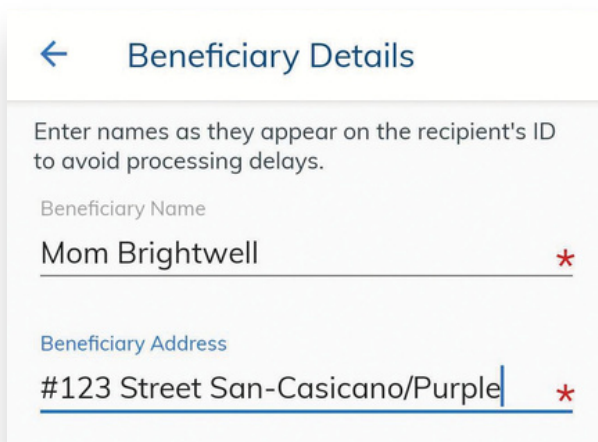# Adding a bank

Problem:

Special characters (# - /) in the address field will cause an error when sending money.

Fix:

Remove all special characters from the address field when adding a bank.
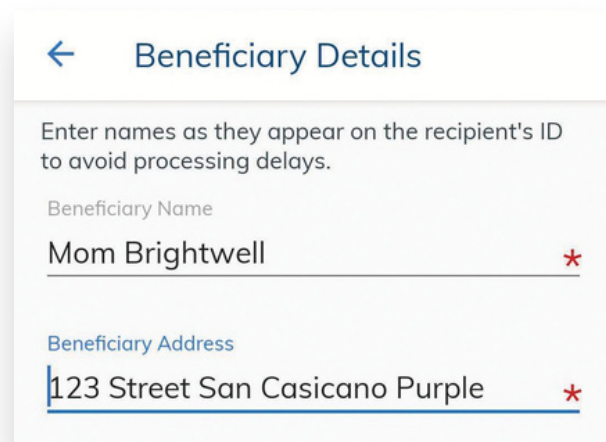
← Beneficiary Details

Enter names as they appear on the recipient's ID to avoid processing delays.

Beneficiary Name

Mom Brightwell *

Beneficiary Address

#123 Street San-Casicano/Purple *

← Beneficiary Details

Enter names as they appear on the recipient's ID to avoid processing delays.

Beneficiary Name

Mom Brightwell *

Beneficiary Address

123 Street San Casicano Purple *

TOOLTIPS

Routing numbers for the countries below are known as:

India - IFSC

Indonesia - SKN Code

UK - Sort Code

Australia - BSB Code

China - CNAPS

Jamaica - Routing Code

Germany - IBAN or bank code

Tax ID number & ID number is the number on your government ID (applies to Russia and some South American countries).
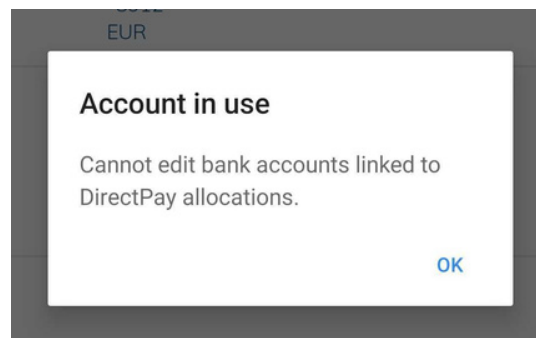
Adding a Bank

Bank Accounts

Available accounts

Jordan Brands
The Bancorp Com
*5801
USD

Jordan Brands
Main Bank
*8912
EUR
DirectPay linked ⓘ

Unavailable accounts

Joe Brightwell
Canara Bank
*6789
INR
Unavailable ⓘ

Bank Accounts

Available accounts

Joe Brightwell
Canara Bank
*6789
INR

Jordan Brands
The Bancorp Com
*5801
USD

Jordan Brands
Main Bank
*8912
EUR
DirectPay linked ⓘ

Once a bank account is approved (typically 24 hours), it will move from Unavailable accounts to Available accounts.

Need to edit bank details?

Make sure that any DirectPay allocations that crew members have set are removed. Otherwise, they will receive an error.

EUR

Account in use

Cannot edit bank accounts linked to DirectPay allocations.
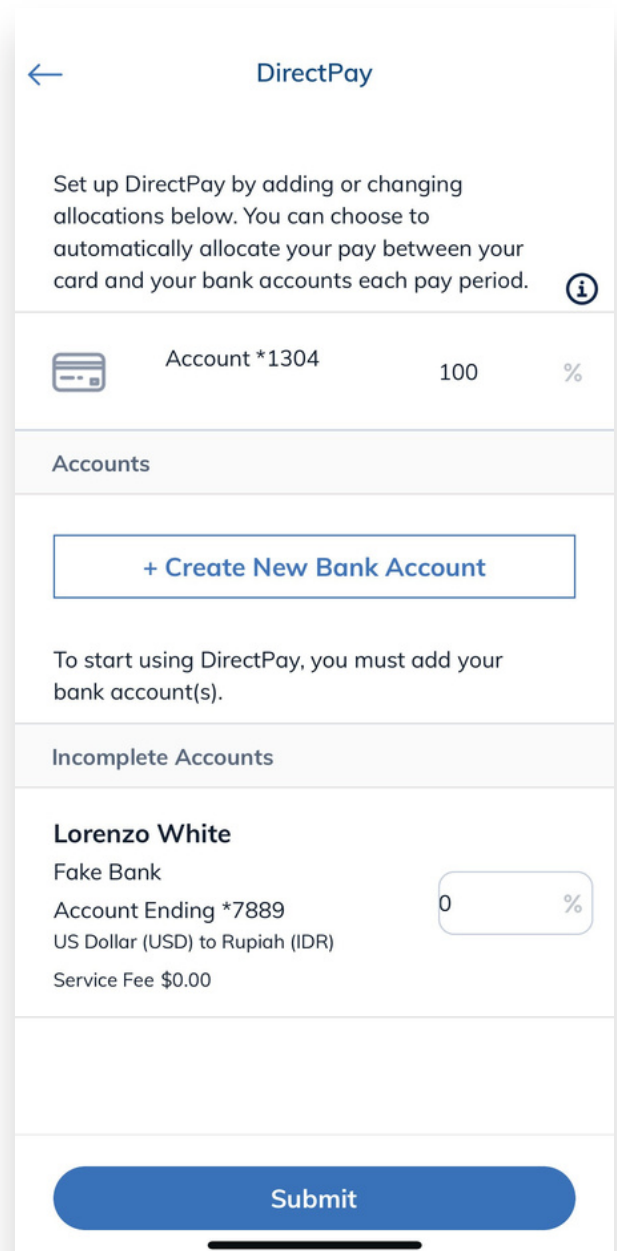
OK

Incomplete bank accounts

Problem:

After adding a bank account, crew see Incomplete Account when viewing the bank under DirectPay.

Fix:

Some bank accounts will appear incomplete if one (or more) of the following are not filled in within the bank details:

- Postal codes
- Payment reference
- Phone number

After saving, you may need to restart the app in order to see if the Incomplete Account error has been removed.