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Overview of the Payment Request Form for Short-Term Payment

What is the Payment Request Form?

The Payment Request Form is available on the ST Request site (http://strequest.worldbank.org). This form allows short term consultants and temporaries (STCs/STTs) to enter and submit their payment requests online.

In countries where web access is limited (for example, remote areas or fragile states), Form 2370 or Request for Payment (RFP) will continue to be accepted. Approval of the task team leader (TTL)/reviewer is required. The administrative contact creates a service entry sheet (SES) in SAP. The SES is automatically routed to the approving manager.

What are the benefits of using ST Request?

- Streamlines the payment process by automating payment request entry and approval.
- Provides online tracking of payment status.
- Maintains confidentiality through a secure passkey, whether you are accessing ST Request outside of headquarters or country offices.
- Provides automatic validation of available days or hours of the STC/STT’s commitment noted against a purchase order and source of funding. This feature is particularly helpful when an STC/STT is working on multiple projects.
- Displays submitted payment requests, enabling you to filter by project and duration.

What are the prerequisites for using ST Request?

**Bank Account**
Submit accurate and complete bank account details to the administrative contact.
- Full name and street address of bank branch
- Bank account number and/or IBAN number (for certain banks outside the United States)
- For banks in the United States: ABA or routing number
- For banks outside the United States: Bank routing number or SWIFT code
- *International Bank Account Number
- **Routing information is not required for Bank Fund Staff Federal Credit Union (BFSFCU) account holders.*

**Email Account**
- Submit only one personal E-mail address to the administrative contact.
- If the hiring unit activates a Lotus Notes account, then this account overrides the personal E-mail account.

Payment updates are sent by E-mail. Notifications also include actions taken by the TTL/reviewer on your payment request (for example, approve/reject) and delegation of the TTL/reviewer or administrative contact.
What is the payment process for consultants or temporaries?

**By E-Mail**

1. **Issue Letter of Appointment (LOA)**
   - Human Resources Service Center (HRSSC) or Country Office HR Administrator or Officer
   - Specify the terms and conditions of employment.
   - Trigger the creation of accounts (for example, UPI, PassKey, Lotus Notes) through the hiring unit. A passkey is required to access select World Bank Group websites.
   - Provide the contract details to access ST Request online.

2. **Complete and Submit Payment Request**
   - Consultant or Temporary
   - Ensure LOA is signed and submitted. This is a one-time verification at the start of a contract.
   - Enter payment request for specific task. Describe services rendered and deliverables.
   - Validate bank account information.
   - Track submitted payment requests.

3. **Approve or Reject Payment Request**
   - Task Team Leader (TTL)/Reviewer
   - Review payment request with corresponding deliverables.
   - Enter comments for rejected payment requests.
   - Reassign payment requests to alternate TTL/reviewer (if applicable).

4. **Approve or Reject Payment**
   - Manager
   - Review SES in SAP. An SES is automatically created when the TTL/reviewer approves the payment request.
   - Approve or reject payment.

What are the key policies on short-term appointments?

1. **Appointment Status** – As an STC/STT, you hold a staff appointment. Consequently, you cannot be hired through a firm.

2. **Allowed Number of Days** – The maximum number of days you can work in a given fiscal year (FY) depends on your appointment type with the World Bank Group. The fiscal year for the Bank Group begins on July 1 and ends on June 30 of the following year. For additional information, consult the TTL or refer to your LOA.

3. **Start Date** – You can begin work **on or after the start date in the contract and only after HR has received the signed letter of appointment issued to you.** Failure to comply with this policy exposes both the Bank Group and the STC/STT to serious insurance and liability issues.

⚠️ Payments cannot be processed for any work done before the start date in the contract.
4. Payment

(a) Access – Your access to the ST Request site is limited to your contract end date.

For example, if your contract ends by June 30, you must submit your timesheet on or before June 30. Your access to ST Request will automatically be revoked on July 1, and you will no longer be able to enter your timesheet.

(b) Direct Deposit – Payments are made to a commercial bank account or a Credit Union account.

