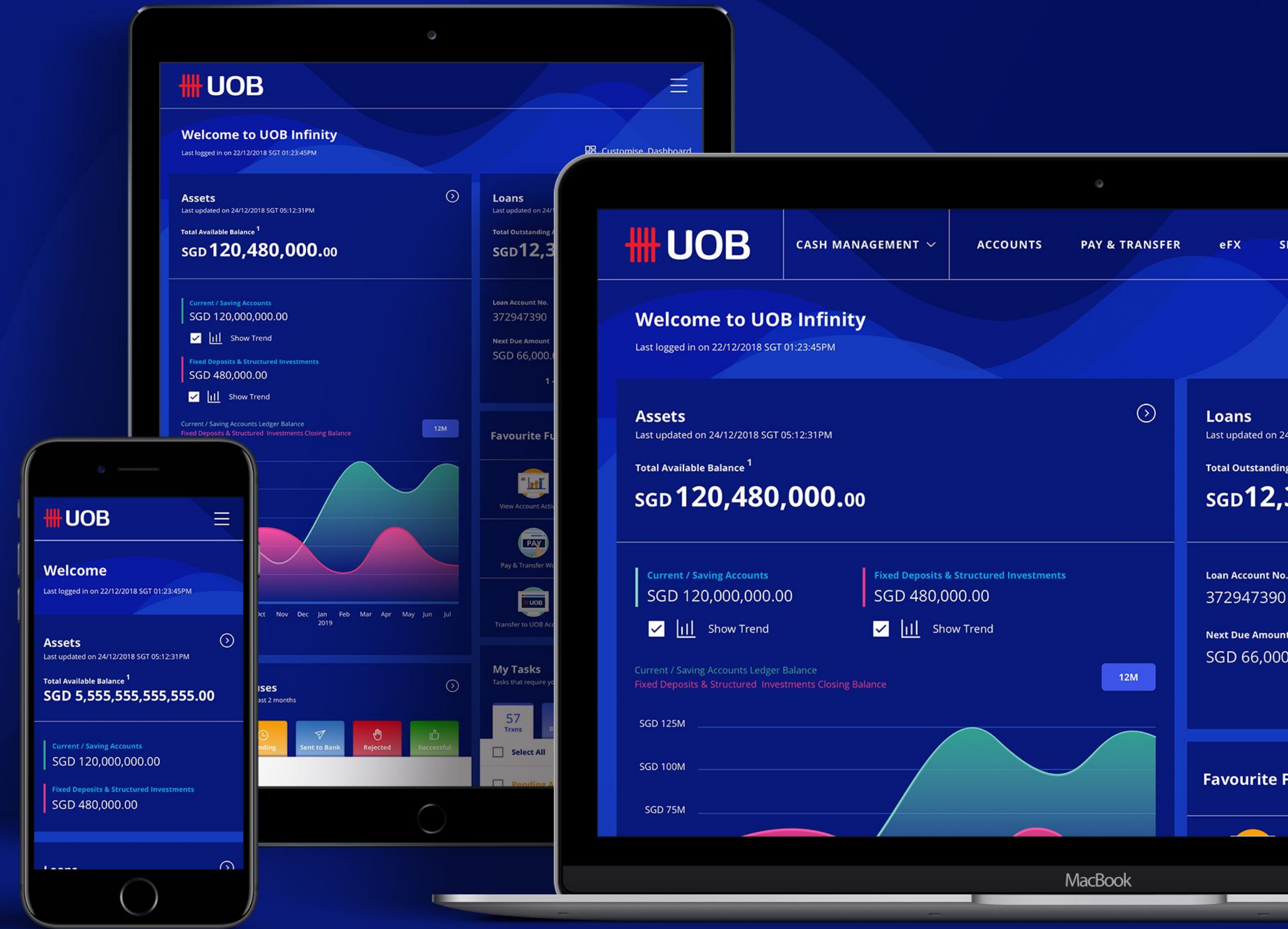


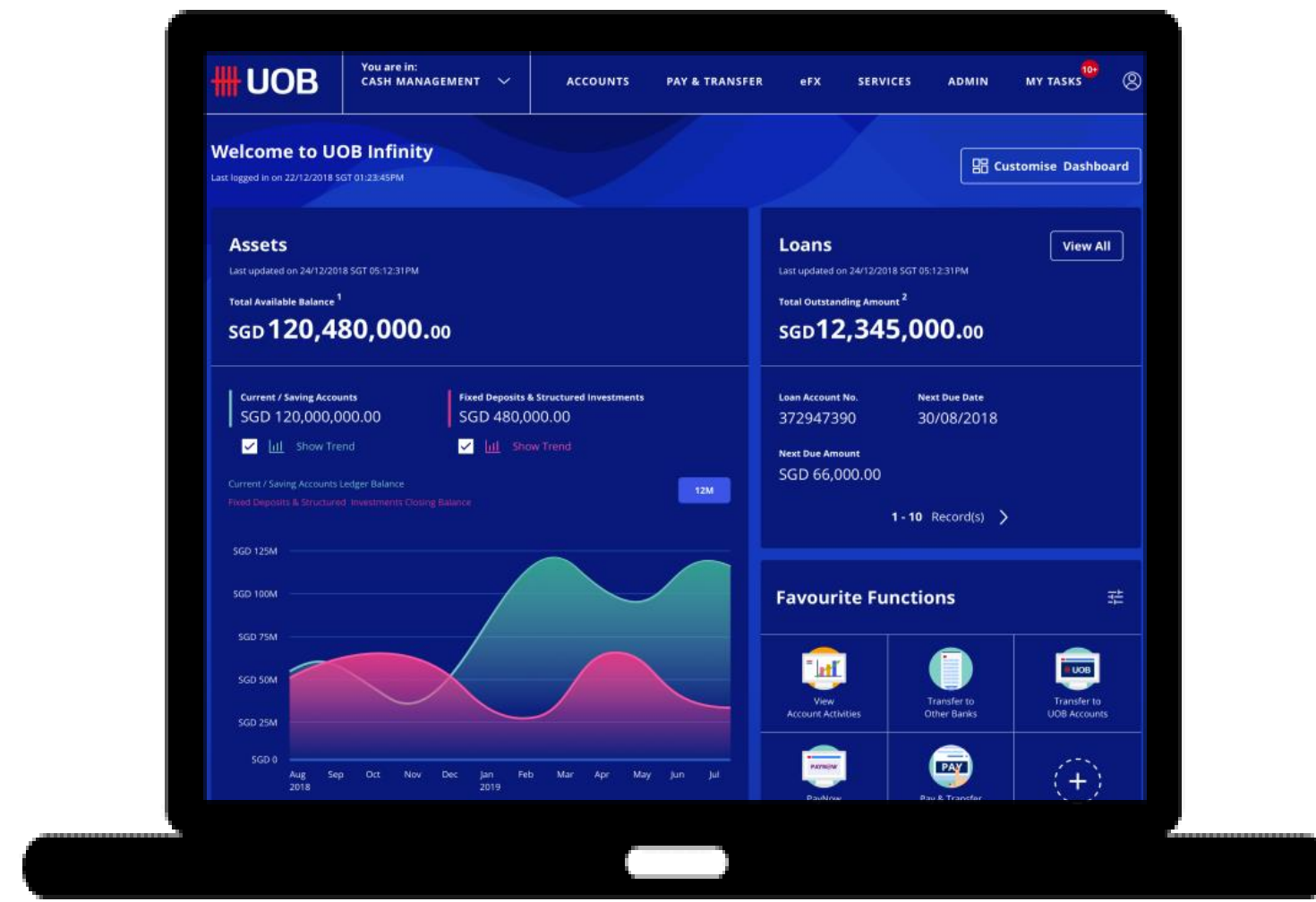
UOB INFINITY

User Guide



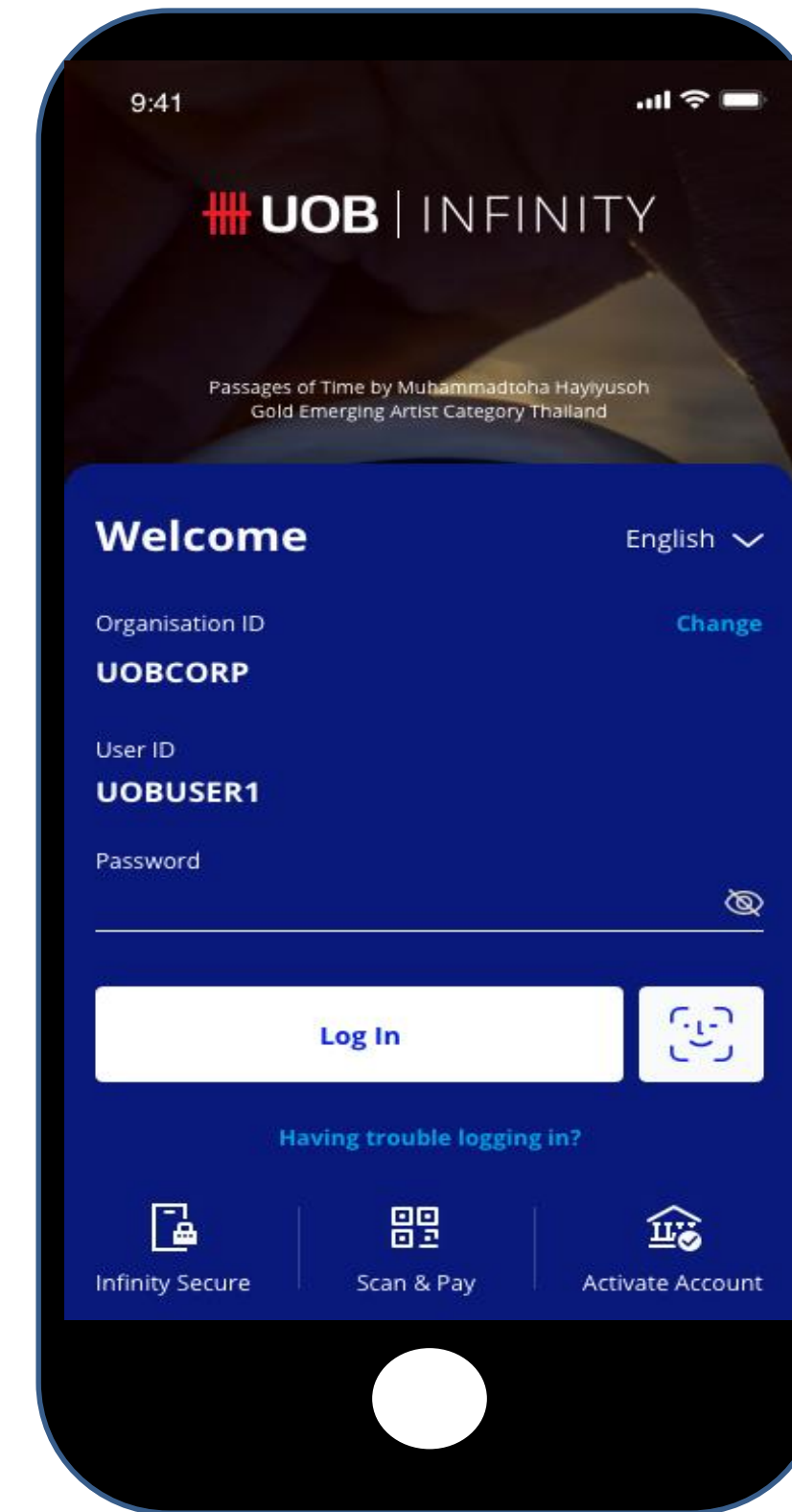
Getting Started

UOB INFINITY – A new digital banking experience for business



Infinity Desktop features a User Interface designed to improve efficiency

- Track Telegraphic Transfers End-to-End with Swift GPI.
- Send notifications to authorisers for transactions approval
- Generate PDF reports for Bulk Payments with 1 click.
- Pay & Transfer Wizard intelligently recommends the most suitable payment type to the user.



Infinity Mobile App features Digital Tokens & Biometrics login

- Authorise Single and Bulk payments using Digital Tokens (Infinity Secure).
- Faster login with Biometrics.
- Activate new user account on the mobile app.
- Additional payment types e.g. Bill Payments, Cashier's Order, Demand Draft, Payment Wizard.
- Generate PayNow QR Code to facilitate easy funds collection.

Getting Started

Topics covered

- 1** Navigating in UOB Infinity
- 2** How to Access Global View
- 3** How to Access Trade Services
- 4** What Do You Need to Login
- 5** Quick Guide to Login Page
- 6** How to Activate Your User ID/Recover Your Password
- 7** How to Update Your Contact Details
- 8** How to Enable Biometric Login
- 9** Quick Guide to Dashboard
- 10** How to Customise Your Dashboard
- 11** How to View Your Account Balances
- 12** How to View Your Account Activities (Statement)
- 13** How to View Inward Remittance and Download Advices
- 14** How to Upload Bulk Payment Files
- 15** How to Authorise Transaction via My Tasks
- 16** How to Download Reports
- 17** How to Use Your Favourite Account Lists
- 18** How to Use the Filters

Navigating in UOB Infinity

Overview

After logging into Infinity, you will see the "Dashboard" page. If there is an announcement, you will see that through the "Announcement Message" bar on the top. Navigation in Infinity is done through the main menu.

1. Announcement messages related to functionalities of Infinity are posted on the "Announcement Message" bar. You may see up to 3 announcement messages. You may close these messages by selecting "X".
2. You may navigate to other functions using "You are in" function. In this case, you may navigate to Trade Services functions by selecting "TRADE SERVICES (BIBPlus)"
3. Functions in Infinity are grouped by characteristics of user personas collected from our customers.

Enquiry users can access Accounts statements, Reports and Transaction enquiry related functions under "Accounts" tab. Notable functions include:

- Account Activities for downloading Bank Statements and Advices.
- Download Reports for downloading system and user-generated reports.
- Approval Status for listing of transactions grouped by their status.

4. Payment Preparers can use the functions under "PAY & TRANSFER" to create payments, manage templates or track cross-border payments.

PayNow incoming / outgoing transaction, registration, amendment and de-registration services will not be available on 28 November 2020 12:00AM to 8:00AM.

1

2

3

4

3

4

Navigating in UOB Infinity

Overview

5. Other payment services such as Cheques, PayNow or Notifications are grouped under Services.
6. Company Admins can access User Management, Data Management and Audit Query functions under the "ADMIN" Tab.
7. To update your personal particulars in Infinity, Remove Infinity Secure setup or Traverse to another location using Global View, you may use the functions under the "Personal Icon"

PayNow incoming / outgoing transaction, registration, amendment and de-registration services will not be available on 28 November 2020 12:00AM to 8:00AM.

