

Crew Payroll | Cash to Master | Business Payments

Unlocking seamless payments in maritime

MarTrust®

MARITIME PAYMENT SPECIALISTS

Introduction

In today's fast-paced and interconnected world, the complexity of the vast number of payments that are made in maritime is increasing.

It is therefore crucial for onshore teams to address the challenges that come with managing these payments effectively.

This comprehensive guide aims to equip you with the knowledge and insights necessary to overcome some of the different payment hurdles within the industry.

We will explore the unique payment challenges faced by onshore teams and delve into the solutions that unlock seamless payment experiences.

From crew payroll to Cash to Master payments and business-to-business transactions, we will cover a range of areas relevant to your day-to-day operations.

By the end of this guide, you will possess the knowledge and understanding to unlock seamless payments in maritime.



Payment challenges in maritime



1 Complexities in international payments

Maritime involves transactions across multiple countries and currencies.

This complexity introduces challenges such as fluctuating exchange rates, compliance with various regulatory frameworks, managing beneficiary bank details and payment delays.

2 High transaction costs

As an industry with vast and complex supply chains, maritime transactions often involve numerous currency conversions and cross-border transfers, all of which contribute to elevated costs.

The reliance on traditional banking providers leads to administrative burdens and high fees that can erode profit margins.

3 Cash management & security

Cash management poses a significant challenge, particularly when it comes to Cash to Master payments. Delivering funds to vessels involves inherent risks and logistical complexities.

The reliance on physical cash can lead to security concerns, delays, and significant administrative effort.

4 Regulatory & compliance issues

With operations spanning multiple jurisdictions, onshore teams must navigate a complex web of regulatory frameworks and compliance requirements.

Ensuring adherence to these regulations demands meticulous attention, due diligence, and reporting, all of which can be time-consuming and resource-intensive. Failure to comply with these regulations can result in severe penalties and reputational damage.

UNLOCKING SEAMLESS PAYMENTS:

Crew payroll



Situation

Crew payroll usually consists of several cross-border and cross-currency payments, with onshore teams spending many hours administering these.

With crew members living in different countries around the world, ensuring compliance with the ever-changing regulatory landscape further complicates the process.

Many crew payroll systems are simply inadequate, leading to high costs and payment delays.

Challenges

- Collecting, monitoring and validating seafarers' bank details
- Payments failing due to incorrect beneficiary details
- Payments failing due to compliance issues
- Delays in crew members receiving their pay
- Changes made to destination banks (particularly prevalent in sanctioned territories)

Solution

Onshore teams must ensure they have effective payment systems in place to handle complexities and mitigate risks associated with crew payments.

Companies should choose a platform that provides access to low transfer fees and FX rates, whilst partnering with payment service providers that are well-versed in maritime-specific compliance protocols. They must leverage technology such as E-Wallets to ensure crew are paid on time, have more control and can access low-cost transfers.

UNLOCKING SEAMLESS PAYMENTS:

Cash to Master



Situation

Crew members require funds for salary advances and bonuses; these requests are usually ad-hoc and legacy disbursement processes involve providing physical cash.

Delivering funds to vessels is both resource-intensive and expensive for onshore teams. There are also ongoing security concerns whenever physical cash is used.

The administration and distribution of the funds onboard by the Captain consume a significant amount of time, which can be better spent on more important matters.

Challenges

- Transferring large amounts of cash worldwide
- Managing the delivery of the cash and related issues, such as delays and security concerns
- Incurring high Port Agency fees
- Utilising large amounts of cash significantly affects working capital

Solution

Onshore teams should adopt secure and effective digital solutions that minimise the use of cash and manages the whole Cash to Master process digitally.

These solutions promote transparency and enable streamlined cash management processes. Digital solutions should also utilise E-Wallets for crew members to receive and manage funds, which can reduce cash on board by 80%.

Paired with a crew debit card for easy payments, E-Wallets can enable more control and increased transparency for onshore teams.

UNLOCKING SEAMLESS PAYMENTS:

Business to business payments



Situation

Onshore teams often engage in complex cross-border and cross-currency transactions with suppliers and service providers.

There are different methods available to make business payments, with many companies using traditional banks that charge high transfer costs and FX rates.

Many traditional systems do not cater for the intricacies of maritime, such as compliance requirements that change on an almost daily basis, which need to be adhered to.

Challenges

- Keeping up with the compliance landscape;
 - are certain banks sanctioned?
 - are certain payments being held for compliance reasons?
- Poor customer service experience with traditional banks
- Time spent identifying the current status of individual payments with traditional banks
- Expensive transfer charges and FX rates

Solution

Onshore teams should opt for specialist payment services that remove many of the challenges associated with business to business payments.

Providers that offer specialist maritime compliance teams to assist with payments enable faster transactions and significantly reduce the amount of administration required for managing payments.

Providers that also offer platforms that offer low cost transfers and access to leading FX rates make the best choice for onshore teams, when compared with traditional banks.

Conclusion

In this guide, we have explored the payment challenges faced by onshore teams in maritime and provided insights into unlocking seamless payments.

To overcome these hurdles, it is of paramount importance for onshore teams and maritime companies to choose a payment partner that specialises in the maritime industry and that utilises digital solutions such as effective payment platforms and E-Wallets.

Benefits of partnering with a maritime-focused payment provider:

- 1 Industry-specific expertise**
Maritime-only payment partners have an in-depth understanding of the complexities, regulations, and dynamics of the maritime industry.
- 2 Streamlined processes and lower costs**
Maritime-only payment partners offer streamlined processes and automation tools that accelerate payment workflows, provide lower transfer costs and better FX rates.
- 3 Enhanced security and risk mitigation**
Maritime-only payment partners enable companies to leverage secure and innovative digital payment solutions such as E-Wallets, minimising the reliance on physical cash and reducing associated risks.

The strategic choice to partner with maritime-only payment providers empowers onshore teams, companies and crew to unlock truly seamless payment experiences.



MarTrust customer success story: Seatrade

Before using MarTrust, Seatrade faced challenges with payroll and allotments for seafarers, resulting in a significant workload. MarTrust streamlined the payment process and improved communication with the seafarers.

The seafarers appreciated the ability to manage their funds and make transfers conveniently through the MarTrust app and prepaid debit Mastercard®. The solution also helped Seatrade save on bank charges, especially in Cash to Master deliveries.

By digitalising payments, Seatrade gained better cash flow control and more focus on their core business.

As a result of the successful implementation, Seatrade plans to expand the MarTrust solution to more crew members, indicating their satisfaction with the overall benefits.

For more information on MarTrust's payment solutions for companies and crew, please go to www.martrust.com

“Remitting wages is not your core business as a shipping company, so therefore you can bring the business back where it belong.”



“I think it brings home a little closer to the seafarer when he is out on the sea. They can make remittances to any bank account they wish. Pay with their MarTrust card and remit from their MarTrust E-Wallet to another E-Wallet. They can make online payments and make ATM withdrawals, so these are the most benefits to the Seafarers.”

- Richard Tiggelaar
Team Leader Accounting

FinTech meets Maritime

MarTrust®

We'd love to chat to you
about your needs, contact
us for a chat or a demo with
the form at www.martrust.com



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