



- Payment is processed by International Wire Transfer from our bank account with AIB, Ireland. Please note this is the only payment method available.
- Due to company policy we can only accept banking details that are held in your name and in your country of residence; your name must be on the bank account that you supply us with.
- Please only use characters from the English Alphabet when entering the account holder name.
- New/updated bank details must be updated at least **4 working days before a scheduled payment date** to ensure that payments are made to these new details.
- To ensure successful processing of payment, it is important that your bank details are correct.

#### Entering bank details using a valid IBAN:

The screenshot shows a web form titled "Vendor Master Bank Update". It is divided into two main sections: "Retrieve Bank List" and "Enter Account Details".

**Retrieve Bank List Section:**

- Step 1:** Points to the "Bank country" dropdown menu, which currently shows "France". A link for "Country Help Page" is next to it.
- Fields for "City:", "Bank name:", and "SWIFT code:" are present.
- Buttons: "Get Bank List" (with a magnifying glass icon) and "IBAN" (with a checkmark icon).
- Step 2:** Points to the "IBAN" button.

**Enter Account Details Section:**

- Fields for "Bank Account Number:", "Account Holder Name:", and "IBAN:".
- Step 3:** Points to the "Account Holder Name" field.
- Step 4:** Points to the "IBAN" field.
- Button: "Update Vendor Master" (with a floppy disk icon).
- Step 5:** Points to the "Update Vendor Master" button.

- ✦ **Step 1:** Select Bank Country
- ✦ **Step 2:** Click IBAN

✦ **Step 3:** Enter Account Holder Name

✦ **Step 4:** Enter valid IBAN – without spaces between numbers and letters

✦ **Step 5:** Click Update Vendor Master

After **Step 5**, if the IBAN is correct you will receive the message “Vendor was updated”. Please see screen-shot below:

The screenshot shows a web form titled "Vendor Master Bank Update". It is divided into two main sections: "Retrieve Bank List" and "Enter Account Details".

**Retrieve Bank List Section:**

- Bank country: France (dropdown menu)
- City: (text input field)
- Bank name: (text input field)
- SWIFT code: (text input field)
- Buttons: "Get Bank List" and "IBAN" (with a small icon)
- A link: "Country Help Page"

**Enter Account Details Section:**

- Bank Account Number: (text input field)
- Account Holder Name: MR BANKS (text input field)
- IBAN: FR432000000000005600000000 (text input field)
- Button: "Update Vendor Master"

A green checkmark and the text "Vendor was updated" are circled in red, with an arrow pointing to it from the right.

If you receive the following error “Invalid IBAN Code” below:

The screenshot shows a red error icon (a circle with an exclamation mark) followed by the text: "Invalid IBAN code, Please correct and try again".

Please fill out a [Vendor Account Form](#) and upload it on the Supplier portal as follows:

1. Click on the 'Home' function which will bring you to the home page.
2. Click on upload document.
3. Browse for your document.

#### 4. Upload document.

Once you have uploaded your Vendor Account Form, we will be able to set your Bank up on our system, so you can proceed with uploading your Banking details to the Supplier Portal.

Should you have any issues updating your details, please contact us by email.