UOB You are in: CASH MANAGEMENT | ACCOUNTS | PAY & TRANSFER | **SERVICES** | ADMIN | MY TASKS 10+

Welcome to UOB Infinity
Last logged in on 25/11/2020 5GT 02:28:08PM

Assets
Last updated on 25/11/2020 5GT 02:29:10PM

Total Available Balance ¹
SGD 105.97

Current / Savings Accounts: SGD 105.97 | Fixed Deposits & Structured Investments: N/A

Favourite Functions: Download Reports, Manage Templates, Pay & Transfer Wizard, Transfer to Other, Transfer to UOB, View Account Activities

ADMIN | MY TASKS 10+

- Manage My Profile
- Need Help?
- INFINITY SECURE
- Remove Infinity Secure from this account
- Log Out

UOB You are in: CASH MANAGEMENT | ACCOUNTS | PAY & TRANSFER | **SERVICES** | ADMIN | MY TASKS

CHEQUE SERVICES | PAYNOW SERVICES | SEND TO UOB | **NOTIFICATIONS**

- Request Cheque Books
- Stop Cheque Requests
- Enquire Cheque Statuses
- Manage / Register PayNow
- Generate QR Code
- Send Files to UOB
- Manage Notifications

UOB You are in: CASH MANAGEMENT | ACCOUNTS | PAY & TRANSFER | SERVICES | **ADMIN** | MY TASKS 10+

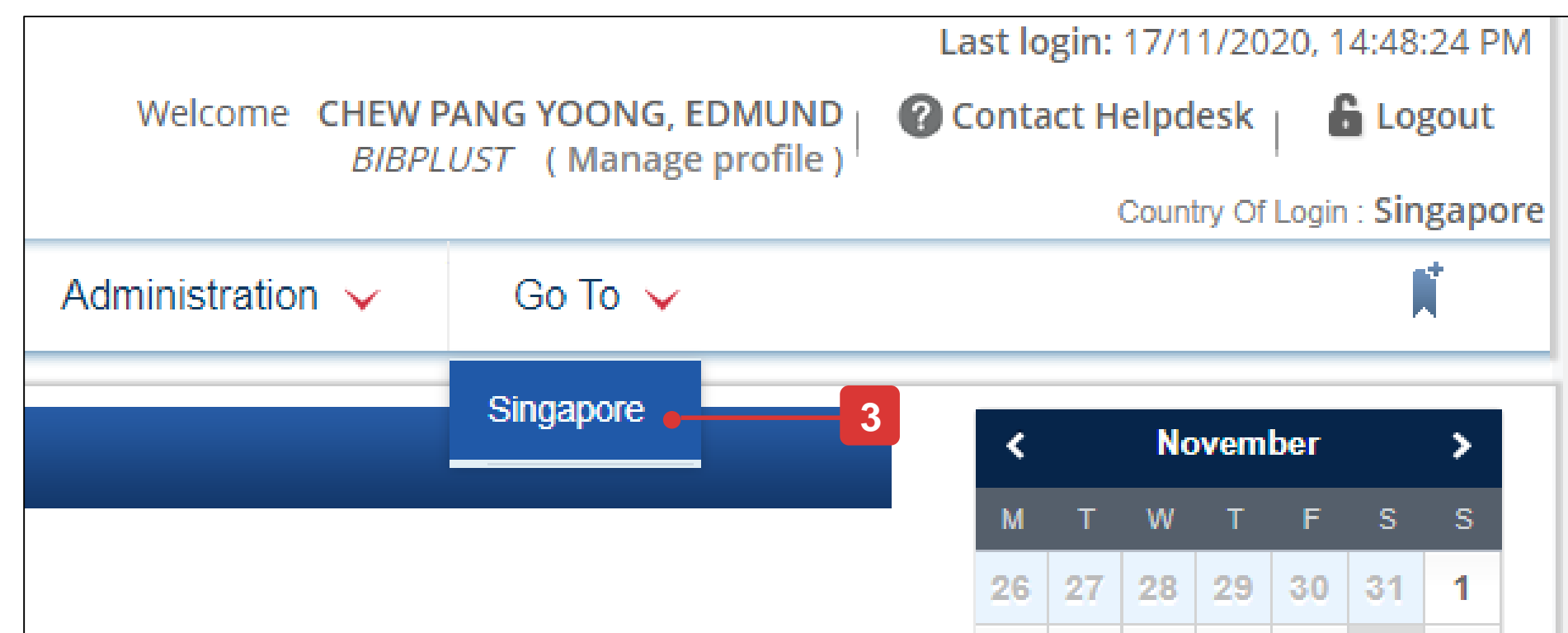
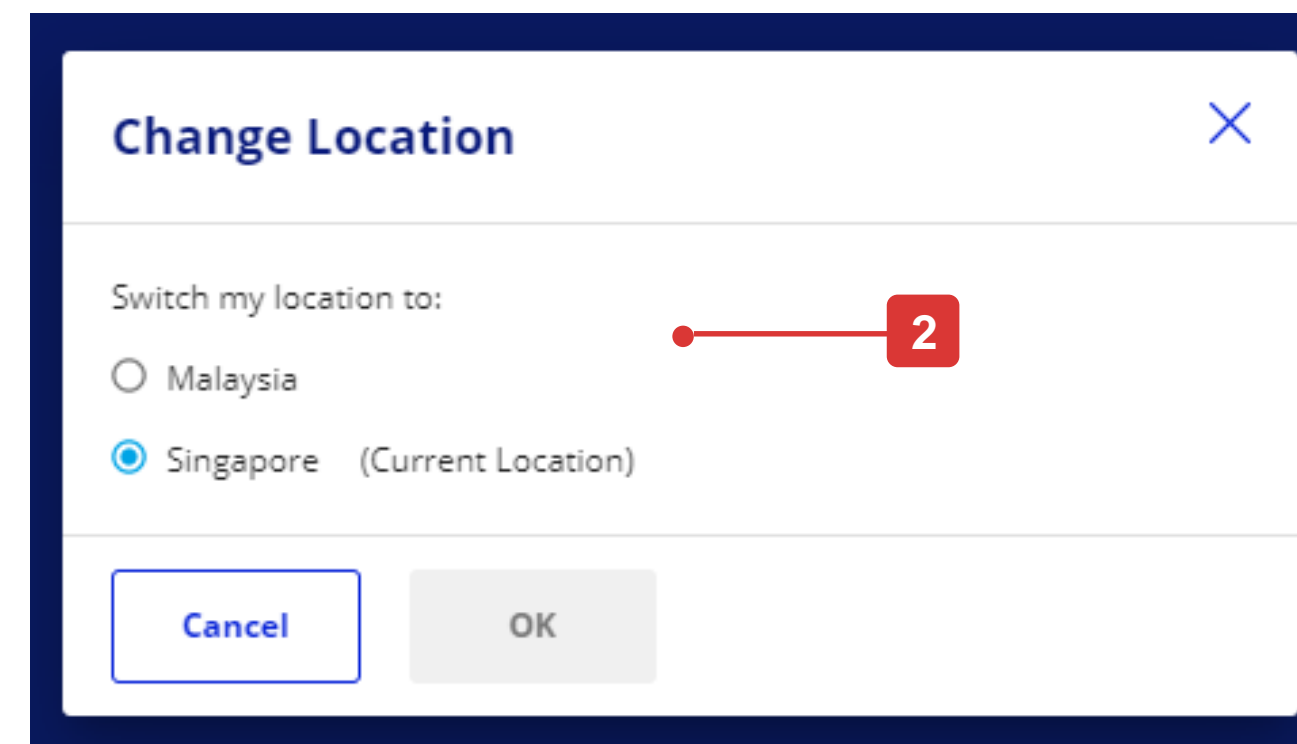
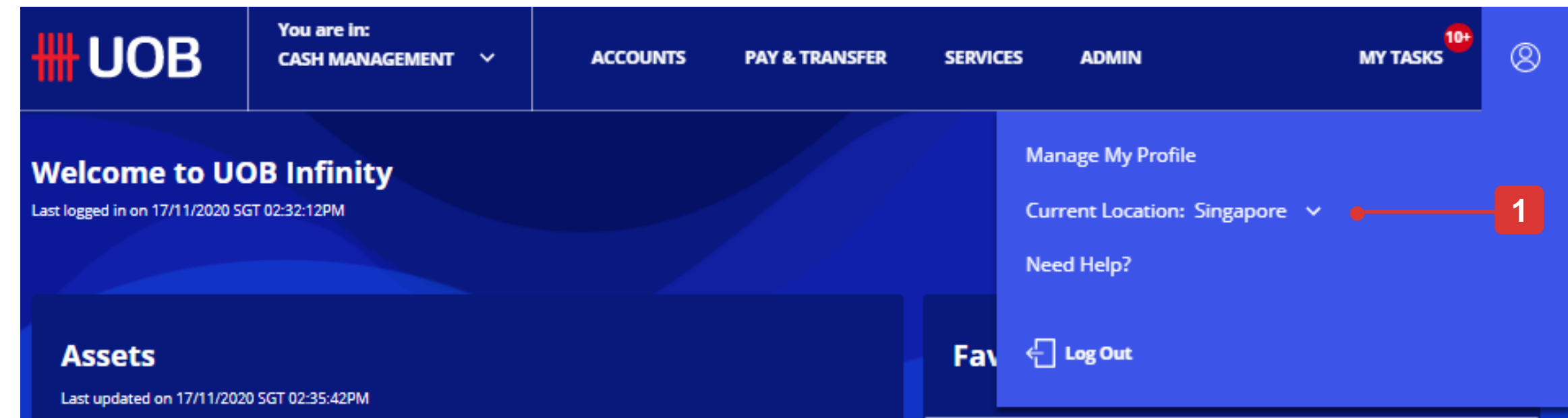
USERS MANAGEMENT | AUTHORISATION SETUP | DATA MANAGEMENT | **AUDIT QUERIES**

- Manage User Profiles
- Manage User Password
- Manage User Account Access
- View Authorisation Setup
- Manage Payers / Payees
- Manage Phrases
- Manage Account Display Names
- Audit Queries

How to Access Global View

Global View

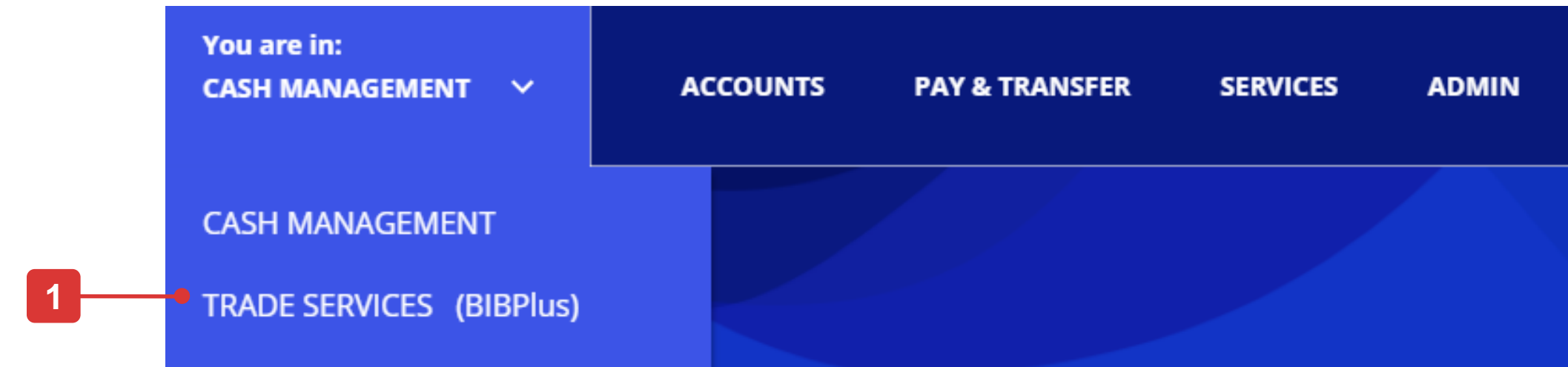
1. If your Global View access has been setup, you can access your account in other countries by clicking the user icon at the right corner of the top menu bar and click "Singapore" to open the country selection.
2. Click the country/region name and click "OK" to confirm.
3. Currently, other countries/regions are still using BIBPlus layout. If you want to go back to UOB Infinity Singapore, select "Singapore" from the "Go To" menu.



How to Access Trade Services

Trade Services

1. To access Trade Services, go to the top menu bar, hover over the "You are in: CASH MANAGEMENT" and click "TRADE SERVICES (BIBPlus)". You will then be directed to BIBPlus screens to perform trade functions.
2. To go back to "CASH MANAGEMENT", go to the top menu bar, click "Cash Services".



Moving from BIBPlus to UOB Infinity

If you are an existing BIBPlus user....

1. You do not have to apply for UOB Infinity if you are an existing BIBPlus user. You can simply log in to UOB Infinity with your current BIBPlus login details.
2. You do not need to activate your BIBPlus User ID if the ID is already activated.
3. If you have forgotten your BIBPlus Group ID, User ID or Password, please reset them by:
 - To reset Group (Organisation) ID / User ID - please contact our Corporate Call Centre at 1800 226 6121 during office hours and furnish us with your company's UEN and your legal ID (NRIC or FIN).
 - To reset Password - select "Have trouble logging in?" at the bottom of the login box and follow the on-screen instructions.
4. Both UOB Infinity and BIBPlus will run concurrently to give users time to get used to the new user interface on UOB Infinity. All transactions, templates, past payments, drafts and payee/beneficiary master will be available on both platforms.
5. While UOB Infinity supports Digital Token (Infinity Secure), it is not mandatory to use a Digital Token to log in. You may use your BIBPlus token to login and transact. Both the BIBPlus physical token and Infinity Digital Token will continue to co-exist.
6. You are encouraged to sign up for Infinity Secure so that you do not have to worry about your physical token running out of battery or getting lost anymore. Please note that Infinity Secure does not support Trade, Token Sharing or Global View functions.
7. To sign up for Infinity Secure, you will need to login to UOB Infinity mobile app with your physical token first, if you already are assigned a physical token.
8. For more information about the difference between UOB Infinity compared to BIBPlus, please refer to the [Before and After Guides for a Payment Maker](#) and [Before and After Guides for a Payment Authoriser](#).

Introducing Infinity Secure (Digital Token)

Commonly Asked Questions

1. Infinity Secure is a digital security token that allows you to login to UOB Infinity and approve cash transactions in UOB Infinity.
2. To start using Infinity Secure:
 - Ensure you have a valid mobile number AND email address in your user profile in UOB Infinity.
 - Download UOB Infinity mobile app from Apple App Store or Google Play Store.
 - Register for Infinity Secure (After you log into UOB Infinity mobile app, using your normal login details, including using hard token OTP).
 - Activate Infinity Secure (After you log into UOB Infinity mobile app, using your normal login details, including using hard token OTP).
3. If you **have** lost your mobile phone, you may request your Company Administrator (CA) to deregister Infinity Secure that is linked to your user ID. If you are the CA and you have lost your mobile phone, please contact UOB at 1800 226 6121 (for Singapore) or +65 6226 6121 (for overseas) immediately.
 - To reset Group (Organisation) ID / User ID - please contact our Corporate Call Centre at 1800 226 6121 during office hours and furnish us with your company's UEN and your legal ID (NRIC or FIN).
 - To reset Password - select "Have trouble logging in?" at the bottom of the login box and follow the on-screen instructions.
4. Currently, you can only register Infinity Secure for one company on your mobile device. You will need to request for a physical token for the rest of the companies.
 - If you wish to use the same token for all your companies, you may de-register Infinity Secure and opt to receive a physical token by submitting a maintenance form to the Bank.
5. During registration, if you did not receive the OTP in time, please try again after 30 minutes.
6. While UOB Infinity supports Digital Token (Infinity Secure), it is not mandatory to use a Digital Token to log in. You may use your BIBPlus token to login and transact. Both the BIBPlus physical token and Infinity Digital Token will continue to co-exist.
7. You are encouraged to sign up for Infinity Secure so that you do not have to worry about your physical token running out of battery or getting lost anymore. Please note that Infinity Secure does not support Trade, Token Sharing or Global View functions.
8. For more information about Infinity Secure, please refer to the [UOB Infinity Secure Guide](#).

