

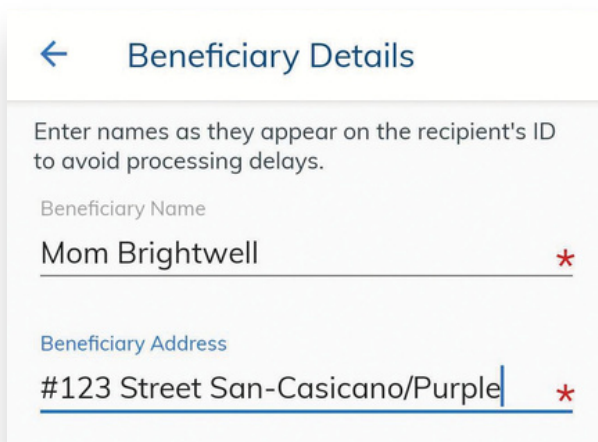
Adding a bank

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

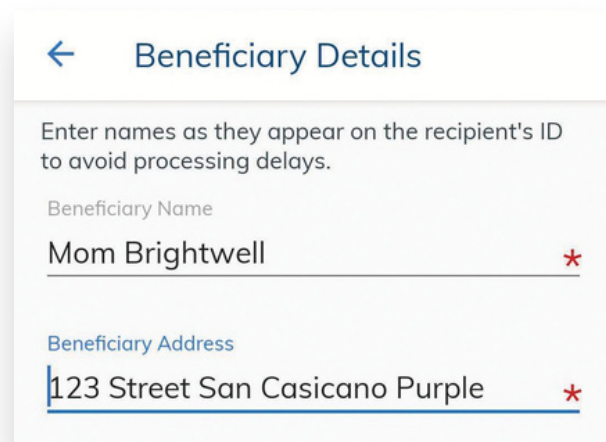
Enter names as they appear on the recipient's ID to avoid processing delays.

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

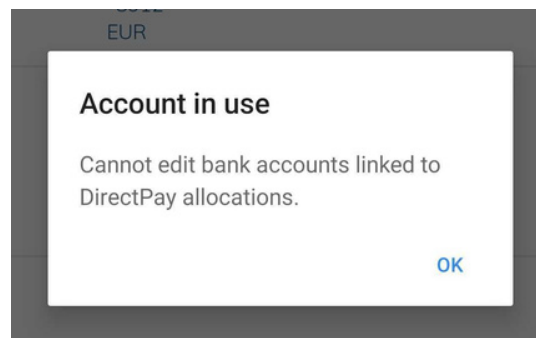
← Bank Accounts	
Available accounts	
 Jordan Brands The Bancorp Com *5801 USD	>
 Jordan Brands Main Bank *8912 EUR DirectPay linked ⓘ	
Unavailable accounts	
 Joe Brightwell Canara Bank *6789 INR Unavailable ⓘ	

← Bank Accounts	
Available accounts	
 Joe Brightwell Canara Bank *6789 INR	>
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 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.



Incomplete bank accounts

Problem:

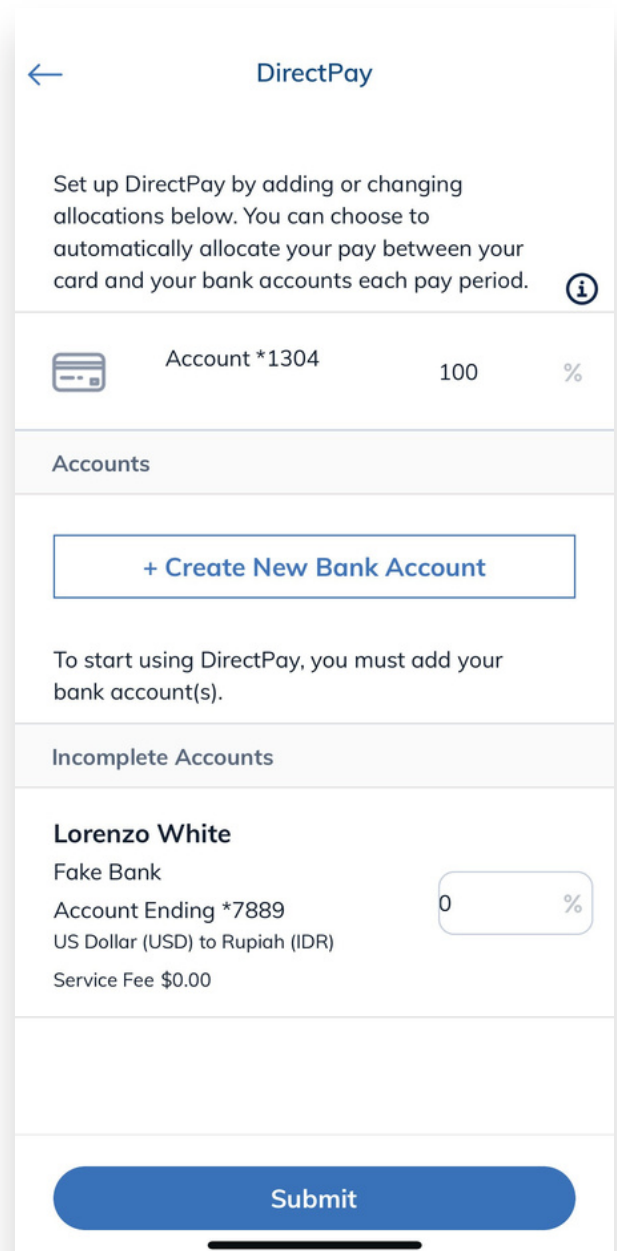
After adding a bank account, crew see **Incomplete Account** when viewing the bank under DirectPay.

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.



The screenshot shows the DirectPay app interface. At the top, there's a back arrow and the title "DirectPay". Below this, a message says: "Set up DirectPay by adding or changing allocations below. You can choose to automatically allocate your pay between your card and your bank accounts each pay period." with an information icon. Below the message is a table with one row: a card icon, "Account *1304", "100", and "%". Below the table is a section titled "Accounts" with a button "+ Create New Bank Account". Below this is a message: "To start using DirectPay, you must add your bank account(s)." Below this is a section titled "Incomplete Accounts" with a card for "Lorenzo White" from "Fake Bank". The card shows "Account Ending *7889", "US Dollar (USD) to Rupiah (IDR)", and "Service Fee \$0.00". To the right of the account ending is a text input field with "0" and a "%" symbol. At the bottom is a large blue "Submit" button.

DirectPay			
Set up DirectPay by adding or changing allocations below. You can choose to automatically allocate your pay between your card and your bank accounts each pay period. ⓘ			
	Account *1304	100	%
Accounts			
+ Create New Bank Account			
To start using DirectPay, you must add your bank account(s).			
Incomplete Accounts			
Lorenzo White			
Fake Bank			
Account Ending *7889		0	%
US Dollar (USD) to Rupiah (IDR)			
Service Fee \$0.00			
Submit			