

## How to update my bank details

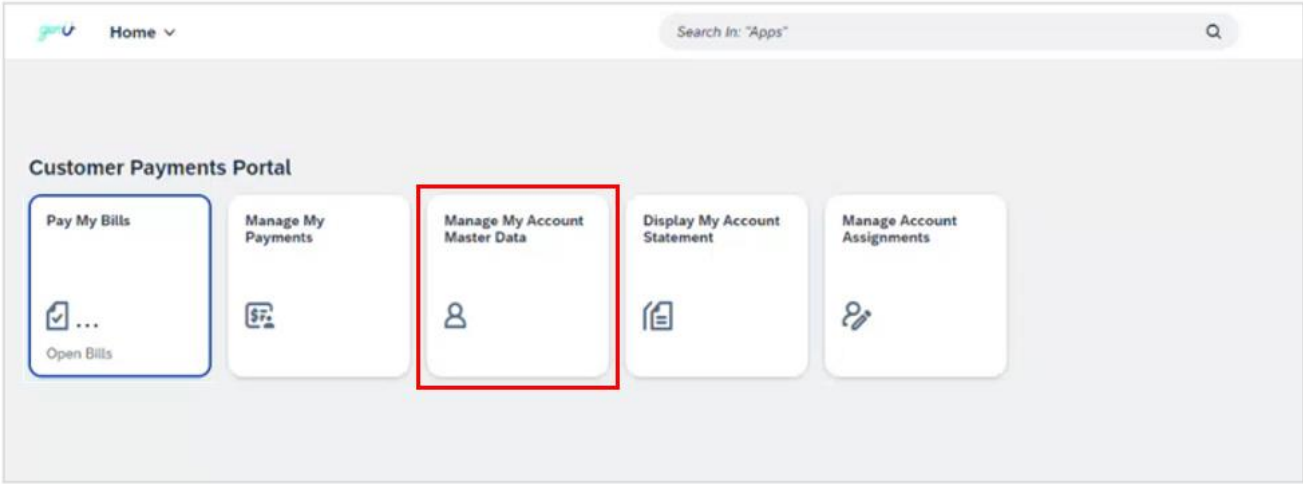
**Purpose:** To explain how to update your bank details using the genU Payment Portal.

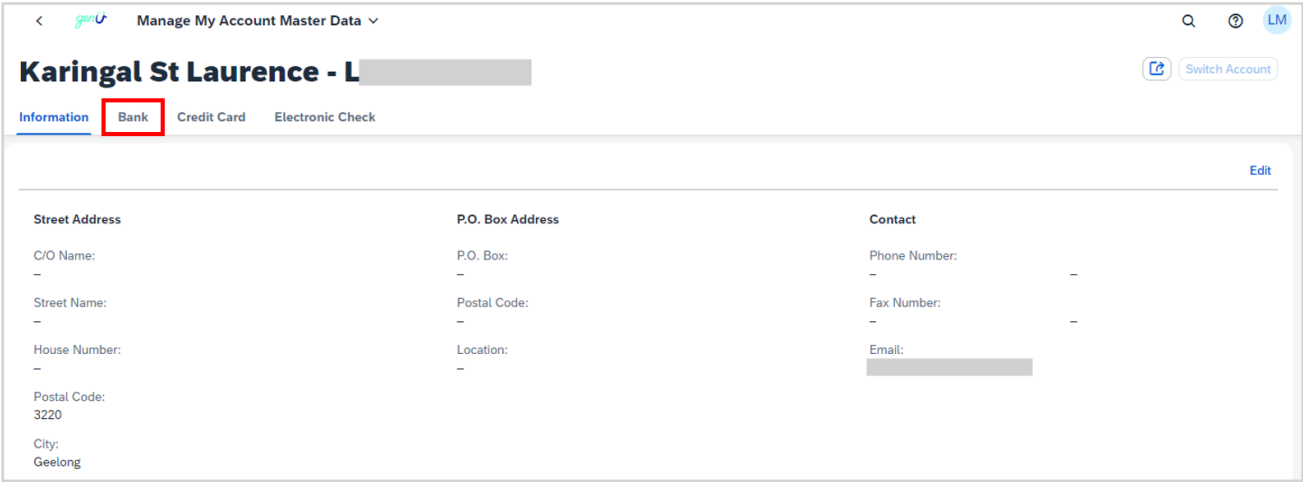
**When to use:** When you need to update your bank details.