What Do You Need to Login

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

UOB Infinity Login

Before you login to UOB Infinity for the first time, please ensure that you have received the two items listed below:

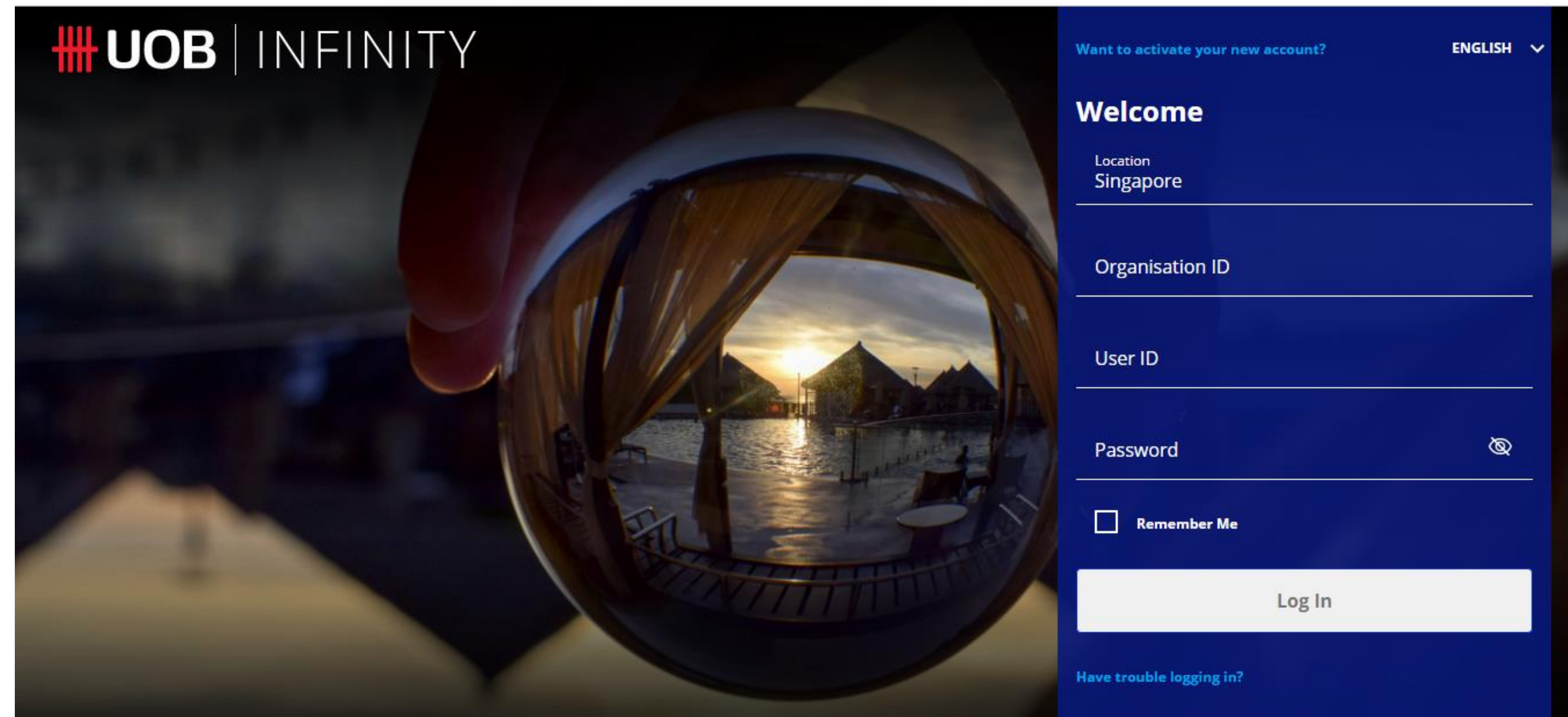
1) User ID

2) Digital/Physical Token*

(required for login to UOB Infinity and to approve transactions)

You can activate your UOB Infinity access online via the login page upon receipt of your User ID and Security Token.

Login Page (Default View)



*The physical token will only be issued to users with Global View, Trade subscription and Token Sharing scenario. For other users, you will be able to use our digital token called Infinity Secure. Steps to register and activate Infinity Secure can be found in the "Infinity Secure User Guide".

Quick Guide to Login Page

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

Features

Note: If you are logging in to UOB Infinity for the first time, you need to activate your user ID.

1. Enter Organisation ID and User ID (you will receive a letter to inform you about your user credentials).
2. Input valid password. The "eye" icon enables you to see the password that you enter.
3. Tick the "Remember Me" checkbox to save Organisation ID and User ID so that, in your subsequent login, you only need to key in your password.
4. Upon clicking the "Log In" button:
 - a) If you are logging in for the first time without physical or digital token, you will be prompted by a message to setup a digital token
 - b) If you are logging in using Infinity Secure (digital token), you will see a notice that a push notification is sent to your mobile phone.
 - c) If you are logging in using a physical token, you will see an on-screen instructions to generate the token response.
5. This option will help you to recover your password if you have forgotten it.
6. Languages available are English, Simplified Chinese or your local language.

Login Page (Default View)

The screenshot shows the UOB Infinity login page with the following elements and callouts:

- 1:** Organisation ID and User ID input fields.
- 2:** Password input field with an eye icon for visibility toggle.
- 3:** Remember Me checkbox.
- 4:** Log In button.
- 5:** Have trouble logging in? link.
- 6:** Language dropdown menu (English, 简体中文).

Associated pop-up windows:

- Sign In:** A notification from a mobile device stating: "We have sent a notification to your UOB Infinity Secure enabled device. Do ensure that you are connected to the internet to receive it. Confirm the request within the next 60 seconds to proceed. I did not receive the notification."
- Enter Token Response:** A screen for "Infinity Secure" with instructions: "Follow these steps on your token: 1 | Press [button icon] 2 | Enter the 6-digit security code on your token." It includes a "Token Response" field with six dots, a "Token Serial Number: *****43", and a "Set as default authentication method" checkbox.

How to Activate Your User ID/Recover Your Password

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

Self Service Functions

You can perform the following functions via the UOB Infinity login page (applies to both browser/desktop and mobile app):

- A. Activate your new user ID*
- B. Recover your password

A. Activate your new User ID

1. You may activate using Infinity mobile app (tap on "Activate Account" icon at the bottom right corner of the login screen) or using desktop browser (click on "Want to activate your new account?").

If you do not have a physical token, it is recommended to activate using Infinity mobile app because you will be able to setup the digital token upon first time login via Infinity mobile app after the activation is completed.

2. Input your Organisation ID and User ID.
3. Tick the checkbox to accept Terms and conditions for your user ID activation.
4. Click on the "Next" button.

* Required if you are logging in to UOB Infinity for the first time.

via Web Browser

1 Want to activate your new account? ENGLISH

Welcome

Location
Singapore

Organisation ID

User ID

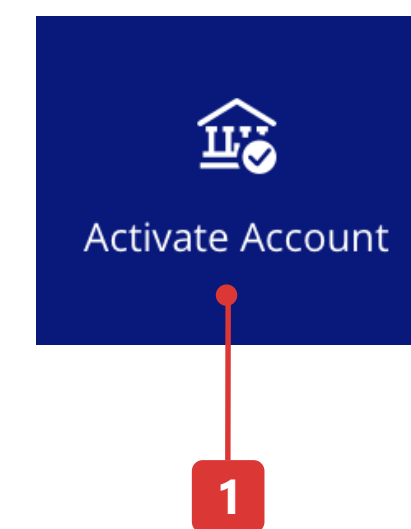
Password

Remember Me

Log In

Have trouble logging in?

via Mobile App



UOB

Account Activation

Before you start, you will need:

- Your organisation ID (in the welcoming letter)
- Your user ID (in the welcoming letter)
- A valid email address registered with UOB
- A valid mobile number registered with UOB
- Your security token (if you were assigned one)

Enter account details and we will get you started!

Location
Singapore

Organisation ID*
JACKYC

User ID*
SOFTKUSER2

I accept the Terms & Conditions

Cancel Next

2

3

4

How to Activate Your User ID/Recover Your Password

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

Activate using Email and SMS

5. Choose "Use Email and SMS". Click "Next".
6. Enter the 6-digit code sent to the email address registered in your Infinity user profile. Click "Next".
7. Enter the 6-digit code sent to the mobile number registered in your Infinity user profile. Click "Submit".
8. Set your new passwords and click "Next" to complete the setup.
9. Confirmation message will be displayed on the screen.

Upon completion of the user activation, if you do not have a physical/digital token, you may log in onto UOB Infinity mobile app using your Organisation ID, User ID and the newly created password.

Upon tapping on the "Log In" button, you will be prompted by a message to setup a digital token.

Please refer to this user guide to setup your digital token: <https://uniservices1.uobgroup.com/secure/forms/business/pdfs/infinity-guide-infinity-secure.pdf>

The image shows a sequence of five screenshots illustrating the account activation process:

- Step 5:** "Account Activation" screen. "Please choose your preferred mode of authentication:" with radio buttons for "Use Token or Infinity Secure" and "Use Email and SMS" (selected). A red circle with the number 5 points to the "Use Email and SMS" option. A "Next" button is highlighted with a red arrow.
- Step 6:** "Account Activation" screen. "Follow these steps to proceed: 1 | Enter the code sent via Email (****d.djuntijono@uobgroup.com) into the boxes below." A "Resend Email Code" link is present. A "Code Response" field with six input boxes is shown, with a red circle and number 6 pointing to the last box. A "Next" button is highlighted with a red arrow.
- Step 7:** "Account Activation" screen. "Follow these steps to proceed (continued): 2 | Enter the code sent via Mobile (****9794) into the boxes below." A "Resend SMS Code" link is present. A "Code Response" field with six input boxes is shown, with a red circle and number 7 pointing to the last box. A "Submit" button is highlighted with a red arrow.
- Step 8:** "Verified." screen. "Set your profile and you're ready to start!" with fields for "Password *" and "Confirm new password *". Validation messages are shown: "8-24 characters", "At least 1 number and 1 letter", and "No special characters". A red circle with the number 8 points to the validation messages. A "Next" button is at the bottom.
- Step 9:** "UOB | INFINITY" login screen. A green banner at the top says "You have successfully activated your account. Please login now." The "Log In" button is highlighted with a red circle and number 9.

How to Activate Your User ID/Recover Your Password

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

Activate using Token or Infinity Secure

5. Choose "Use Token or Infinity Secure". Click "Next".
6. Follow the on-screen instructions to generate token response and input the response to the screen. Click "Next".
7. Set your new passwords and click "Next".
8. Confirmation message will be displayed on the top banner and you can login into UOB Infinity.

Account Activation

Please choose your preferred mode of authentication:

- Use Token or Infinity Secure **5**
- Use Email and SMS

Cancel

Next

Enter Token Response

Follow these steps on your token:

- 1 Press **OK**
- 2 Enter the code sent via Email (***)@uobgroup.com) on to your token & press **OK**
- 3 Enter the 6-digit security code displayed on your token.

Token Response

By clicking "Submit", you are deemed to have read and agreed to the [Terms & Conditions](#) of the respective product(s) and/or service(s).

Cancel

Submit



8 You have successfully activated your account. Please login now.

UOB | INFINITY

Want to activate your new account? ENGLISH

Welcome

Location
Singapore

Organisation ID

User ID

Password

Remember Me

Log In

Have trouble logging in?

Verified.

Set your profile and you're ready to start!

Password *

8-24 characters

At least 1 number and 1 letter

No special characters

Confirm new password *

Next

How to Activate Your User ID/Recover Your Password

Note: If you are an existing BIBPlus user, you do not need to activate your user ID. You can log in to UOB Infinity directly using your BIBPlus login details.

B. Recover your password

1. Please click on **"Have trouble logging in?"**
2. Input your Organisation ID and user ID.
3. Tick the checkbox to accept terms and conditions for your user ID activation.
4. Click on **"Next"** button. The subsequent steps will be similar to the user activation step (refer to page 6 and 7).

Login Page (Default View)

Want to activate your new account? ENGLISH

Welcome

Location
Singapore

Organisation ID

User ID

Password

Remember Me

Log In

1 Have trouble logging in?

Account Activation screen (Default View)

UOB

Account / Password Recovery

Before you start, you will need:

- Your organisation ID (in the welcoming letter)
- Your user ID (in the welcoming letter)
- A valid email address registered with UOB
- A valid mobile number registered with UOB
- Your security token (if you were assigned one)

Enter account details and we will get you started!

Location
Singapore

Organisation ID *

User ID *

I accept the Terms & Conditions

Cancel Next

2

3

4

How to Update your Contact Details

Manage My Profile

1. Select the user icon at the right corner of the top menu bar and click "Manage My Profile". System launches the "Manage My Profile" page.
2. There are 3 sections in this page, which can be edited and saved independently.
 - a) Profile details. There are 3 editable fields – Contact Email, Contact Number and Language
 - b) Change Password
 - c) View company account profile (Non-editable)

To update contact details, please change "Contact Email" and "Contact Number" and click "Save".

For Singapore contact numbers, you do not need to provide country code. Otherwise, please include the country codes – e.g. +852xxxx

3) To change your password, use this section.

4) To view the user roles assigned to me, use this section.

