

OFBCONNECT Frequently Asked Q&A

Login & Account Access

Q: Is my Company ID changing?

A: No, your Company ID is not changing however it will be called Customer ID on OFBCONNECT.

Q: Is my User ID changing?

A: No, your User ID will remain the same.

Q: Is my password changing?

A: You will use your current password for your first login to OFBCONNECT, you will then be prompted to create a new password.

Q: Will I still be required to use my Token at login?

A: Yes, all converted Companies and associated users with ACH Origination or Wire Transfer Services will be prompted to utilize their Token to log into OFBCONNECT. Note: There are other security options available, please contact Treasury Client Services for details.

Q: Am I able to get my Login Key delivered as a phone call or text?

A: No, Login Key can only be delivered via email.

Q: I use one Token for multiple profiles, will that still work?

A: Yes, your token will still work for multiple profiles.

Q: I have more than one token attached to my User ID, will that still work?

A: No, only one token can be attached per User ID. You should have received an email from Treasury Client Services with instructions if you have more than one token.

Q: How do I download the OFBCONNECT – Mobile app?

A: Visit the App Store or Google Play store and search on OFBCONNECT.

Q: Do I need special permissions or settings to login into OFBCONNECT – Mobile?

A: No, all users should be able to log into OFBCONNECT – Mobile using their same credentials. Note: First time login to OFBCONNECT must be on a desktop and cannot be on OFBCONNECT – Mobile.

Accounts and Account History

Q: Will my transaction history be available in OFBCONNECT?

A: Transaction history will be available back to February 2022.

Q: How far back will I be able to pull transaction history?

A: OFBCONNECT will retain 13 months of history. Transaction history from February 2022, will be loaded into OFBCONNECT and will build up to the full 13 months going forward.

Note: History descriptions from February 2022 to July 1st, 2022, will be very generic.

Q: Will my eStatements be converted?

A: All profiles that have eStatements today will be converted with eStatements, eStatement Terms and Conditions will be required to be accepted. Up to 3 years of statements will be available for all account types, including Loan Statements.

Q: Am I able to run multiple eStatements at a time?

A: You can run eStatements for multiple accounts at a time with various date ranges.

Q: How long will my stop payment details be stored in OFBCONNECT?

A: 6 months

Q: Will my Account Nicknames come over?

A: Yes, unless your account has Wire Transfer Services enabled on the account. In this instance, the Primary Account Name will display in OFBCONNECT.

Q: Will my scheduled &/or recurring transfers migrate over?

A: No, you will need to setup all scheduled &/or recurring transfers on OFBCONNECT post migration.

Q: Will my balance &/or transaction alerts migrate over?

A: No, you will need to setup all alerts again on OFBCONNECT post migration.

ACH Origination and Wire Transfer Services

Q: Will my ACH &/or Wire limits change?

A: No, all limits will remain the same.

Q: Will my Wire & ACH templates convert over to OFBCONNECT?

A: All Wire and ACH templates are expected to convert to the new system.

Q: Will my ACH participants convert over to OFBCONNECT?

A: Any participant that is attached to an ACH Origination template will convert to OFBCONNECT. If you have participants that are not currently attached to a template, those will not convert to OFBCONNECT.

Q: Will my ACH Origination batch detail history &/or Wire Transfer detail history convert to OFBCONNECT?

A: No, All ACH batch history and wire transfer history should be downloaded by 5pm on the Friday prior to your migration date.

Q: How long will ACH Origination &/or Wire Transfer detail history be stored in OFBCONNECT?

A: 6 months

Q: Will my ACH Origination batches that I submitted prior to OFBCONNECT migration be processed or do I need to submit them again?

A: Yes, all ACH Origination batches submitted prior to your migration date will be processed.

Q: I have future dated Wire Transfers that I submitted on Business Banking that are after my OFBCONNECT migration date, will those wires be processed or do I need to resubmit on OFBCONNECT.

A: Any future dated wire dated up to September 30, 2022 will be processed on Business Banking. Anything dated for October 1st, 2022, will need to be resubmitted on OFBCONNECT.

Q: Is Dual Control still required for ACH Origination Batches &/or Wire Transfer payments.

A: Yes, Dual Control is required for all ACH and Wire payments. ACH and Wire payments can be approved via the OFBCONNECT mobile application!

Q: Will my ACH Origination Approval Needed &/or Wire Transfer Approval needed emails alerts migrate over?

A: No, each user will need to create email alerts for ACH &/or Wire Activity Events aka ACH Batch Approval Needed, Wire Approval Needed, etc.

- These are the emails that will notify an ACH &/or Wire user that a transaction needs to be approved
- This needs to be completed by each ACH &/or Wire entitled users
- This can be completed under {User Name} – Alerts – Add New Alert

Q: Do I need to make any changes to my NACHA file prior to my first file upload on OFBCONNECT.

A: Yes, the below changes will need to be made:

- Remove any offsetting transaction from the file. OFBCONNECT will prompt you to choose an offset when the batch is uploaded.
- Update the transactions coded in the batch header record and batch control record.
 - Credit only batches are transaction code 220
 - Debit only batches are transaction code 225
 - *Note Mixed batch transaction code is 200 and this is the value that needs to be updated.

Q: Are there any changes to USD Dollar International Wires?

A: Yes, with OFBCONNECT an Intermediary Bank MUST be submitted with the wire transfers. IF one is not, the wire will be rejected and must be reinitiated.

QuickBooks

Q: What will I need to do for my QuickBooks login?

A: Prior to 5pm on the Friday before your Migration date sign into QuickBooks and make sure you upload all transactions. Once, you've been moved to OFBCONNECT you will need to delink from Business Banking and connect to OFBCONNECT. Follow the instructions on the OFBCONNECT page. DirectConnect is now supported!

Additional Services - Positive Pay, Bill Pay and Remote Deposit Capture

Q: Will Positive Pay still be a separate login?

A: Positive Pay will be available as a link-n-launch within OFBCONNECT. Users will still be required to enter their login credentials. OceanFirst is working to establish Positive Pay as a single sign on.

Q: Will my access to Bill Pay be converted?

A: Yes, Bill Pay is available as a link-n-launch. Your bill pay credentials have been preloaded so you will only need to click Login to access bill pay. Bill Pay will open in a new window so you may need to allow the site in your security settings.

Q: Do I need to click Login every time to access Bill Pay?

A: Yes, your credentials preloaded so you will only need to click the login button to access bill pay.