ST Payment

Short-Term Payment

A primer for short-term consultants (STCs) and short-term temporaries (STTs)

Contents

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 then 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 | **In ST Payment** | **In SAP**

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

Assistance

For questions related to…	Contact…
Login	• The ITS Global Support Center at (202) 473-2121 for IBRD/MIGA. • The IFC Helpdesk at (202) 522-3000 for IFC. 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

1. Go to https://stapprove.
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

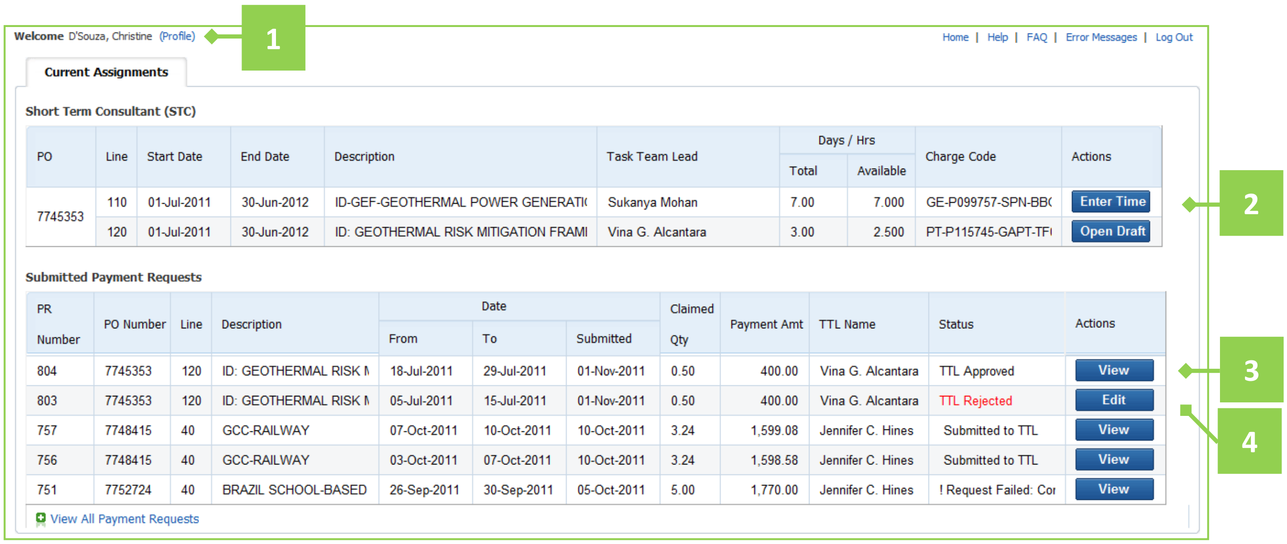
1. Go to https://stapprove.
2. On the *Sign In* page, log in using your UPI and passkey.

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



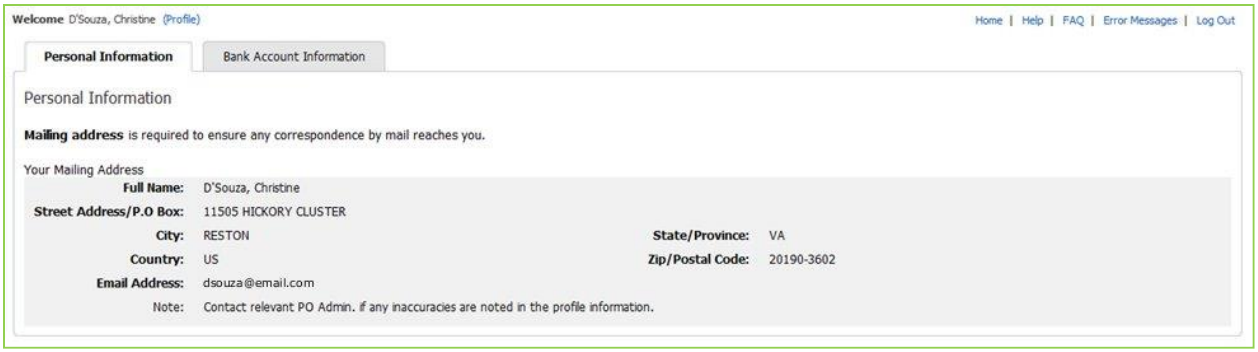
PO	Line	Start Date	End Date	Description	Task Team Lead	Days / Hrs Total	Days / Hrs Available	Charge Code	Actions
7745353	110	01-Jul-2011	30-Jun-2012	ID-GEF-GEOTHERMAL POWER GENERATI(	Sukanya Mohan	7.00	7.000	GE-P099757-SPN-BB(	Enter Time
	120	01-Jul-2011	30-Jun-2012	ID: GEOTHERMAL RISK MITIGATION FRAMI	Vina G. Alcantara	3.00	2.500	PT-P115745-GAPT-TF(	Open Draft