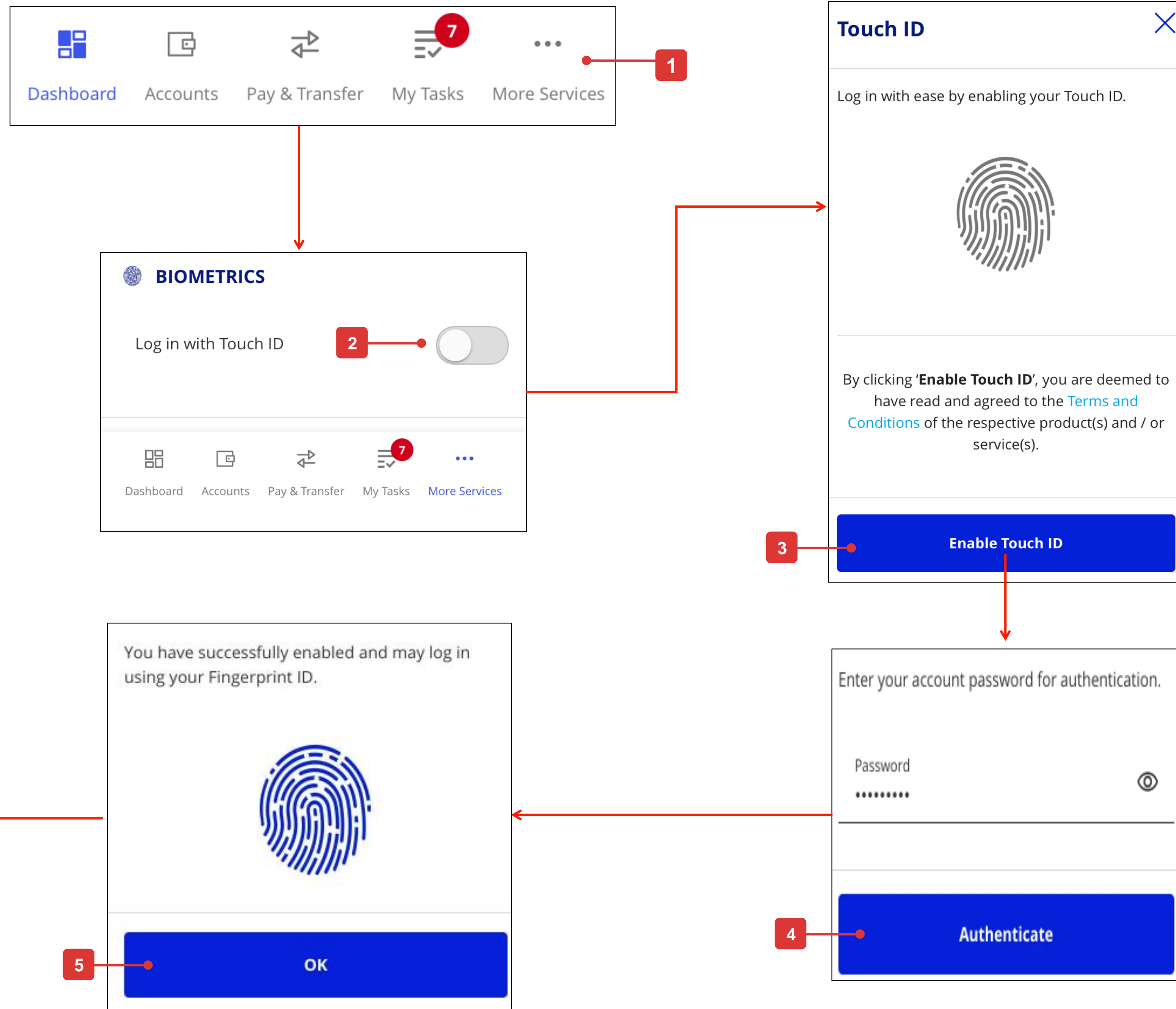
The image displays a composite screenshot of the UOB Infinity user interface. At the top, the navigation bar includes the UOB logo, the user's current location (CASH MANAGEMENT), and various menu items like ACCOUNTS, PAY & TRANSFER, SERVICES, and ADMIN. A 'MY TASKS' icon with a '10+' notification is also present. The main content area is divided into several sections: 'Welcome to UOB Infinity' with a login timestamp, 'Assets' showing a total available balance of SGD 190.47, and 'Current / Savings Accounts' and 'Fixed Deposits & Structured Investments' sections. A 'Manage My Profile' dropdown menu is open, highlighting the 'Manage My Profile' option with a red '1'. Below this, the 'Manage My Profile' page is shown, featuring a 'Profile' section with fields for Organisation ID, Default Company, User ID, Token serial number, and Country code. The 'Contact Email' and 'Contact Number' fields are highlighted with red '2's. A 'Change Password' section is also visible, with a red '3' highlighting the 'Existing Password' field. The 'View my company account profile' section is highlighted with a red '4'.

How to Enable Biometric Login

Enable Biometric Login

1. Login to UOB Infinity mobile app. Tap on "More Services" at the bottom menu bar.
2. Scroll down to the "Biometrics" section and tap on the toggle to enable the feature.
3. Tap on "Enable Touch ID" (you will see "Face ID" if your phone supports facial recognition authentication).
4. Enter your login password. Tap on "Authenticate".
5. A confirmation message will be displayed once the setup is completed. Tap on "OK". On your subsequent login, there will be a fingerprint/facial recognition icon located at the right side of the "Log In" button.

Note: To disable this feature, repeat step 1-2 and follow the onscreen instructions accordingly.



Quick Guide to Dashboard

Overview of Dashboard

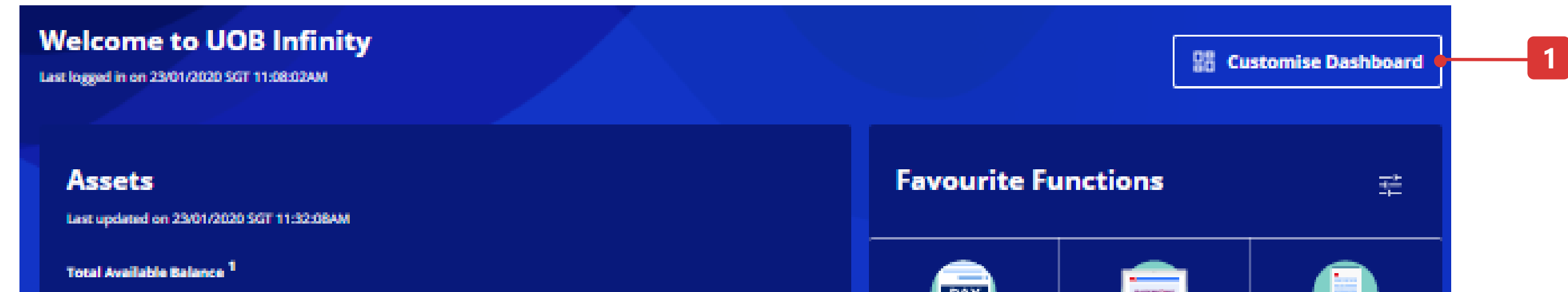
- 1. UOB Logo** – Click on the logo to return to the dashboard from any page in UOB Infinity.
- 2. Customise Dashboard** – Allows you to add, remove or switch the position of the widgets that matter to you. The widgets include “Assets”, “Loans”, “Favourite Functions”, “My Tasks”, “Approval Statuses” and “FX Contracts & Balances”.
- 3. Assets** – Allows you to view the total assets and shows the available account balances of your company such as Current Accounts, Fixed Deposits & Structured Investments which you are entitled to view. Click on the account balances to find out the balances of each of your accounts.
 - The “12M” indicator refers to the past 12 months account data displayed in the graph.
 - The time frame displayed in the graph does not represent the Fixed Deposit tenure.
- 4. Loans** – Allows you to view the total outstanding loans. Click on the loans outstanding amount to find out the details of each loans accounts.
- 5. Favorite Functions** – Allows you to go to the frequently visited screens instantly. To add a favourite function, click on the filter icon or the “+” icon and then you can select the function(s) you wish to add or remove, and then click “Submit”.
- 6. My Tasks** – Allows you to take action on the pending transactions/tasks which require your attention.
- 7. Approval Statuses** – Allows you to view all your transactions. Please refer to the Approval Statuses User Guides for the detailed explanation of each tab.

The screenshot shows the UOB Infinity dashboard interface. At the top, there is a navigation bar with the UOB logo (1), user information (You are logged in as CASH MANAGEMENT), and menu items: ACCOUNTS, PAY & TRANSFER, FX, SERVICES, and ADMIN (20+). A 'Customise Dashboard' button (2) is located in the top right corner. The main content area is divided into several sections: 'Assets' (3) showing a total available balance of SGD 893,489,476.31 and a line graph for the last 12 months; 'Loans' (4) showing a total outstanding amount of SGD 2,118,369.27 and details for a specific loan account; 'Favourite Functions' (5) with icons for Pay & Transfer Wizard, PayNow, Transfer to Other Banks, Transfer to UOB Accounts, and View Account Activities; 'My Tasks' (6) showing tasks requiring attention with counts for Transactions, Batches, Services, and Admin; and 'Approval Statuses' (7) displaying a list of transactions with columns for status (All, Pending, Sent to Bank, Rejected, Successful) and transaction details.

How to Customise Your Dashboard

Hide / Move Widget

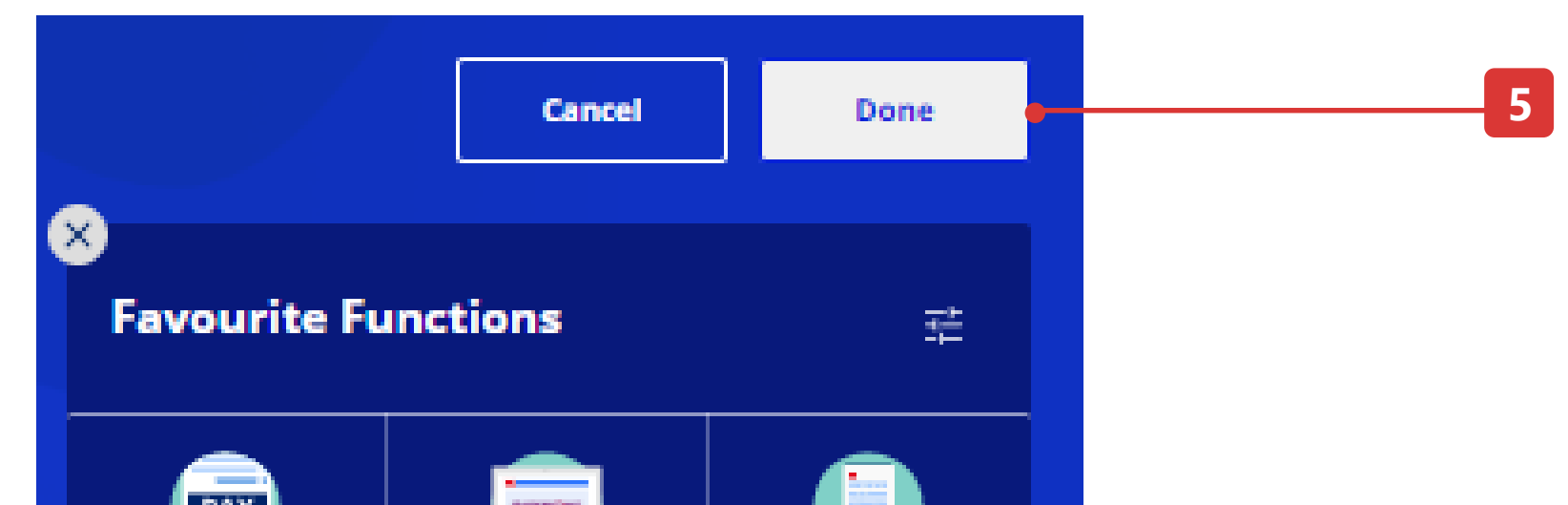
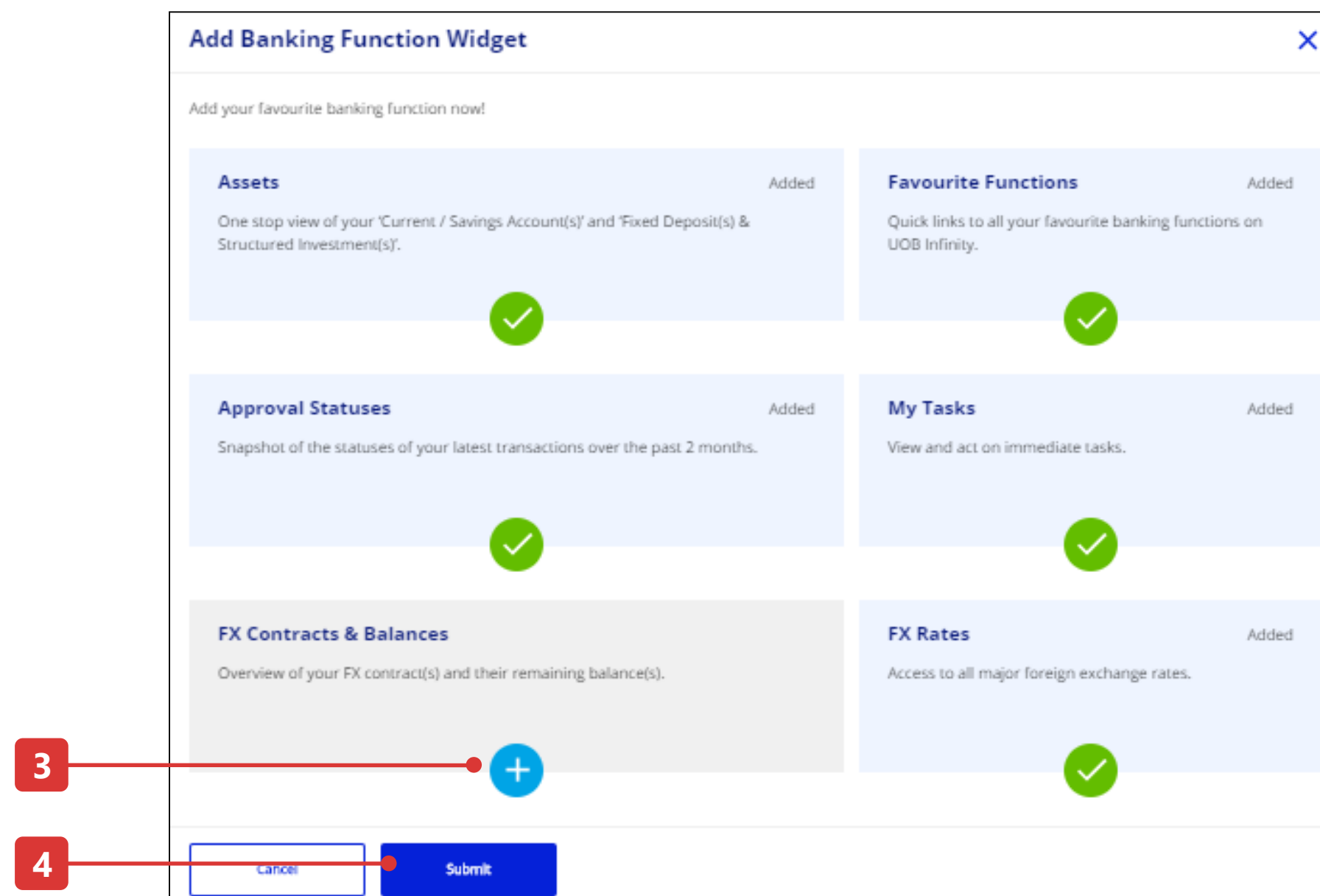
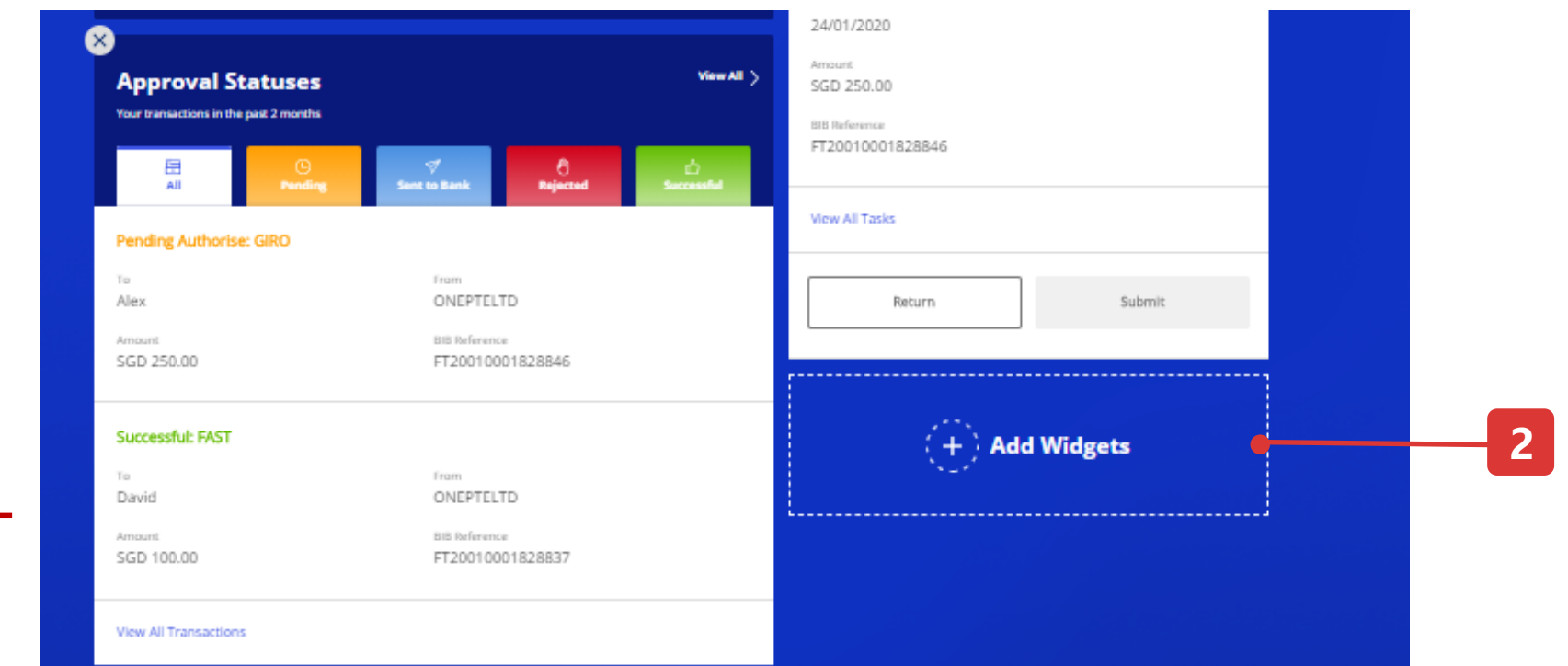
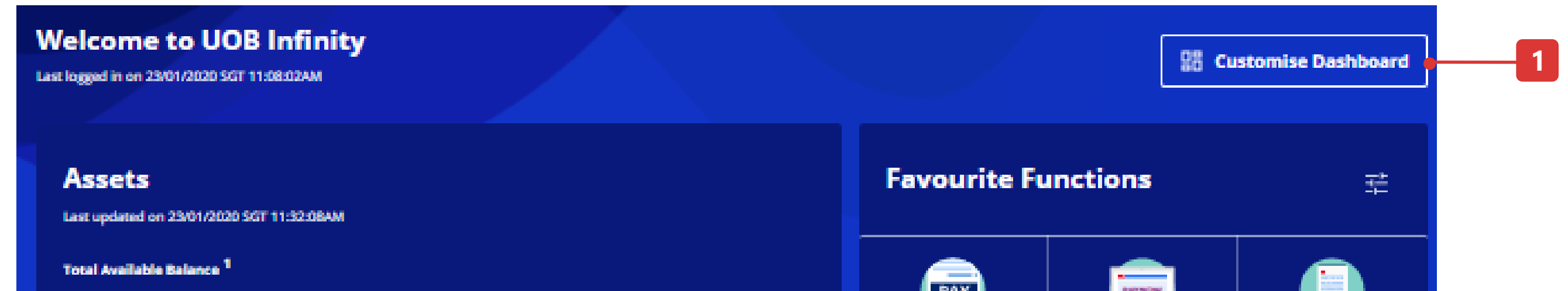
1. After clicking "Customise Dashboard", there will be a "Cancel" and "Done" button.
2. To hide a widget, user can click the "X" icon at the top left corner of the widget and click "Done" button.
3. To move the position of the widget, user can do mouse over within the widget area and the mouse cursor will change into a cross-arrow cursor (+) . User can drag the widget up/down (because widget can only be moved within the same column).