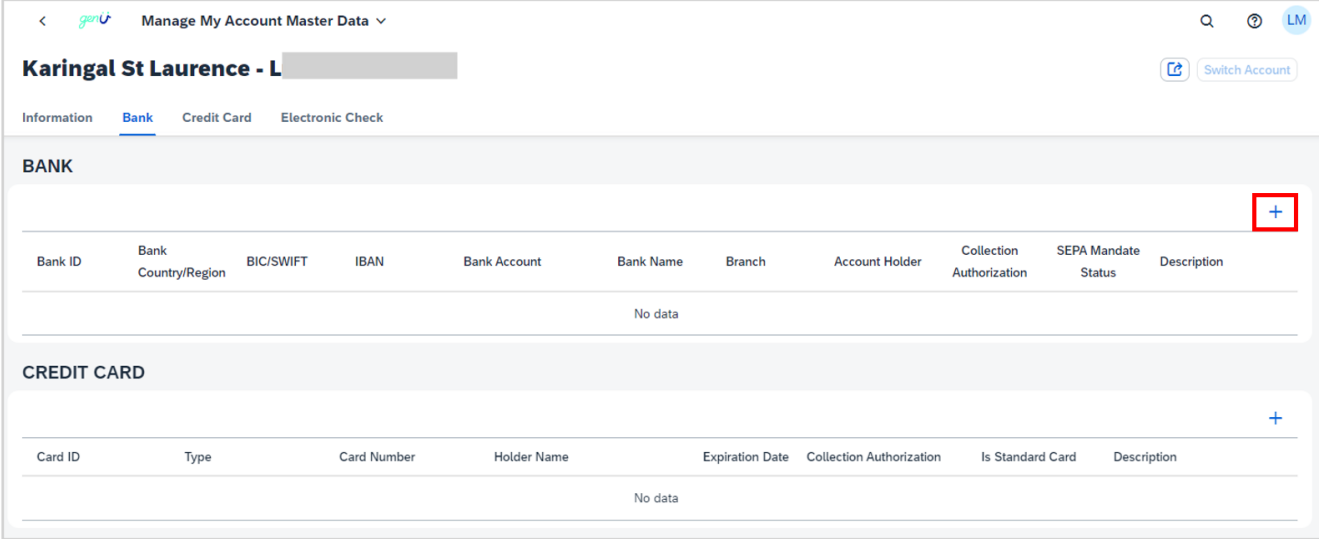
**Audience:** genU, genU Training, IPA and Matchworks invoice recipients.

**Support:** For more support, please contact the Accounts Receivable Team via [AR@genu.org.au](mailto:AR@genu.org.au) or call (03) 5277 8892.

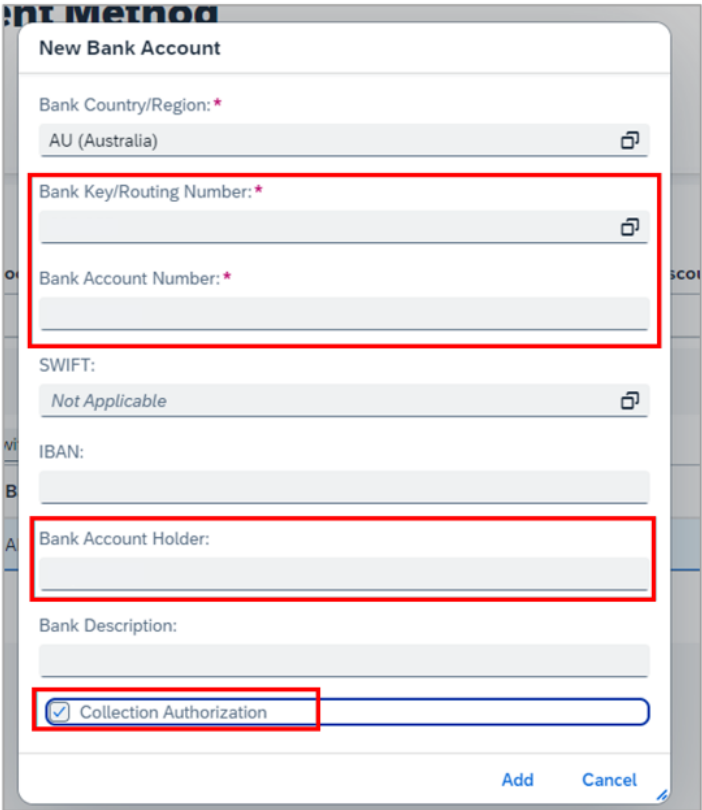
The following step/action table describes how to update my bank details.