Submit your bank account information to the administrative contact assigned to your contract. This information is mandatory for HQ consultants and temporaries.

Exception: Local consultants in the country office, who may not have access to direct deposit, can call or send an E-mail to the administrative contact (or country office accountant).

(c) Advance Fees – You can request for advance payment of fees to cover travel subsistence costs and services beyond June 30. These advance payments must be charged to the current fiscal year and are considered on a case-to-case basis.

Call or send an E-mail to your administrative contact to check whether you are eligible for advance fees.

(d) Record keeping – Keep a record of your time against each project, particularly if you are working on multiple assignments.

5. Overtime for Temporaries

- Secure authorization in advance from your approving manager.
- Verify the specific purchase order and line item for charging overtime with the administrative contact.
Access ST Payment System

Consultants and Temporaries

Create a Passkey

To access the ST Payment system for the first time, you must create a passkey. The steps to create a passkey depends on whether you have a World Bank Group email address. Click the relevant link for instructions:

- I have a Bank Group email address
- I do not have a Bank Group email address

I have a Bank Group email address

1. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
2. On the Sign In page, click the ‘Forgot/Request Password’ link.
3. Enter the Bank Group email address in the ‘Enter Email Address’ field.
4. Enter the characters displayed for ‘Registration Verification’.
5. Click the Submit button. You will receive an email.
6. Click the link in the email. The Change Password page displays.
7. Create your passkey using the instructions in the email.
8. Click the Submit button. A confirmation message displays.

I do not have a Bank Group email address

1. Contact the relevant service center:
   - For IBRD/MIGA, call the ITS Global Support Center at (202) 473-2121.
   - For IFC, call the IFC Helpdesk at (202) 522-3000.

   The service center will provide you a temporary passkey after confirming your personal details.
2. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
3. Enter your UPI in the ‘User ID’ field.
4. Enter the temporary passkey in the ‘PassKey’ field.
5. Click the Submit button. The Change Password page displays.
6. Change your passkey using the instructions on the page.
7. Click the Submit button. A confirmation message displays.
Log on to the ST Payment system

Once you have a passkey, complete the following steps to log on to the ST Payment system:

1. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
2. On the Sign In page, log in using your UPI—not your email address—and the passkey that you created.

Allowed Actions

- Verify mailing address and bank details
- Attach a deliverable
- Submit a payment request

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Assistance

<table>
<thead>
<tr>
<th>For questions related to...</th>
<th>Contact...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The ITS Global Support Center at (202) 473-2121 for IBRD/MIGA.</td>
</tr>
<tr>
<td></td>
<td>• The IFC Helpdesk at (202) 522-3000 for IFC.</td>
</tr>
</tbody>
</table>

Service centers are available 24 hours a day, 7 days a week.

| Submitting a payment request | The administrative contact listed in the letter of appointment |

---

Task Team Leaders (TTLs) or Reviewers

Log on to the ST Payment system

2. On the Sign In page, log in using your UPI and passkey.

Allowed Actions

- Approve or reject a payment request
- Delegate approving authority to another TTL or reviewer for a specific period
Administrative Contacts

Log on to the ST Payment system

2. On the Sign In page, log in using your UPI and passkey.

Allowed Actions

- Monitor status of a submitted payment request
- Reassign a submitted payment request to another TTL when the primary TTL is not available
Quick Reference Guide for Consultants and Temporaries

ST Request Home: Current Assignments

1. View Mailing Address and Bank Account Details
2. Select Task to Enter Time
3. Display a Submitted Payment Request
4. Resubmit a Rejected Payment Request (if applicable)
Profile

View Mailing Address and Bank Account Details

1. Click **Profile** to the right of your name on the home page.

2. Review the mailing address and bank information on the relevant tabs. Bank information is mandatory for HQ consultants and temporaries.

   For security reasons, the last four digits of your **Bank Account No.** are displayed.