How to Customise Your Dashboard

Add Widget

1. Click "Customise Dashboard"
2. There will be an "Add Widget" button at the bottom of the widget column.
3. Upon clicking "Add Widget", user can click the "+" button to show that specific widget.
4. Click "Submit" button to confirm adding the widget.
5. Click "Done" button to confirm customising the widget.



How to View Your Account Balances

Features

1. This is to select the equivalent currency to be displayed as the total account balances.
2. You can download the account summary as PDF, CSV or Excel spreadsheet.
3. Click to expand / collapse the section.
4. You can select the columns to be viewed on the "Account Overview" screen.
5. Click on the account name to view the account activities (you will be redirected to "Account Activities" page)
6. Action button shortcut allows you to access the "Account Activities" page or to initiate payment.
7. You can create your favourite account list and track accounts in your preferred view.

Accounts Overview (Default View)

The screenshot shows the UOB Accounts Overview page. At the top, there's a navigation bar with 'UOB' logo, 'You are in: CASH MANAGEMENT', and menu items: ACCOUNTS, PAY & TRANSFER, SERVICES, ADMIN, MY TASKS. Below this is the 'Accounts Overview' section with a currency selector set to 'SGD - SINGAPORE DOLLAR' and an 'export' button. A note states '* Exchange rates are indicative only'. There are two tabs: 'All Accounts' and 'Favourite Account Lists'. Below the tabs are filter buttons for 'Account', 'Account Category', 'Company', 'Currency', and a 'Clear Filter(s)' button. The main content area is titled 'Current / Savings Accounts' and shows '7 Accounts'. A table lists accounts with columns: Account Name, Account, Currency, Ledger Balance, Available Balance, Action, and Favourite. Two accounts are visible: one in USD and one in SGD. A 'Customise View' button is present. A 'Singapore' filter is active. A '5' callout points to the first account name. A '6' callout points to the action menu for the first account, which includes 'Account Activities' and 'Make Payment'. A '7' callout points to the favourite star icon for the first account. A '4' callout points to the 'Customise View' button. A '3' callout points to the expand/collapse arrow next to the section title. A '2' callout points to the 'export' button, which has a pop-up menu showing options: PDF, CSV, Spreadsheet. A '1' callout points to the currency selector, which has a pop-up menu showing various currencies: SGD - SINGAPORE DOLLAR, AED - UAE DIRHAM, AOA - Angolan Kwanza, ATS - Austrian schilling, AUD - AUSTRALIAN DOLLAR, BDT - BANGLADESH TAKA, BEF - Belgian franc. A '4' callout also points to a 'Customise View' pop-up menu that says 'You can choose between 2 to 6 columns to display.' and lists columns: Account Name (checked), Account (checked), Company (unchecked), Currency (checked), Ledger Balance (checked), with 'Cancel', 'Clear', and 'Apply' buttons.

How to View Account Activities (Statement)

Features

Go to Accounts at top menu then Account Activities

1. Click on the magnifying glass icon to select your company name and account number. For single entity, your company name will be pre-filled by default.
2. The balance of the selected account will be displayed in this section.
3. The account details of the selected account will be shown and this section can be collapsed and expanded by using down arrow button.
4. You can view up to 7 columns in one table. If you want to add/remove columns, please click the "Customise View" button.
5. To export/download the statement, press "Export" button at the top right corner of account activities screen and select the preference format from the dropdown list to export/download.

The screenshot shows the 'Account Activities' interface. At the top, there's a 'Choose Account' section with a search bar (1) containing 'GLS SEAFOOD PTE LTDXXXXX... SGD 3513220403'. To the right, the 'Account Balance' section shows 'Available Balance' and 'Ledger Balance' both at 'SGD 1,728,125,375.87' (2). Below this is the 'Account Details' section (3) with a collapse arrow. The details include: Account Type: Current Account; Account Branch: UOB Main; Overdraft Facility: 5000.00; Primary Account: No; Account Currency: SGD; Total Float: 0.00; Account Nature: M; Allocated Amount: 0.00; Earmark: 0.00. Below the details is the 'Account Transactions' section with filters for 'Withdrawal and Deposit', 'Last 30 days', 'Amount Range', and 'Clear Filter(s)'. A 'Customise View' button (4) is at the top right of the table. The table has columns: Statement Date, Transaction Date, Value Date, Amount, Ledger Balance, and Advice. A transaction is shown for 16/10/2019 with a value of -27.26 and a ledger balance of 1,727,161,636.98. Below the table is a 'Download Attachments' section with two rows of DR ADVICE files. An 'Export' button (5) is at the top right, with a dropdown menu showing options: PDF, CSV, Spreadsheet, and Fixed Length.

How to View Inward Remittance and Download Advices

Features

Similar steps as View Account Activities, go to Accounts at top menu then Account Activities. After the account transaction details of the selected account will be shown below.

1. If there is an advice linked to particular account transaction, the download icon is displaying at the "Advice" column.
2. For Inward Remittance transaction, user can expand to view more information.
 - a. To view detailed Inward Remittance transaction, click on "View More Details" link.
 - b. To download advices, click on download icon.

The screenshot displays the 'Account Transactions' page. At the top, there is a filter bar with 'Withdrawal and Deposit', a date range of '23/07/2020 - 25/07/2020', and an 'Amount Range' filter. Below this is a table of transactions with columns for Statement Date, Transaction Date, Description, Deposit (SGD), Withdrawal (SGD), Ledger Balance (SGD), and Advice. The first transaction is an 'INWARD TRF - TT' for 1,000.04 SGD. A red callout box '2' points to the expandable arrow in the Advice column. The second transaction is a 'SERV CHARGE' for 40.00 SGD withdrawal, with a red callout box '1' pointing to the download icon in the Advice column. The third transaction is a 'FUNDS TRF - TT' for 1,532.85 SGD withdrawal, also with a download icon. Below the table, there is a summary row showing 'Total Deposits (SGD) SGD 1,000.04' and 'Total Withdrawals (SGD) SGD 1,572.85'. A red callout box '2' points to the expandable arrow for the first transaction. Below the table, a detailed view of the first transaction is shown. It includes sections for 'Inward Remittance', 'Remitter' (ORDERING CUSTOMER), 'Sending Bank Name' (UOB HK TEST ID), 'Sending Bank BIC Code' (UOVBSGSGXXX), and 'Download Attachments'. A red callout box 'a' points to the 'View More Details' link. At the bottom, there is a section for '24/07/2020 12:00:00 AM' with a download icon and a red callout box 'b' pointing to it.

How to Upload a Bulk Payment File

Overview

1. Select "Upload Bulk Files" under "Pay & Transfer" menu.
2. Click "Upload new bulk files", the following next page will be displayed.
3. Select the file type.
 - This is applicable for IBG Payments files only.
 - The account number selected will not replace the debit account specified in the Bulk Payment file. Batches – all the sets of multiple transactions that are grouped into batches.
 - System does not validate the debit account number specified in the payment file against the debit account number selected on the screen.
5. Select the bulk file to be uploaded. You may drag & drop up to 5 files.
6. After uploading the file, select the file to be submitted. Files that are not selected will not be submitted and will be automatically removed from the system.
7. Files which have passed system's validation will be presented in a "Pending" status. The bulk will be available for Authoriser's action in "Approval Status" or "MyTasks"
 - If the bulk file upload failed, the original bulk file may be downloaded from this function for verification.

For more details, refer to "UOB Infinity User Guide (Bulk Payments)".

Important Note:

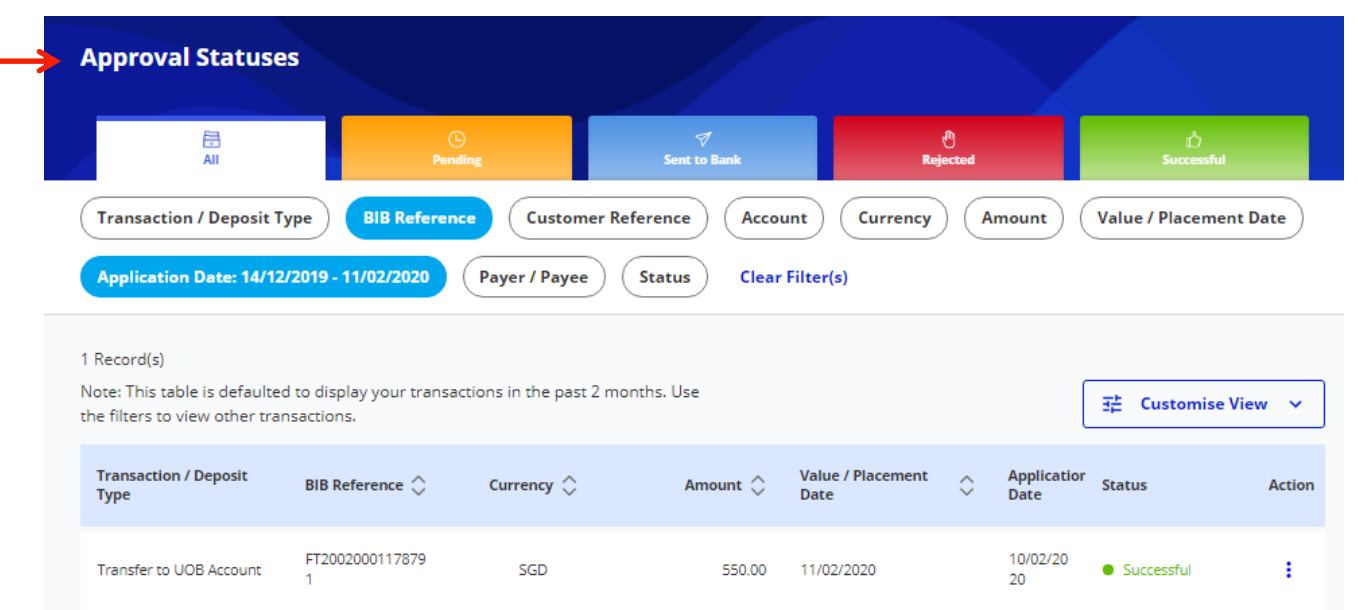
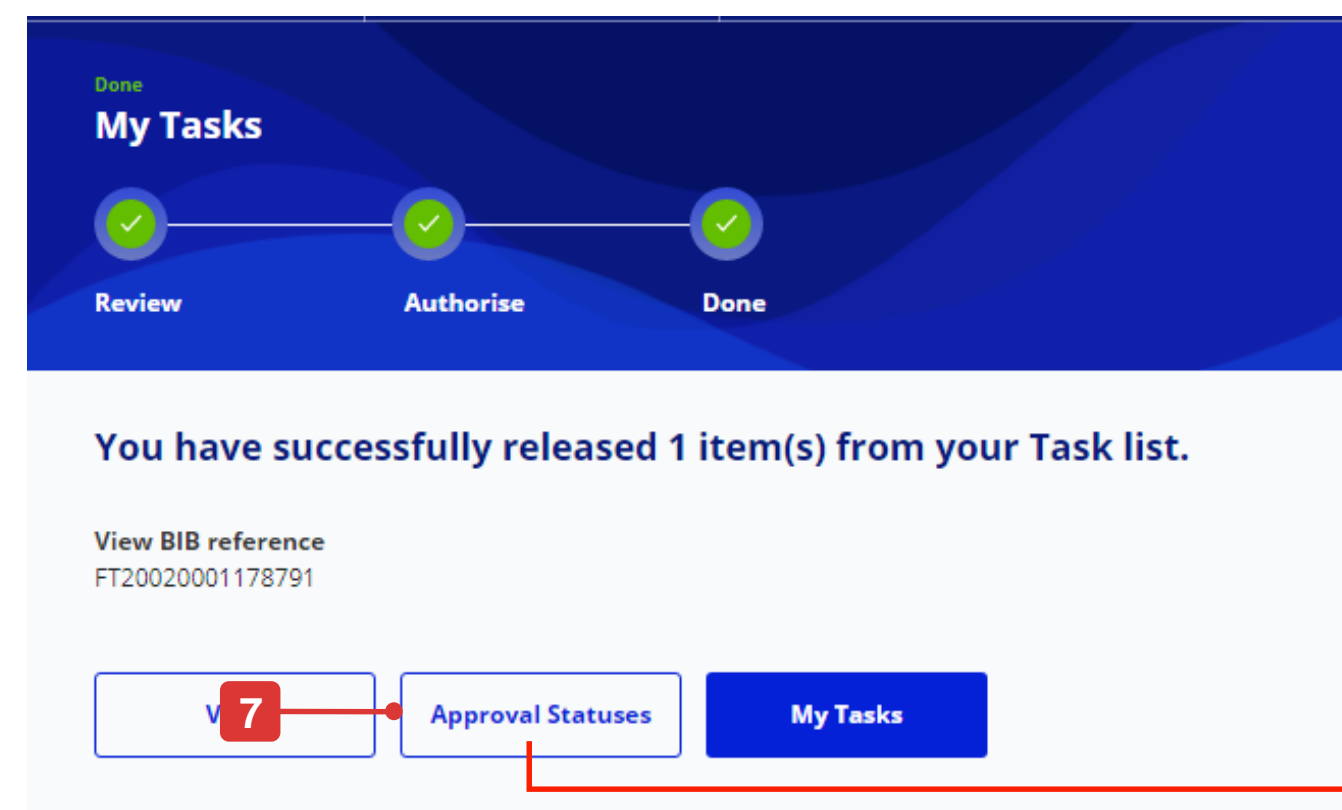
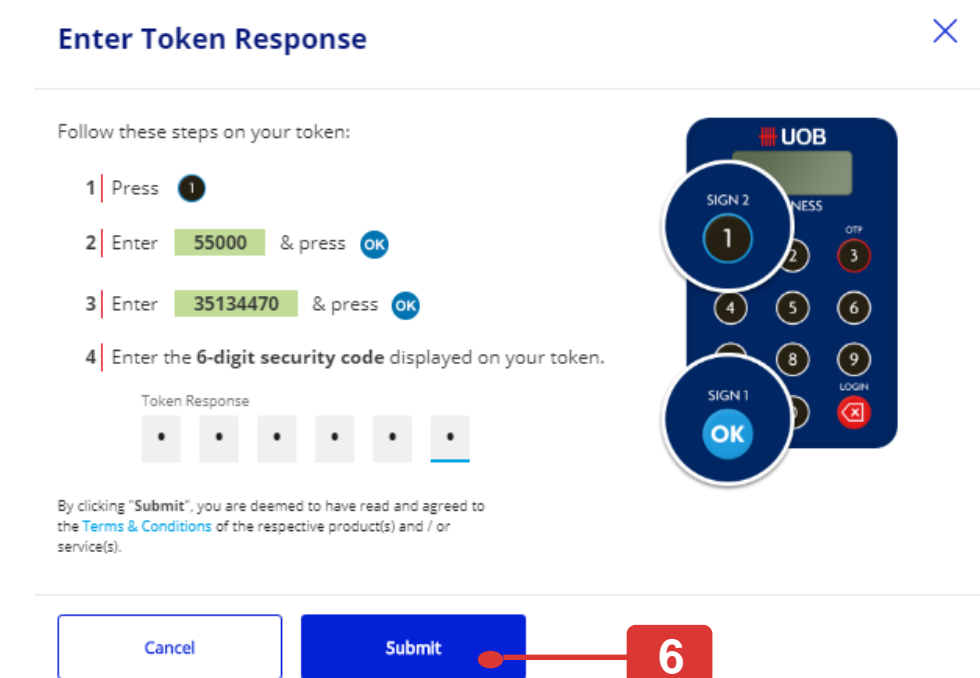
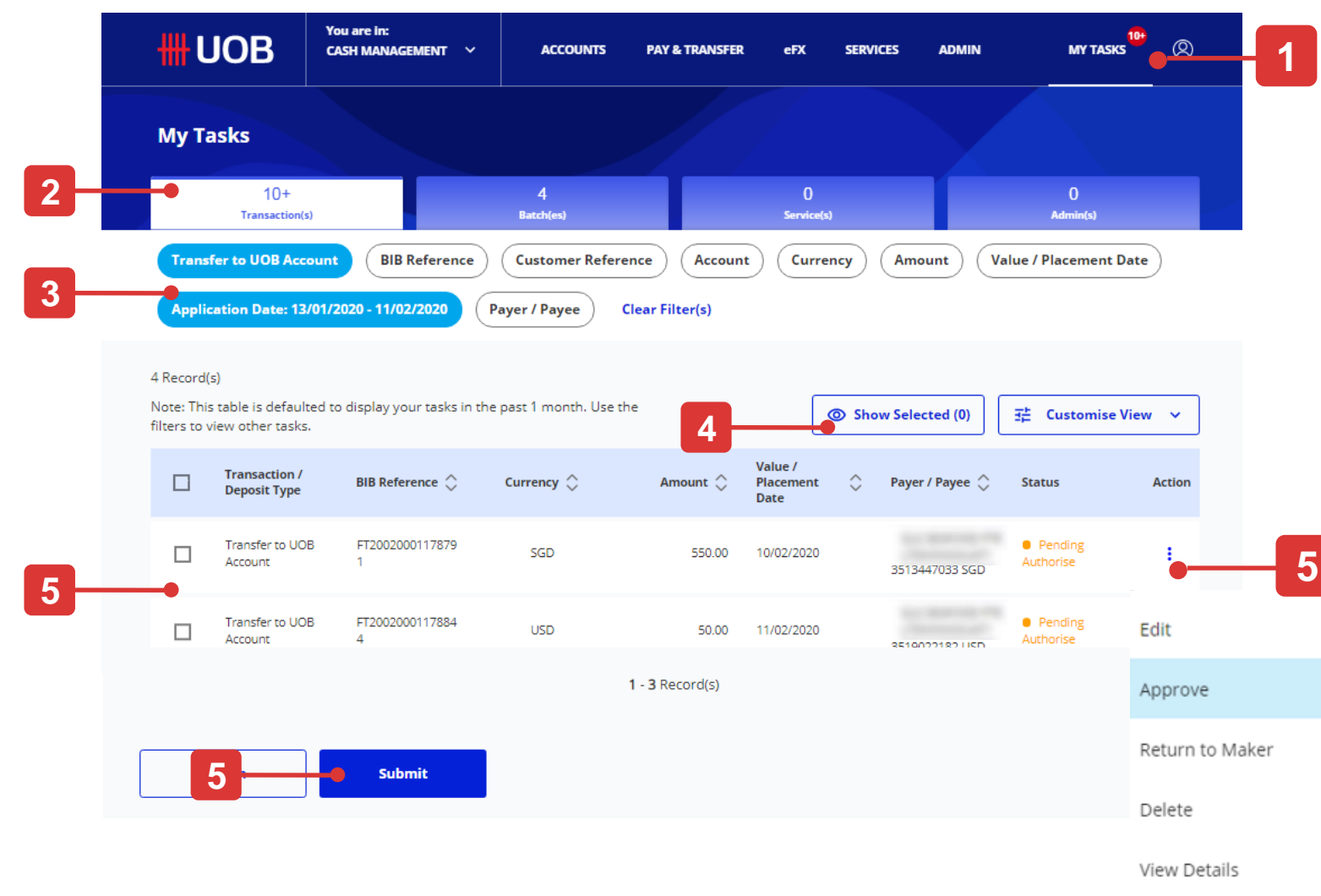
- Users with access to "Upload Bulk Files" function can download failed bulk files submitted by other users.

The screenshots illustrate the process of uploading a bulk payment file in the UOB Infinity system. The first screenshot shows the 'PAY & TRANSFER' menu with 'Upload Bulk Files' highlighted. The second screenshot shows the 'Upload Bulk Files' page with a '+ Upload New Bulk Files' button. The third screenshot shows a progress bar with four steps: 'Upload File', 'Review Details', 'Authorise', and 'Send to Bank', with a dropdown menu for selecting file types.

How to Authorise Transactions via My Tasks

My Tasks

1. Select "My Tasks" from the top menu bar.
2. Under My Tasks, the tasks pending your action are categorized into 4 tabs.
 - Transactions – all the transactions involving funds transfers.
 - Batches – all the sets of multiple transactions that are grouped into batches.
 - Services – all the service-related requests, including "Cheque Book Request", PayNow setup, and "Stop Cashier's Order/ Cheque Request" will be displayed.
 - Admin – all the administration-related requests, including "User Profile" setup, "User Account Access" setup and "User Authentication" setup will be displayed
3. You can locate a specific transaction using the filter criteria.
4. After you select transactions, you can view the selected transactions by clicking this button.
5. You can either tick the checkbox on the transactions records and click the "Submit" button or you can click the icon under the menu to approve:
 - Approve – to approve the transaction.
 - Return – to return the transaction back to the maker. Status will be "Pending Rework".
 - View Details – to view the transaction details. There are options to "Approve" or "Return" inside the transaction details as well.
 - Notify Approver – to notify authroisers for transaction approval.
6. If you select "Approve", you will see the OTP authentication screen and enter the OTP response and click "Submit " button.
7. You can view the status in the Approval Statuses screen.



How to Download Reports & Advices

Features

Credit and debit advices (inward and outward MT103 remittances) can be retrieved and downloaded via the "Debit / Credit Advices" tab.

Inward FAST/PayNow and MT103 remittances details can be enquired via the "Inward Remittances" tab.

In addition, there are 2 types of reports available, "System Generated" and "User Generated".

"System Generated Reports" refer to the list of reports which will be automatically made available for download without any action required from user (e.g. MT940 report)

"User Generated Reports" refer to the list of exported transaction details file which will only be made available for download upon user request.

To request for exported transaction details file:

1. Go to "Accounts" at the top menu bar, select "Approval Status".
2. Search the transaction that you want to download. Click the action menu and select "View Details".
3. In the transaction details screen, click the "Export" function at the top right side of the screen.

Important Note:

- Users with access to "Download Reports & Advices" function will have access to all reports the company has subscribed to.
- If you require specific access control for some reports, please contact UOB for a discussion.

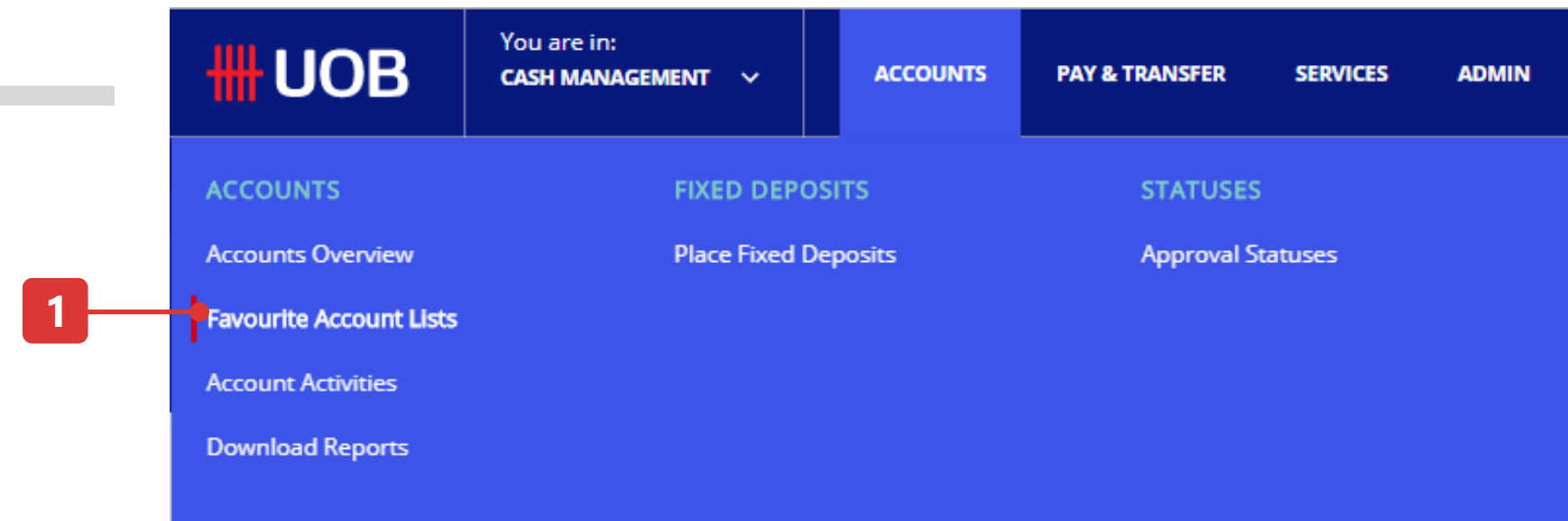
The screenshot displays the UOB web application interface. At the top, the navigation bar includes the UOB logo, the user's current location 'You are in: CASH MANAGEMENT', and a menu with options: ACCOUNTS, PAY & TRANSFER, SERVICES, ADMIN, and MY TASKS (with a 10+ notification). Below the navigation bar, the main content area is divided into three sections: ACCOUNTS, FIXED DEPOSITS, and STATUS. The ACCOUNTS section includes links for Accounts Overview, Favourite Account Lists, Account Activities, and Download Reports & Advices (highlighted with a red arrow). The FIXED DEPOSITS section includes Place Fixed Deposits. The STATUS section includes Approval Status. Below the main content area, there is a 'Download Reports & Advices' section with an 'Export' button. This section has four tabs: System Generated Reports, User Generated Reports, Debit / Credit Advices, and Inward Remittances. The 'Debit / Credit Advices' tab is active, showing a table with columns: Company, Account, Payment Type, Bank Reference, Remitter Name, Value Date, Amount, and Bank Reference. A single record is displayed with the following details: Company (blurred), Account (blurred), Payment Type: Remittance, Bank Reference: AC NAME1 200055839, Value Date: 29/12/2020, Amount: 199.99, and Bank Reference: 11R001310027. An 'Export' button is located at the top right of the table. Below this, the 'Inward Remittances' tab is active, showing a table with columns: Company, Account, Report Name, Date, and Downloads. A single record is displayed with the following details: Company (blurred), Account (blurred), Report Name: Telegraphic Transfer - Beneficiary Credit Confirmation Report, Date: 13/08/2021, and Downloads: a download icon.

