

OCTO Collect FAQs

1. WHAT is OCTO Collect?

OCTO Collect enables you to accept multiple payment methods through a single checkout experience. Customers can pay using credit/debit cards, FPX and selected eWallets, while you only need one integration to get started.

2. WHY should I use OCTO Collect?

OCTO Collect allows you to offer multiple payment methods through a single integration and checkout experience. This simplifies payment acceptance and provides visibility of authorised sales through the sales dashboard.

3. WHERE can I view my sales?

Once you have access, you can log in to the online merchant sales dashboard to view your sales as they happen, check transaction status and manage daily operations efficiently.

4. WHO do I contact if I need help?

For any assistance required, kindly contact eMerchant at emerchant@cimb.com, Contact Centre at +603-6204 7788 or your Relationship Manager.

5. WHEN can I start accepting payments?

Setup typically takes approximately 1–3 months, depending on application approval, integration readiness and successful payment setup testing. Actual timelines may vary based on individual business requirements.

6. HOW do I apply and get started?

Step 1: Speak to your CIMB Relationship Manager or submit an online enquiry for us to reach out to you.

Step 2: Once application is approved, proceed with integration.

Step 3: Perform payment setup testing.

Step 4: Go live and start to collect, manage and reconcile with OCTO Collect.