   To update your records, send an E-mail to the administrative contact. Your bank information must contain:
   - Full name and street address of bank branch
   - Bank account number and/or IBAN* number (for certain banks outside the United States)
   - For banks in the United States – ABA or routing number**
   - For banks outside the United States – Bank routing number or SWIFT code

*International Bank Account Number
**Routing information is not required for Bank Fund Staff Federal Credit Union (BFSFCU) account holders.
Current Assignments Section

Select a Task to Enter Time

<table>
<thead>
<tr>
<th>Label</th>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>PO</td>
<td>A purchase order (PO) number is generated in SAP*. A PO is a legal document specifying the type of services, conditions, predetermined rate, and delivery dates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>⚠ An Overtime icon displays next to the PO number for pre-authorized overtime. This applies only to temporaries.</td>
</tr>
<tr>
<td>B</td>
<td>Line</td>
<td>PO line item number in SAP*</td>
</tr>
<tr>
<td>C</td>
<td>Start Date and End Date</td>
<td>Duration of each task or PO line item</td>
</tr>
<tr>
<td>D</td>
<td>Description</td>
<td>Brief description of the assignment(s) or task(s) to be performed</td>
</tr>
<tr>
<td>E</td>
<td>Task Team Lead</td>
<td>Designated approver of your payment request and deliverables (if any) in ST Payment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>⚠ Note that manager approval in SAP is still required for payment to be processed.</td>
</tr>
<tr>
<td>F</td>
<td>Days/Hrs</td>
<td>The number of days or hours depends on the terms of your contract.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Total</strong> hours or days allocated for each task or PO line item.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Available</strong> balance is the maximum number of hours or days that can be claimed against the task or PO line item.</td>
</tr>
<tr>
<td>G</td>
<td>Charge Code</td>
<td>Indicates how the PO is funded or where services are charged.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>⚠ A PO may be broken down into various line items charged against different charge codes.</td>
</tr>
<tr>
<td>H</td>
<td>Actions</td>
<td>• <strong>Enter Time</strong> – to enter timesheet details</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Open Draft</strong> – to modify details in a timesheet that was saved as draft</td>
</tr>
</tbody>
</table>

*SAP is the financial and accounting system used by the World Bank Group.*
1. Review the fields under **Current Assignments** to ensure that you enter time against the correct task for the current fiscal year.

   For additional information, check with the administrative contact listed in your Letter of Appointment.

2. Click **Enter Time** or **Open Draft** against the relevant task under the **Actions** column. The **Payment Request Form** displays.

### Submitted Timesheets Section

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR Number</td>
<td>PO Number</td>
<td>Line</td>
<td>Description</td>
<td>Date From</td>
<td>To</td>
<td>Submitted</td>
<td>Claimed Qty</td>
<td>Payment Amt</td>
<td>TTL Name</td>
</tr>
<tr>
<td>804</td>
<td>7745352</td>
<td>120</td>
<td>ID: GEO/TERM 1</td>
<td>18-Jul-2011</td>
<td>29-Jul-2011</td>
<td>01-Nov-2011</td>
<td>0.50</td>
<td>400.00</td>
<td>Vina G. Alcantara</td>
</tr>
<tr>
<td>803</td>
<td>7745353</td>
<td>120</td>
<td>ID: GEO/TERM 1</td>
<td>05-Jul-2011</td>
<td>15-Jul-2011</td>
<td>01-Nov-2011</td>
<td>0.50</td>
<td>400.00</td>
<td>Vina G. Alcantara</td>
</tr>
<tr>
<td>761</td>
<td>7752724</td>
<td>40</td>
<td>BRAZIL SCHOOLS/BASED</td>
<td>26-Sep-2011</td>
<td>30-Sep-2011</td>
<td>05-Oct-2011</td>
<td>5.00</td>
<td>1,770.00</td>
<td>Jennifer C. Hines</td>
</tr>
</tbody>
</table>