How to Use Your Favourite Account Lists

All Options

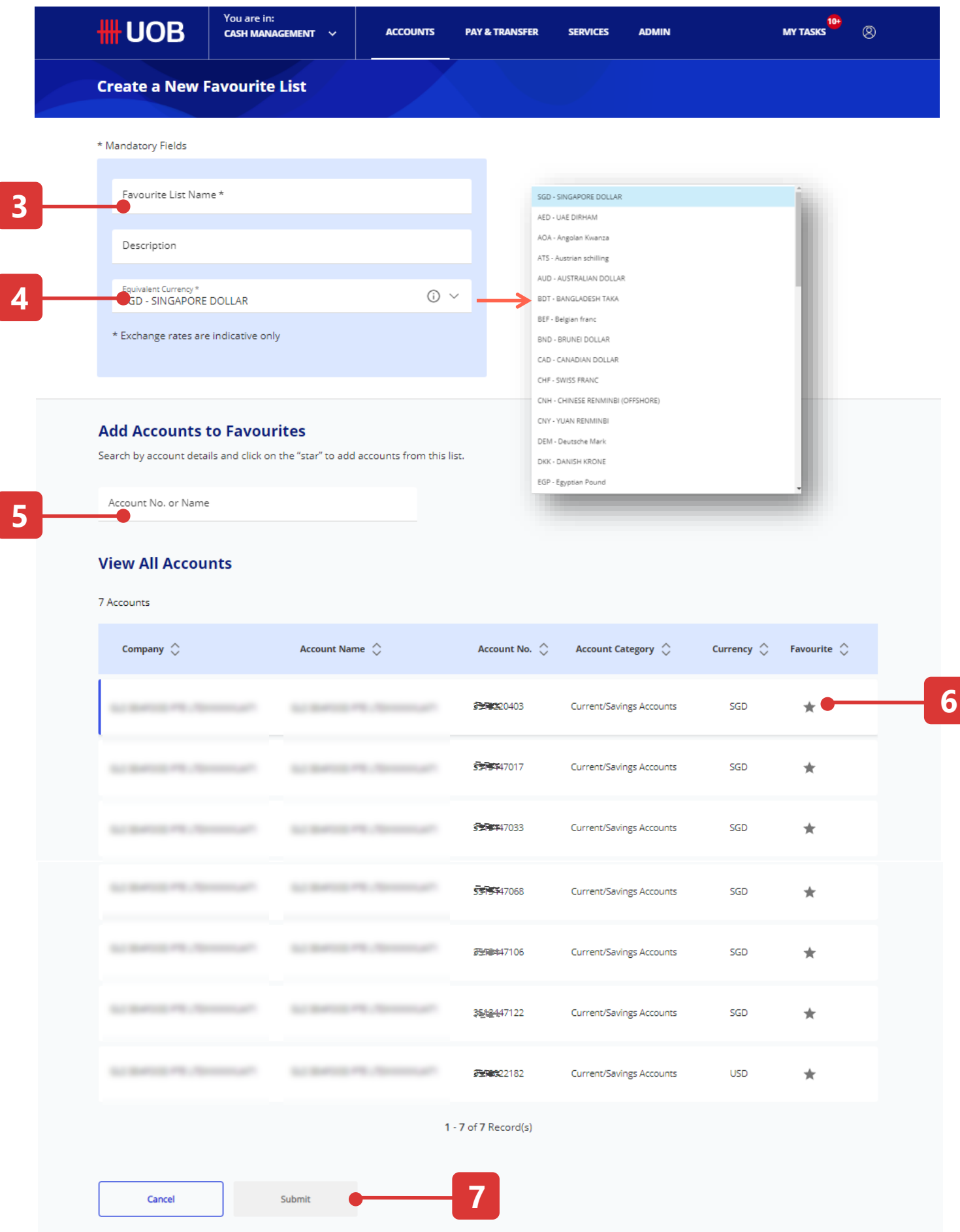
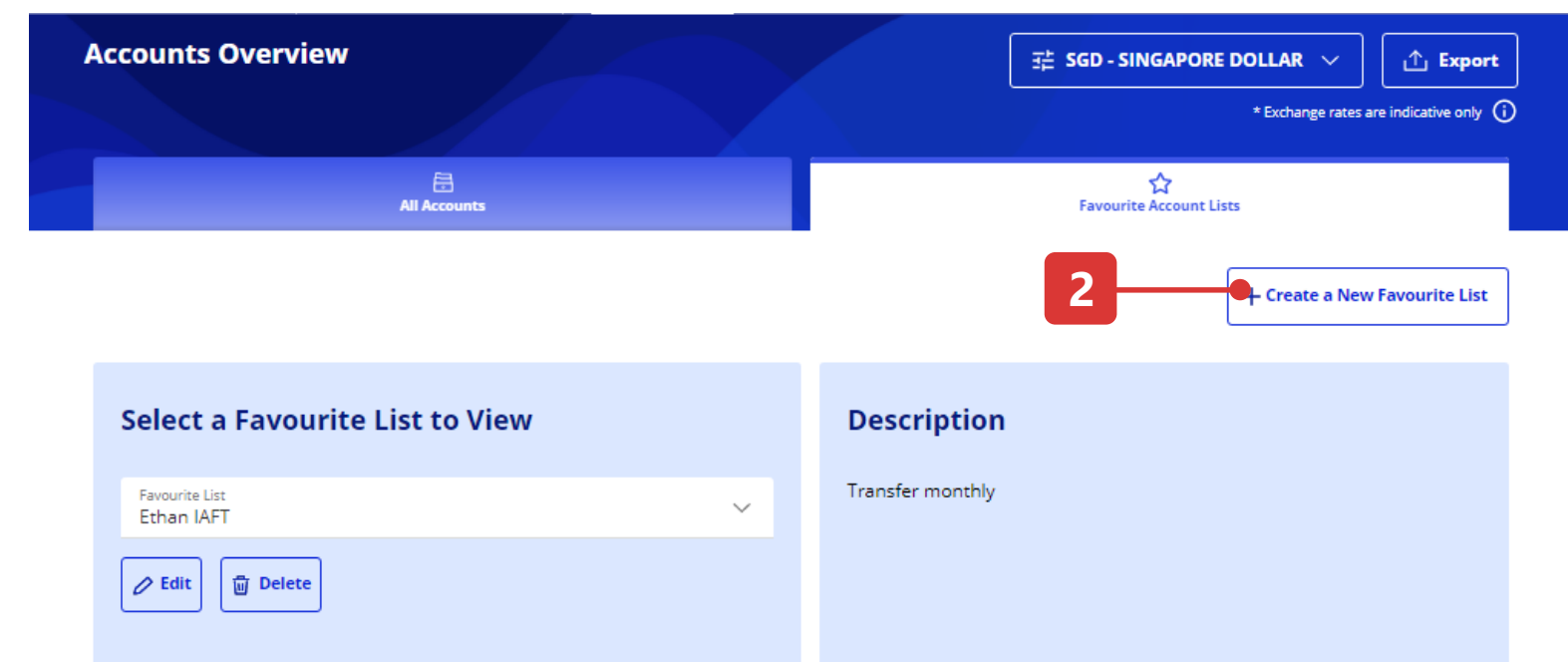
There are three main functions of the Favourite Account Lists:

- Create a new Favourite Account List
- Edit a Favourite Account List
- Delete a Favourite Account List



A. Create a new Favourite Account List

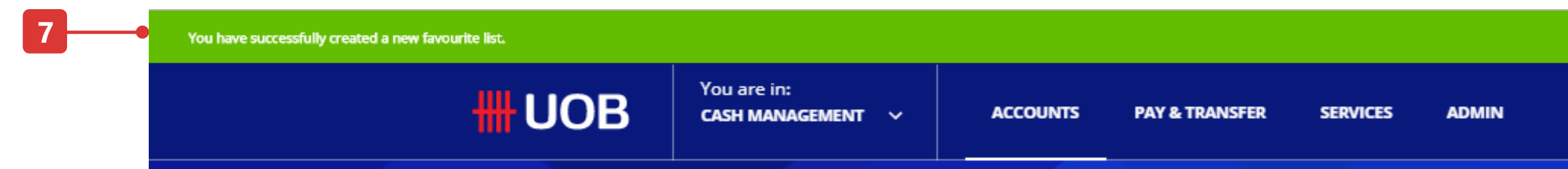
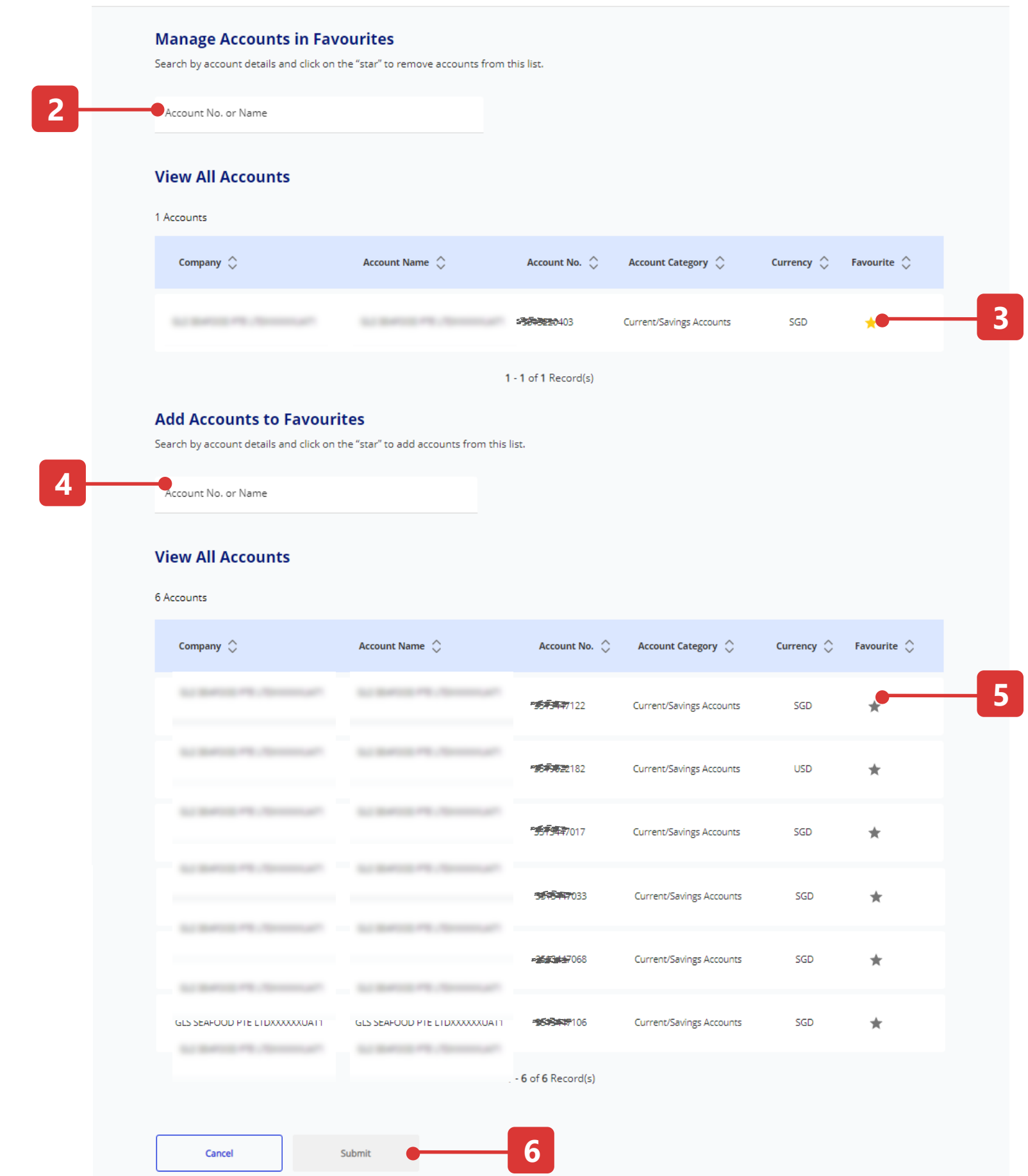
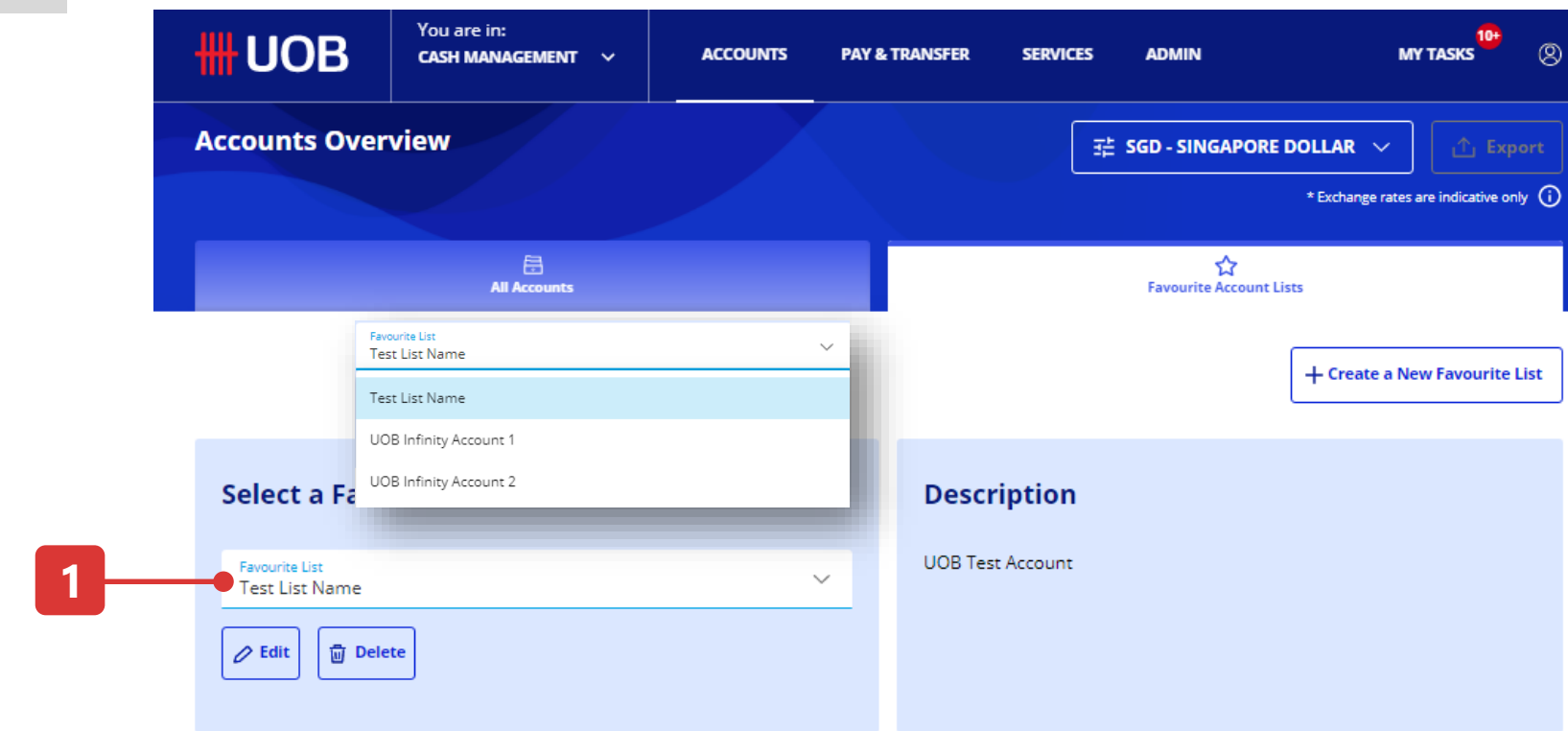
- From the top menu bar, hover over "Accounts" and select "Favourite Account Lists" under "Accounts" column.
- Select if you want to create a new favourite List.
- Please key in your preferred "Favourite List Name" and "Description"
- Click arrow and select the equivalent currency to display.
- Key in "Account Number or Account Name" to add accounts to the favourites account list.
- Or click the "Star" icon to add an account into your favourite account list.
- Click "Submit" button once you have selected your accounts.
- If your favourite account list is saved successfully, Confirmation message will be displayed at the top of the screen.



