

Steps to submit a Bank details update

Step 1: Access Settings

- Log in to **MyFinance**.
- Click on **"Settings"** from the main menu.

The screenshot shows the Maersk Customer Hub interface. On the left is a sidebar with navigation options: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support. The main content area displays a 'Welcome to your Hub' message and various task cards for outstanding tasks and shipment overview. On the right, an 'Account' dropdown menu is open, showing options like Name, Company, Customer ID, Username, Manage subscriptions, **Settings** (highlighted with a red box), Manage permissions, Change customer code, and Log out.

Step 2: Navigate to Payment Setup

- Under **Settings**, select the **"Payment Setup"** tab.
- Click on **"Add Bank Account"**.

The screenshot shows the 'Payment Setup' page in the Maersk Customer Hub. The page title is 'Customer: GCCS CONSIGNEE'. Below the title, there are tabs for 'Your profile', 'Your permissions', 'Company permissions', **Payment Setup** (highlighted with a red box), and 'Customer search'. The 'Payment Setup' section includes a heading 'SmartPay & online bank transfer' and a paragraph explaining the process. Below this, there is a table with columns: Country, Bank | Smartpay account, Authorize, Description, Status, and Remove. The table contains three rows of data, all with a status of 'Under review'. Below the table, there is a note about removing rejected account requests. At the bottom, there is a section for 'Card details' with an 'Add card' button.

Country	Bank Smartpay account	Authorize	Description	Status	Remove
US		✓ Authorised	Change request no 000006219615	Under review	
DK		✓ Authorised	Change request no 000006219621	Under review	
US		✓ Authorised	Change request no 000006220225	Under review	

Step 3: Enter Bank Details

Type your bank details exactly as they appear in your bank records.

These fields are required:

- Country
- Bank Name
- Bank Routing/Transit Number
- Bank Account Number
- BIC/SWIFT

Step 3A: Extra Rule for Some Countries (IBAN)

Some countries need an IBAN (International Bank Account Number) for payments.

✓ How to know if you need IBAN:

- Look at the [IBAN Countries List](#) (pages 4 and 5).
- If your country is on the list → you **must** enter your **IBAN**.
- If your country is not on the list → **skip IBAN** and just fill the other required fields.

Mandatory fields if **IBAN** is **required**:

- Country
- Bank Name
- Bank Routing/Transit Number
- Bank Account Number
- BIC/SWIFT
- IBAN

Step 4: Attach Supporting Documents

Please upload any of the following documents in **non-editable PDF format**:

- Invoice
- Cheque from an external party
- Bank statement (front page with non-confidential info)
- Bank details on official letterhead of registered business with official stamp and signature
- Account letter from the bank signed by a bank representative

Step 5: Submit

- Click **Submit**.
- You will receive a notification confirming successful submission.
- Allow **1–2 working days** for the new bank details to reflect in MyFinance.

We automatically remove rejected account requests and reasons after 14 days. If you need help, please contact support.

Country/Region Select your country	Bank Name Bank Name		
Bank Number/Transit/Routing No/Sort Code Bank routing number	Account No Account number	IBAN(Optional) IBAN(Optional)	Bic/Swift BIC/SWIFT
Account Holder Account Holder	Account Description Account Description		

☐ I authorize this bank account to make payments using SmartPay

Attach Supported Documents ⓘ

Please attach Invoices, Cheque from an external party, Bank Statements containing bank account number and address (front page with non-confidential information), Bank details on official letter head of registered business with Maersk, Account letter from the bank on bank letterhead signed by the bank representative.
pdf file type supported for the upload. Each file should be less than 2MB. Please do not add password protected files.

This screen will show after submitting the bank details request:

Customer: [Redacted]
Customer code: [Redacted] [Change customer code](#)

[Your profile](#)
[Your permissions](#)
[Company permissions](#)
[Payment Setup](#)
[Customer search](#)

Thank you for registering your account. We are processing your information within 1-2 working days. You are notified to your email when your bank details are approved. [x](#)

SmartPay & online bank transfer

Add bank account information to sign up for SmartPay & online bank transfer or to receive refunds into your bank account quickly. On submitting the bank details, the account will be registered within 1-2 working days.

[Add Bank Account](#)

Card details

Add your credit or debit card details and get your cargo released instantly by paying with a card.

Activate Windows
Go to Settings to activate Windows.

Step 6: Check Status

- Go to **Payment Setup** to track your request status.
- If rejected, the reason will be displayed so you can correct and resubmit.

Customer: [Redacted]
Customer code: [Redacted] [Change customer code](#)

[Your profile](#)
[Your permissions](#)
[Company permissions](#)
[Customs](#)
[Payment Setup](#)
[Customer search](#)

SmartPay & online bank transfer

Add bank account information to sign up for SmartPay & online bank transfer or to receive refunds into your bank account quickly. On submitting the bank details, the account will be registered within 1-2 working days.

[Add Bank Account](#)

Country	Bank Smartpay account	Authorize	Description	Status	Remove
SG	[Redacted]	☐ Authorise		Active	Remove
SG	[Redacted]	☐ Authorise		Active	Remove
SG	[Redacted]	☐ Authorise	Change request no 000006666767	Under review	Remove
SG	[Redacted]	☐ Authorise	Change request no 000006663260	Rejected	Remove

Bank no: [Redacted] Account holder: [Redacted]

Rejection reason: Bank Number/Bank Key should be 7 digits

We automatically remove rejected account requests and reasons after 14 days. If you need help, please contact support.