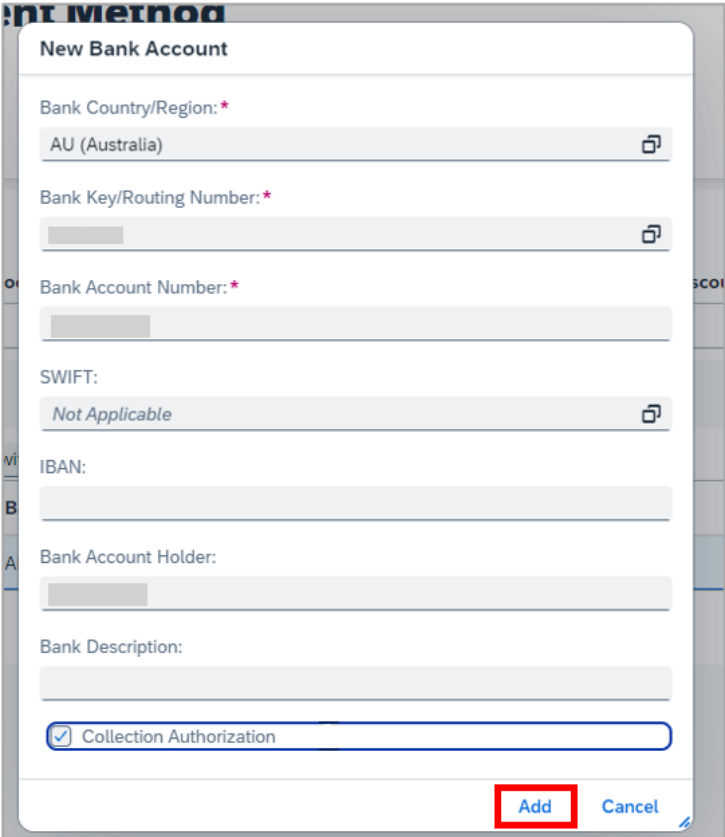
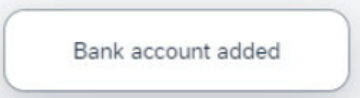

Step	Action
1	<p>Log in to the genU Payment Portal via <a href="https://genudigitalpayment-prd-0f7tzt12.authentication.us10.hana.ondemand.com/login">https://genudigitalpayment-prd-0f7tzt12.authentication.us10.hana.ondemand.com/login</a>.</p> <p><b>Note:</b> For support, please refer to the <b>How to log in to the genU Payment Portal</b> guide.</p>
2	<p>Click the <b>Manage My Account Master Data</b> tile.</p>  <p><b>Result:</b> The <b>Manage My Payments</b> screen displays.</p>
3	<p>Select the <b>Bank</b> tab.</p>