#### Display a Submitted Payment Request

<table>
<thead>
<tr>
<th>Label</th>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>PR Number</td>
<td>A payment request (PR) number is generated when the consultant or temporary submits the request.</td>
</tr>
<tr>
<td>B</td>
<td>PO Number</td>
<td>A purchase order (PO) number is generated in SAP*. A PO is a legal document specifying the type of services, conditions, predetermined rate, and delivery dates.</td>
</tr>
<tr>
<td>C</td>
<td>Line</td>
<td>PO line item number in SAP*</td>
</tr>
<tr>
<td>D</td>
<td>Description</td>
<td>Brief description of the assignment(s) or task(s) to be performed</td>
</tr>
</tbody>
</table>
| E     | Date | • **From** and **To** indicate the period specified in the payment request for the completed work.  
       • **Submitted** is the date when the payment request is sent for TTL approval. |
| F     | Claimed Qty | Number of days or hours claimed against a task or PO line item |
| G     | Payment Amt | Automatically displays the amount based on the **Claimed Quantity** multiplied by the rate |
### Short-Term (ST) Payment for Consultants and Temporaries

**Updated June 11, 2015**

<table>
<thead>
<tr>
<th>Label</th>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| H     | TTL Name | Designated approver of your payment request and deliverables (if any) in ST Payment.  

*Note: manager approval in SAP is still required for payment to be processed.* |
| I     | Status | - **Submitted to TTL** – payment request and deliverables (if any) are submitted and pending TTL approval.  
- **TTL Rejected** – payment request and deliverables (if any) are incomplete or inaccurate and rejected by the TTL.  
- **Pending SAP Action** – payment request and deliverables (if any) are approved by the TTL and SES** creation is pending.  
- **Pending Mgr Approval** – SES** created in SAP and pending manager approval.  
- **! Request Failed: Contact Admin** – SES** creation failed in SAP. Check with the administrative contact for information.  
- **Mgr Approved** – SES** approved by manager and awaiting payment processing.  
- **! Mgr Rejected: Contact Admin** – SES** rejected by the manager. Check with the administrative contact for information.  
- **! Request Canceled: Contact Admin** – SES** approval canceled by manager. Check with the administrative contact for information.  
- **Payment Processed** – payment processing is completed. |
| J     | Actions | Click [View](#) to display a payment request or [Edit](#) to modify a payment request that the TTL has rejected. |

*SAP is the financial and accounting system used by the World Bank Group.  
** Service Entry Sheet (SES) is a system-generated document in SAP.*

1. Review the relevant fields in the **Submitted Payment Requests** section.

*Only the latest five submitted payment requests display. Click [View All Payment Requests](#) to expand the list.*

2. Click [View](#) under the **Actions** column to display details of a specific payment request.  
Alternatively, click [View All Payment Requests](#). The **Filter Payment Requests** section displays.

   a. Enter the **Payment Request, PO Number**, or **From Date** and **To Date**; or use the dropdown lists to drill down by **Status** and **TTL Name**.  

*Enter dates using the mm/dd/yyyy format (Example: 01/15/2011 for January 15, 2011).*

   b. Click **Go** to display the results.  
   c. Click [View](#) under the **Actions** column to display the required payment request.

3. Click [Exit Timesheet](#) to return to the home page.
Resubmit a Rejected Payment Request (if applicable)

1. Click **Edit** to display a payment request rejected by the task team leader (TTL)/reviewer.

2. Review the TTL’s comments explaining the reasons for rejection.

3. Select the appropriate action.
   - Click **Submit for Approval** after making the necessary corrections. The payment request and deliverables (if any) are then resubmitted to the TTL/reviewer.
   - Click **Cancel Without Saving** to close the payment request without saving your changes.
Quick Reference Guide for Consultants and Temporaries

Payment Request Form

Contents

1. Review Project Details
2. Complete a Payment Request
3. Submit Overtime (for Temporaries Only)
Short-Term (ST) Payment for Consultants and Temporaries