Card details

Add your credit or debit card details and get your cargo released instantly by paying with a card.

[Add card](#)

Step 7: View Existing Bank Details

- Under **Payment Setup**, you can also view existing bank account details.

Customer: [REDACTED]

Customer code: [REDACTED] [Change customer code](#)[Your profile](#)[Your permissions](#)[Company permissions](#)**[Payment Setup](#)**[Customer search](#)

SmartPay & online bank transfer

Add bank account information to sign up for SmartPay & online bank transfer or to receive refunds into your bank account quickly. On submitting the bank details, the account will be registered within 1-2 working days.

Add Bank Account

Country	Bank / Smartpay account	Authorize	Description	Status	Remove
✓ US		✓ Authorised	Change request no 000006219615	Under review	
✓ DK		✓ Authorised	Change request no 000006219621	Under review	
✓ US		✓ Authorised	Change request no 000006220225	Under review	

We automatically remove rejected account requests and reasons after 14 days. If you need help, please contact support.

Countries where IBAN is mandatory:

Country	IBAN Length	Description
Albania	28	IBAN should start with AL followed by 26 numbers
Algeria	24	IBAN should start with DZ followed by 22 numbers DZNNXXXXXXXXXXXXXXXXXXXX
Andorra	24	IBAN should start with AD followed by 22 characters
Austria	20	IBAN should start with AT followed by 18 numbers
Azerbaijan	28	IBAN should start with AZ Format AZNNXXXXXXXXXXXXXXXXXXXX
Bahrain	22	IBAN should start with BH followed by 20 characters
Belgium	16	IBAN should start with BE followed by 14 numbers
Bosnia and Herzegovina	20	IBAN should start with BA followed by 18 numbers
Brazil	29	IBAN should start with BR followed by 27 characters
Bulgaria	22	IBAN should start with BG followed by 20 characters
Croatia	21	IBAN should start with HR followed by 19 numbers
Cyprus	28	IBAN should start with CY followed by 26 characters
Czech	24	IBAN should start with CZ followed by 22 numbers
Denmark	18	IBAN should start with DK followed by 16 numbers
Estonia	20	IBAN should start with EE followed by 18 numbers
Faroe Island	18	IBAN should start with FO followed by 18 numbers
Finland	18	IBAN should start with FI followed by 16 numbers
France	27	IBAN should start with FR followed by 25 characters
Georgia	22	IBAN should start with GE followed by 20 characters
Germany	22	IBAN should start with DE followed by 20 numbers
Gibraltar	23	IBAN should start with GI followed by 21 characters
Great Britain	22	IBAN should start with GB followed by 20 characters
Greece	27	IBAN should start with GR followed by 25 characters
Greenland	18	IBAN should start with GL followed by 16 numbers
Hungary	28	IBAN should start with HU followed by 26 numbers
Iceland	26	IBAN should start with IS followed by 24 numbers
Ireland	22	IBAN should start with IE followed by 20 characters

Israel	23	IBAN should start with IL followed by 21 numbers
--------	----	--

Country	IBAN Length	Description
Italy	27	IBAN should start with IT followed by 25 characters
Jordan	30	IBAN should start with JO followed by 28 characters
Kazakhstan	20	IBAN should start with KZ followed by 18 characters
Kuwait	30	IBAN should start with KW followed by 28 characters
Latvia	21	IBAN should start with LV followed by 19 characters
Lebanon	28	IBAN should start with LB followed by 26 characters
Liechtenstein	21	IBAN should start with LI followed by 19 characters
Lithuania	20	IBAN should start with LT followed by 18 numbers
Luxembourg	20	IBAN should start with LU followed by 18 characters
Macedonia	19	IBAN should start with MK followed by 17 characters
Malta	31	IBAN should start with MT followed by 29 characters
Mauritania	27	IBAN should start with MR followed by 25 numbers
Mauritius	30	IBAN should start with MU followed by 28 characters
Monaco	27	IBAN should start with MC followed by 25 characters
Montenegro	22	IBAN should start with ME followed by 20 numbers
Netherlands	18	IBAN should start with NL followed by 16 characters
Norway	15	IBAN should start with NO followed by 13 numbers
Pakistan	24	IBAN should start with PK Format PKNNAAXXXXXXXXXXXXXXXXXXX
Poland	28	IBAN should start with PL followed by 26 numbers
Portugal	25	IBAN should start with PT followed by 23 numbers
Qatar	29	IBAN should start with QA Format QANNAAXXXXXXXXXXXXXXXXXXXXX
Romania	24	IBAN should start with RO followed by 22 characters
San Marino	27	IBAN should start with SM followed by 25 characters
Saudi Arabia	24	IBAN should start with SA followed by 22 characters
Serbia	22	IBAN should start with RS35 followed by 18 characters. Format RS35NNNNNNNNNNNNNNNNNNNN
Slovenia	19	IBAN should start with SI followed by 17 numbers
Slovakia	24	IBAN should start with SK followed by 22 numbers
Spain	24	IBAN should start with ES followed by 22 numbers
Sweden	24	IBAN should start with SE followed by 22 numbers
Switzerland	21	IBAN should start with CH followed by 19 characters
Tunisia	24	IBAN should start with TN59 followed by 20 numbers
Turkey	26	IBAN should start with TR followed by 24 characters
Ukraine	29	IBAN is optional and must start with UA followed by 27 characters
United Arab Emirates	23	IBAN should start with AE followed by 21 numbers