How to Use Your Favourite Account Lists

B. Edit a Favourite Account List

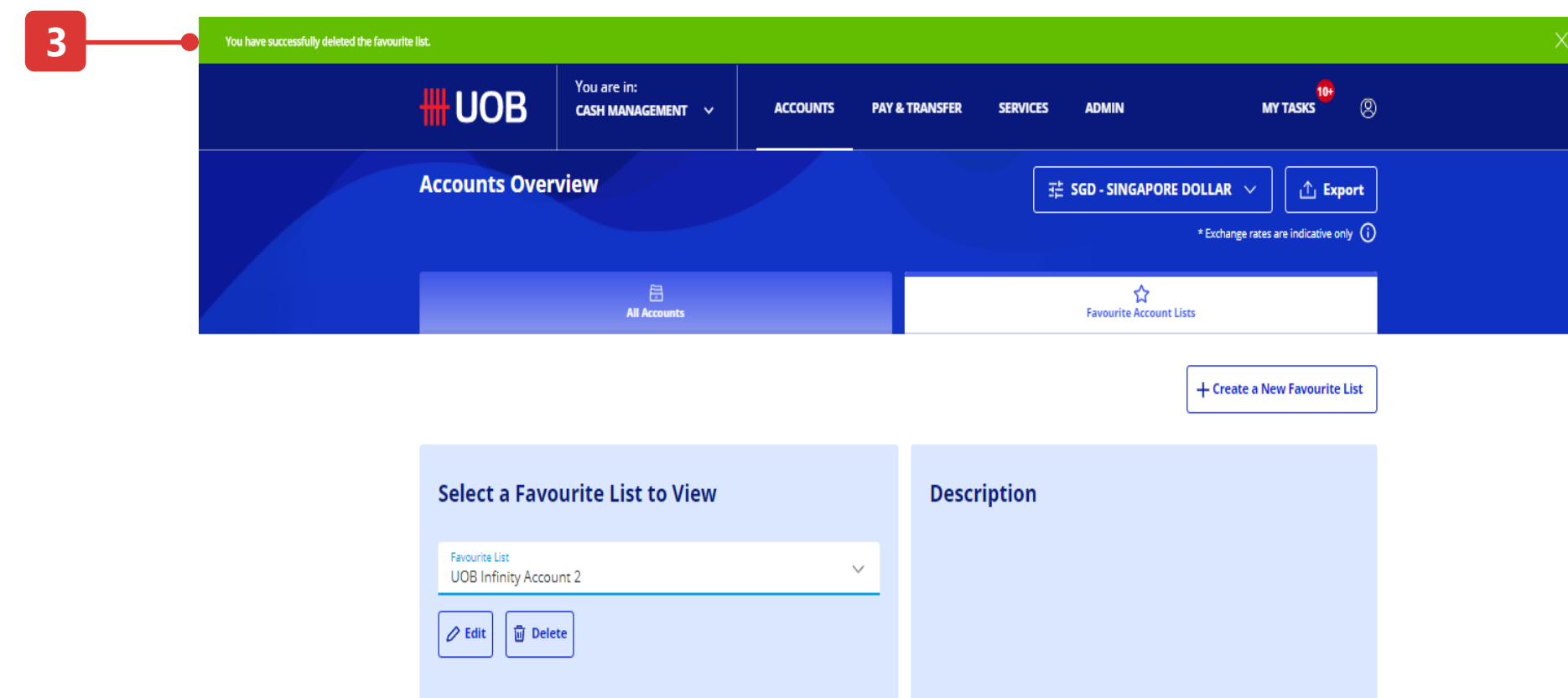
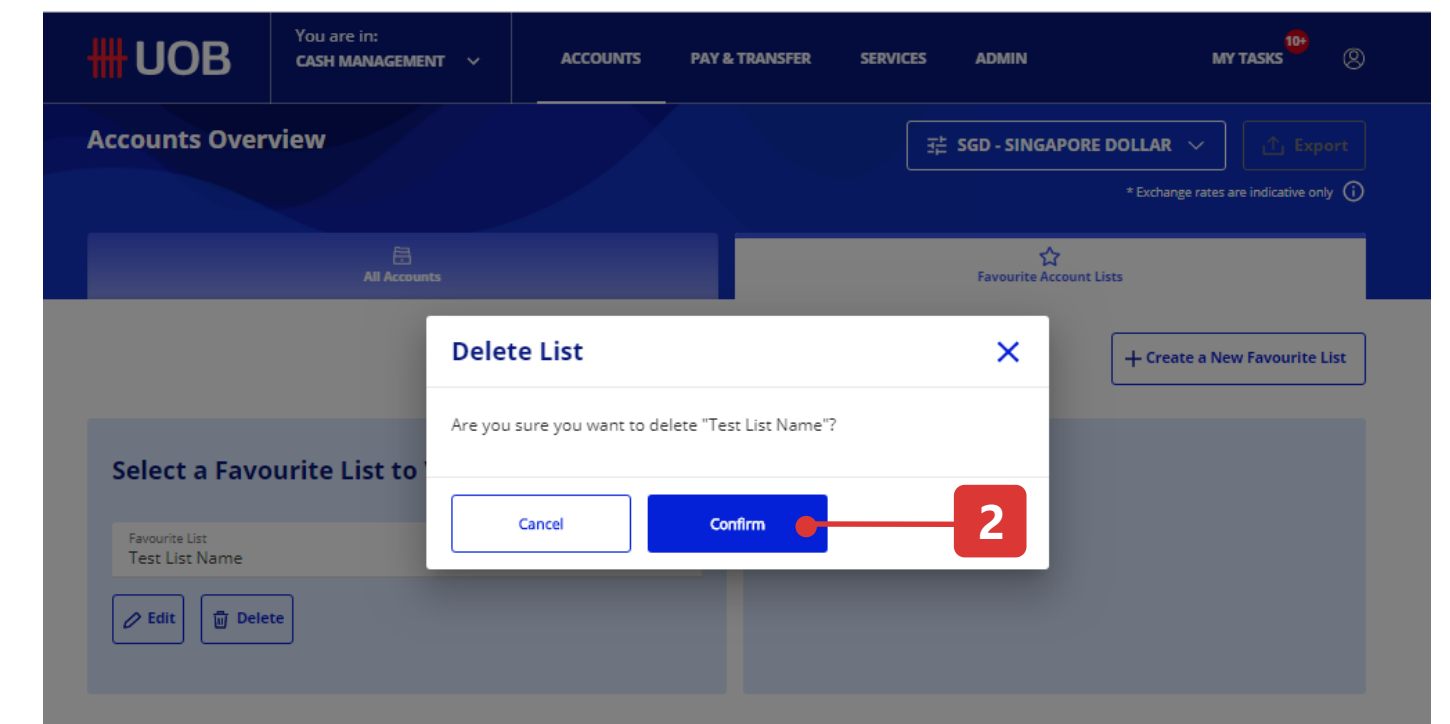
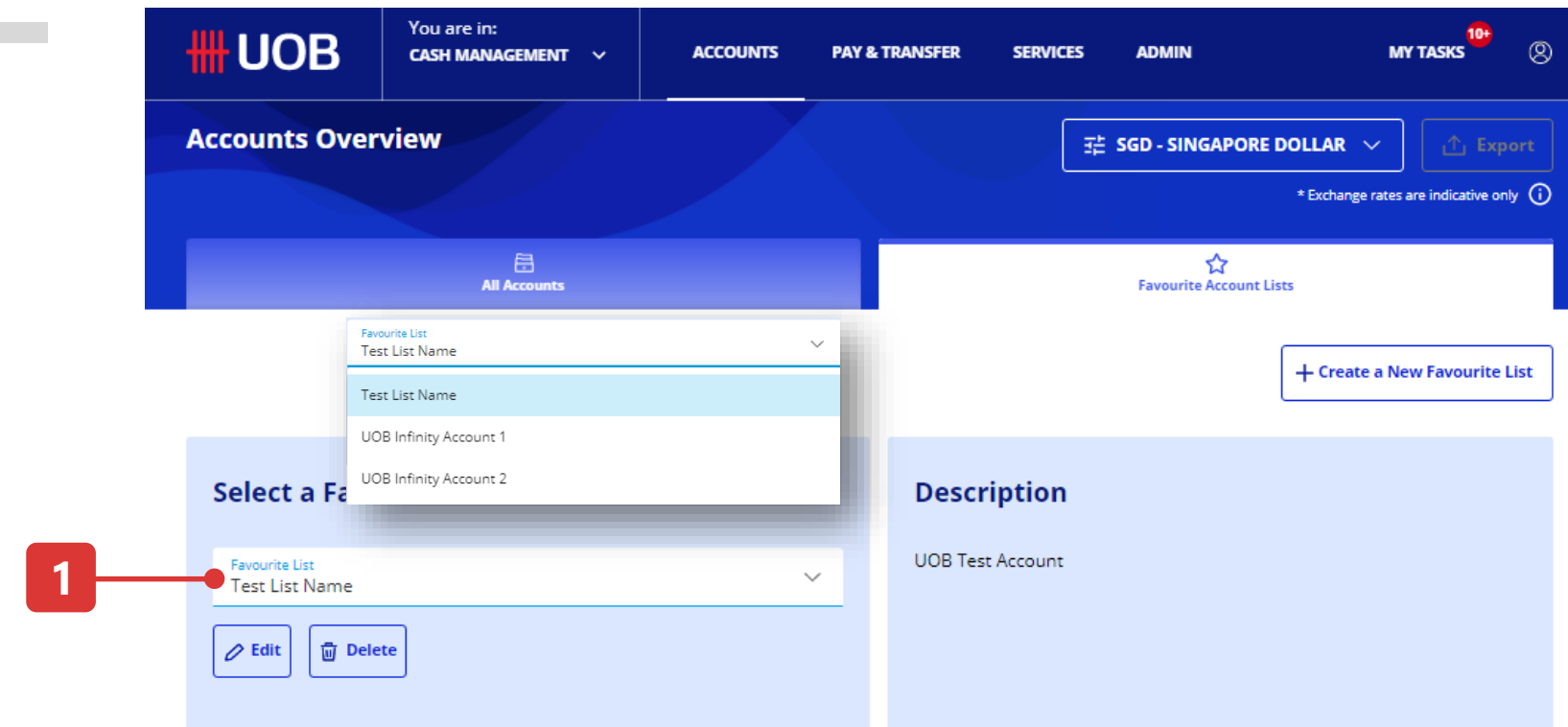
1. First, select the list which you wish to add or remove an account from, and then click "Edit" button.
2. Key in "Account Number" or "Account Name" to filter the account to remove.
3. Or, click the star (*) icon to remove account from your favourite account list.
4. Key in the "Account Number" or "Account Name" to search the desired account to be added into your favourite account list.
5. Or click the "Star" icon to add the desired account into your favourite account list.
6. Click "Submit" button once you have selected your accounts.
7. If your favourite account list is saved successfully, a confirmation message will be displayed at the top banner.



How to Use Your Favourite Account Lists

C. Delete a Favourite Account List

1. First, select the list that you wish to delete and then click "Delete" button.
2. Please click "Confirm" button once a confirmation pop up message displayed.
3. If your favourite account list deleted successfully, a confirmation message will be displayed at the top of the screen.



How to Use the Filters

Example of Filter Options

1. Transaction / Deposit Type

This pill allows you to choose the desired transaction type for viewing.

2. BIB Reference

Entering a BIB reference number allows you to locate the exact transaction for viewing.

3. Customer Reference

Entering a customers reference allows you to filter the transactions to those which are related to the reference that you keyed in.

4. Account

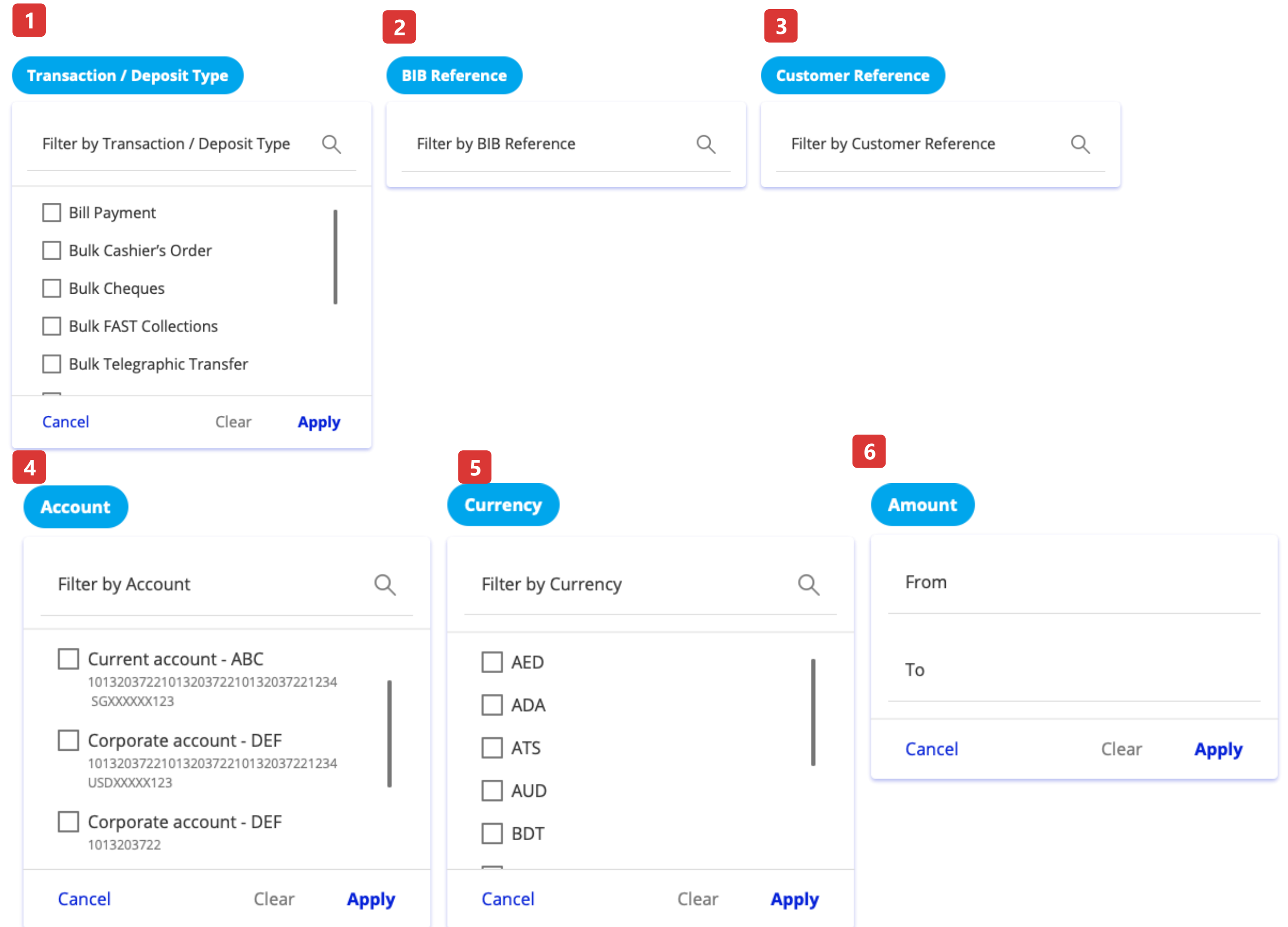
Selection of account allows you to view transactions tagged to the selected account.

5. Currency

Selection of currency allows you to view transactions related to the selected currencies.

6. Amount

Entering a range of transaction amount allows you to filter the list of transactions that are applicable.





RIGHT BY YOU