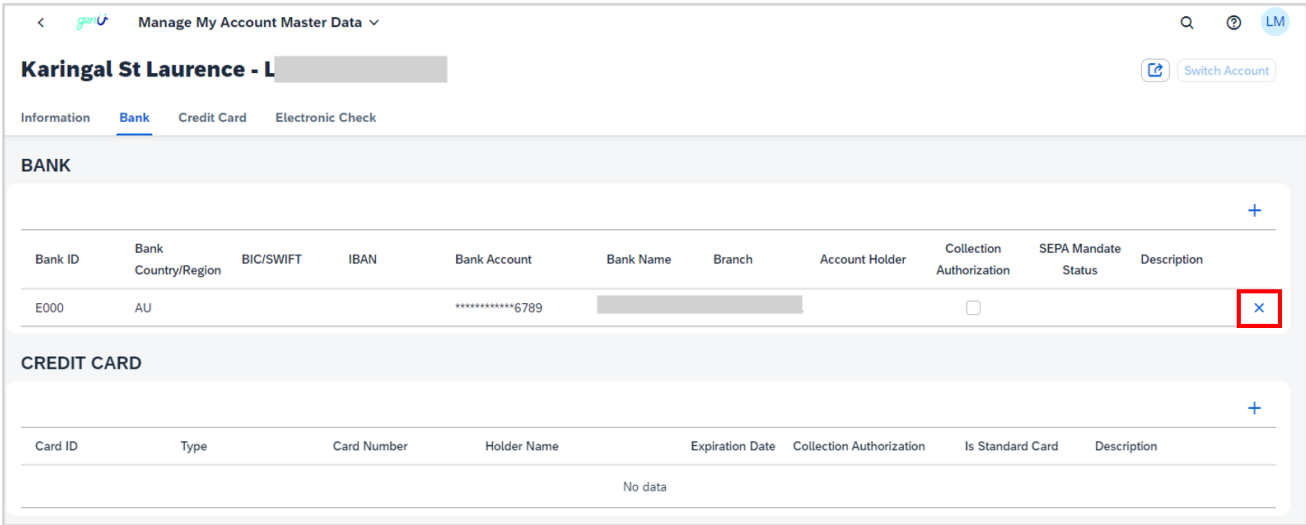
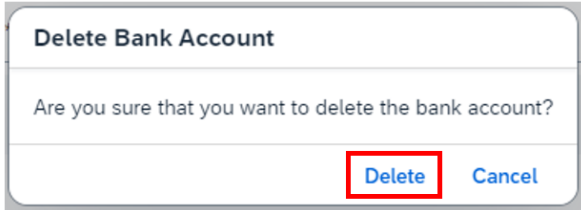
Step	Action
	 <p><b>Result:</b> The <b>Bank</b> details displays.</p>

<p><b>4</b></p>	<p>Click the add icon  .</p>  <p><b>Result:</b> New <b>Bank Account</b> pop up window displays.</p>
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<p><b>5</b></p>	<p>Complete the following fields:</p> <ul style="list-style-type: none"> <li><b>Bank Key/Routing Number</b></li> </ul>
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Step	Action
	<ul style="list-style-type: none"> <li>• <b>Bank Account Number</b></li> <li>• <b>Bank Account Holder</b></li> <li>• <b>Collection Authorization</b></li> </ul>  <p><b>Result:</b> The information in the <b>New Bank Account</b> fields populate.</p> <p><b>Important!</b> You must select <b>Collection Authorisation</b> to be able to use your bank account as a payment method.</p> <p><b>Note:</b> The <b>Bank Key/Routing Number</b> field refers to your bank accounts BSB number.</p>
6	Click <b>Add</b> .

Step	Action
	 <p><b>Result:</b> Your bank account details saves as a payment method and the <b>Bank account added</b> pop up displays briefly.</p> 
7	<p>Choose one of the following options. If you:</p> <ul style="list-style-type: none"> <li>• need to remove a card, go to <b>Step 8</b></li> <li>• do not need to remove a card, <b>End procedure.</b></li> </ul>
8	<p>Click the delete icon , on the right of the bank details.</p>

Step	Action
	 <p><b>Result:</b> The <b>Delete Bank Account</b> pop up window displays.</p>
9	<p>Click <b>Delete</b>.</p>  <p><b>Result:</b> The bank account deletes from your account information and no longer displays under the <b>Bank</b> section.</p>
	<p><b>End procedure</b></p>