Updated June 11, 2015

PO Details Section

Review Project Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| PO – Line Number       | • A project may consist of multiple deliverables. A purchase order (PO) line item is created in SAP* for each deliverable.  
                          • The last two digits indicate the line number.  
                          ☑ An Overtime icon 🟢 displays next to the PO number for pre-authorized overtime. This applies only to temporaries. |
| Project Description    | Task description                                                            |
| Charge Code            | Indicates how the PO is funded or where services are charged.                |
|                        | ☑ A PO may be broken down into various line items charged against different charge codes. |
| Project Duration       | Contract start and end dates                                                |
| Unit                   | Indicates whether the contract is set up in days or hours                   |
| Currency               | Currency in which payment is to be made                                     |
| Total Days/Hrs         | Indicates the maximum number of days or hours for each task or PO line item |
| Available Days/Hrs     | Indicates the maximum number of days or hours that can be claimed against each task or PO line item |
| TTL Name               | Designated approver and reviewer of your payment request and deliverables (if any) in ST Payment |
|                        | ☑ Note that manager approval in SAP* is still required for payment to be processed. |
| Requestor Name         | Name of consultant or temporary                                             |
| Admin. Contact         | Name of the administrative contact who serves as a resource person for inquiries about your contract |
| Admin. Email           | E-mail address of the administrative contact                                |

* SAP is the financial and accounting system used by the World Bank Group.

1. Click **Enter Time** against the required project under **Current Assignments** on the home page. The **Payment Request Form** displays.

2. Review the details to ensure that you selected the correct line item.
Complete a Payment Request

<table>
<thead>
<tr>
<th>Label</th>
<th>Field</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>From To</td>
<td>Use the calendar feature to enter the start and end dates of the task or assignment; or enter dates using the mm/dd/yyyy format (Example: 01/15/2011 for January 15, 2011). Ensure that dates are within the contract period.</td>
</tr>
<tr>
<td>B</td>
<td>Description of Work Performed</td>
<td>Describe type of services rendered or task(s) performed.</td>
</tr>
<tr>
<td>C</td>
<td>No of Days/Hrs</td>
<td>Enter the amount of actual time worked.</td>
</tr>
</tbody>
</table>

1. Click **Enter Time** against the required project under **Current Assignments** on the home page. The **Payment Request Form** displays.
2. Complete the required fields that are marked with an asterisk.

   - The Payment field automatically displays the amount based on the number of hours/days entered multiplied by the rate.

   Click Add Row if you want to enter details for more than one task performed against the same PO line item. For example, a consultant may have worked on two reports against the same PO line item but with different start and end dates (that is, within the duration of the project). In such a case, the consultant can add another row in the same payment request and enter details instead of creating a new payment request.

3. Click Browse to attach deliverable(s) or document(s) if required. The Choose file window opens.
   a. Locate the folder and file.
   b. Click to select the required file.
   c. Click Open to attach the file online.

   In the Terms of Reference, the TTL/reviewer determines the types of deliverables that are required over a specific duration.
   - A consultant or temporary cannot view or download the files once uploaded.
   - Each payment request can have three deliverables. The combined size of the three files cannot exceed 10 MB.
   - If you cannot submit the deliverables due to file size limitation, indicate in the Requestor Comments how you are submitting them (Example: as an E-mail attachment, uploaded to a website, or by courier).
   - Certain files cannot be attached (Examples: .zip and .exe files).

   Once a payment request is submitted, the attached deliverables cannot be retrieved from ST Payment.

4. Select the check boxes to verify that you have:
   - reviewed and signed the Letter of Appointment. This is a one-time verification which is required at the beginning of a contract.
   - submitted the details of actual time worked and will claim payment only through the World Bank Group.

5. Validate your bank account details. If the information is incorrect or outdated, send an E-mail to the administrative contact to update your records before submitting your payment request.

6. Enter Requestor Comments to highlight key points (if applicable). Include URL addresses for deliverables uploaded to websites.

7. Click the relevant button.
   - Submit for Approval – to submit your payment request. On submission:
     o the TTL/reviewer receives an E-mail notification.
     o the status shows as ‘Submitted to TTL’ in the Submitted Payment Requests section on the home page.
Once a payment request is approved by the TTL/reviewer, you cannot modify it. Request assistance from the administrative contact.

Distinguishing error and warning messages:
- Error messages indicate missing or inaccurate information which prevents you from submitting a payment request. Make the corrections and then click Submit for Approval.
- Warning messages indicate that your entries require further attention. To proceed:
  a. Provide a brief explanation in the Enter the comments for the above warnings. This is a mandatory field.
  b. Click Submit for Approval.

- Save as Draft – to retain current entries. From the Current Assignments section on the home page, click Open Draft to resume data entry.
- Cancel Without Saving – to exit without saving field entries.

For delayed approvals, both the TTL/reviewer and administrative contact receive an E-mail notification that a payment request is pending approval.
- The alert is sent 72 hours after the payment request is submitted for approval.
- After 72 hours, subsequent reminders are sent daily by E-mail until action is taken.
Submit Overtime (for Temporaries Only)

**STT Payment Request Form**

<table>
<thead>
<tr>
<th>Label</th>
<th>Field</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>From/To</td>
<td>Use the calendar feature to enter the start and end dates of the task or assignment; or enter dates using the mm/dd/yyyy format <em>(Example: 01/15/2011 for January 15, 2011).</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>☑ Ensure that dates are within the contract period.</td>
</tr>
<tr>
<td>B</td>
<td>Description of Work Performed</td>
<td>Describe type of services rendered or task(s) performed.</td>
</tr>
<tr>
<td>C</td>
<td>No of Days/Hrs</td>
<td>Enter the amount of actual time worked.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☑ The form displays the unit (days or hours) in which the contract is set up.</td>
</tr>
</tbody>
</table>

1. From the **Current Assignments** section on the home page, click **Enter Time** against the line in which an Overtime icon displays next to the PO number. The **Payment Request Form** displays.
2. Complete the required fields that are marked with an asterisk.

⚠️ The Payment field automatically displays the amount based on the number of hours/ days entered multiplied by the rate.

3. Click Browse to attach deliverable(s) or document(s) if required. The Choose file window opens.
   a. Locate the folder and file.
   b. Click to select the required file.
   c. Click Open to attach the file online.

⚠️ In the Terms of Reference, the TTL/reviewer determines the types of deliverables that are required over a specific duration.
   • A consultant or temporary cannot view or download the files once uploaded.
   • Each payment request can have three deliverables. The combined size of the three files cannot exceed 10 MB.
   • If you cannot submit the deliverables due to file size limitation, indicate in the Requestor Comments how you are submitting them (Example: as an E-mail attachment, uploaded to a website, or by courier).
   • Certain files cannot be attached (Examples: .zip and .exe files).

⚠️ Once a payment request is submitted, the attached deliverables cannot be retrieved from ST Payment.

4. Select the check boxes to verify that you have:
   • reviewed and signed the Letter of Appointment. This is a one-time verification which is required at the beginning of a contract.
   • submitted the details of actual time worked and will claim payment only through the World Bank Group.

5. Validate your bank account details. If the information is incorrect or outdated, send an E-mail to the administrative contact to update your records before submitting your payment request.

6. Enter Requestor Comments to highlight key points (if applicable). Include URL addresses for deliverables uploaded to websites.

7. Click the relevant button.
   • Submit for Approval – to submit your payment request. On submission:
     o the TTL/reviewer receives an E-mail notification.
     o the status shows as ‘Submitted to TTL’ in the Submitted Payment Requests section on the home page.

⚠️ Once a payment request is approved by the TTL/reviewer, you cannot modify it. Request assistance from the administrative contact.
Distinguishing error and warning messages:

- Error messages indicate missing or inaccurate information which prevents you from submitting a payment request. Make the corrections and then click **Submit for Approval**.
- Warning messages indicate that your entries require further attention. To proceed:
  a. Provide a brief explanation in the **Enter the comments for the above warnings**. This is a mandatory field.
  b. Click **Submit for Approval**.

- **Save as Draft** – to retain current entries. From the **Current Assignments** section on the home page, click **Open Draft** to resume data entry.

- **Cancel Without Saving** – to exit without saving field entries.

For delayed approvals, both the TTL/reviewer and administrative contact receive an E-mail notification that a payment request is pending approval.

- The alert is sent 72 hours after the payment request is submitted for approval.
- After 72 hours, subsequent reminders are sent daily by E-mail until action is taken.