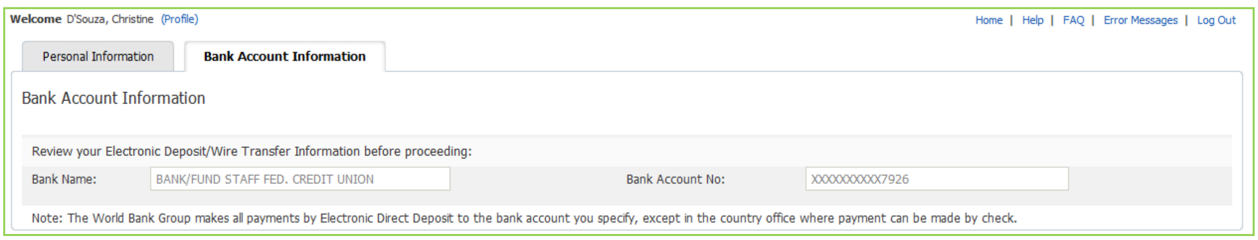
PR Number	PO Number	Line	Description	Date From	Date To	Date Submitted	Claimed Qty	Payment Amt	TTL Name	Status	Actions
804	7745353	120	ID: GEOTHERMAL RISK M	18-Jul-2011	29-Jul-2011	01-Nov-2011	0.50	400.00	Vina G. Alcantara	TTL Approved	View
803	7745353	120	ID: GEOTHERMAL RISK M	05-Jul-2011	15-Jul-2011	01-Nov-2011	0.50	400.00	Vina G. Alcantara	TTL Rejected	Edit
757	7748415	40	GCC-RAILWAY	07-Oct-2011	10-Oct-2011	10-Oct-2011	3.24	1,599.08	Jennifer C. Hines	Submitted to TTL	View
756	7748415	40	GCC-RAILWAY	03-Oct-2011	07-Oct-2011	10-Oct-2011	3.24	1,598.58	Jennifer C. Hines	Submitted to TTL	View
751	7752724	40	BRAZIL SCHOOL-BASED	26-Sep-2011	30-Sep-2011	05-Oct-2011	5.00	1,770.00	Jennifer C. Hines	! Request Failed: Cor	View

Contents

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.

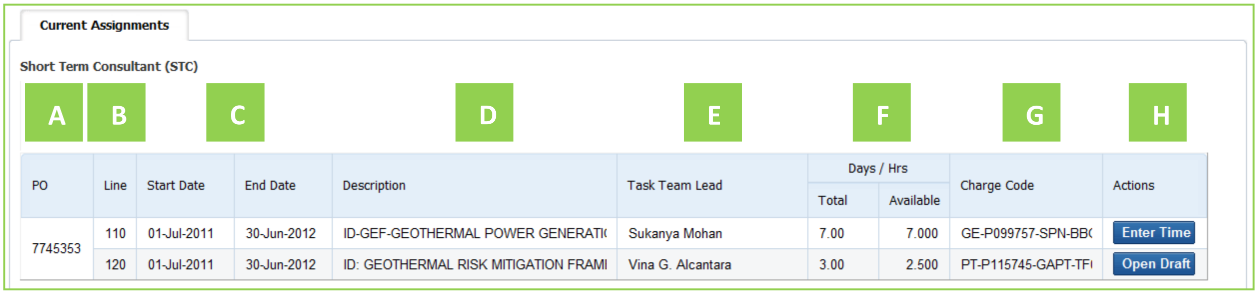
   For security reasons, the last four digits of your **Bank Account No.** are displayed.

   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



Label	Field	Description
A	PO	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. An Overtime icon displays next to the PO number for pre-authorized overtime. This applies only to temporaries.
B	Line	PO line item number in SAP*
C	Start Date and End Date	Duration of each task or PO line item
D	Description	Brief description of the assignment(s) or task(s) to be performed
E	Task Team Lead	Designated approver 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.
F	Days/Hrs	The number of days or hours depends on the terms of your contract. • **Total** hours or days allocated for each task or PO line item. • **Available** balance is the maximum number of hours or days that can be claimed against the task or PO line item.
G	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.
H	Actions	• **Enter Time** – to enter timesheet details • **Open Draft** – to modify details in a timesheet that was saved as draft

*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

Submitted Payment Requests

A	B	C	D	E			F	G	H	I	J
PR Number	PO Number	Line	Description	Date			Claimed Qty	Payment Amt	TTL Name	Status	Actions
				From	To	Submitted					
804	7745353	120	ID: GEOTHERMAL RISK M	18-Jul-2011	29-Jul-2011	01-Nov-2011	0.50	400.00	Vina G. Alcantara	Pending SAP Action	View
803	7745353	120	ID: GEOTHERMAL RISK M	05-Jul-2011	15-Jul-2011	01-Nov-2011	0.50	400.00	Vina G. Alcantara	TTL Rejected	Edit
757	7748415	40	GCC-RAILWAY	07-Oct-2011	10-Oct-2011	10-Oct-2011	3.24	1,599.08	Jennifer C. Hines	Submitted to TTL	View
756	7748415	40	GCC-RAILWAY	03-Oct-2011	07-Oct-2011	10-Oct-2011	3.24	1,598.58	Jennifer C. Hines	Submitted to TTL	View
751	7752724	40	BRAZIL SCHOOL-BASED	26-Sep-2011	30-Sep-2011	05-Oct-2011	5.00	1,770.00	Jennifer C. Hines	! Request Failed: Co	View

View All Payment Requests

Display a Submitted Payment Request

Label	Field	Description
A	PR Number	A payment request (PR) number is generated when the consultant or temporary submits the request.
B	PO Number	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. An Overtime icon displays next to the PO number for pre-authorized overtime. This applies only to temporaries.
C	Line	PO line item number in SAP*
D	Description	Brief description of the assignment(s) or task(s) to be performed
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

Label	Field	Description
H	TTL Name	Designated approver 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.
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.

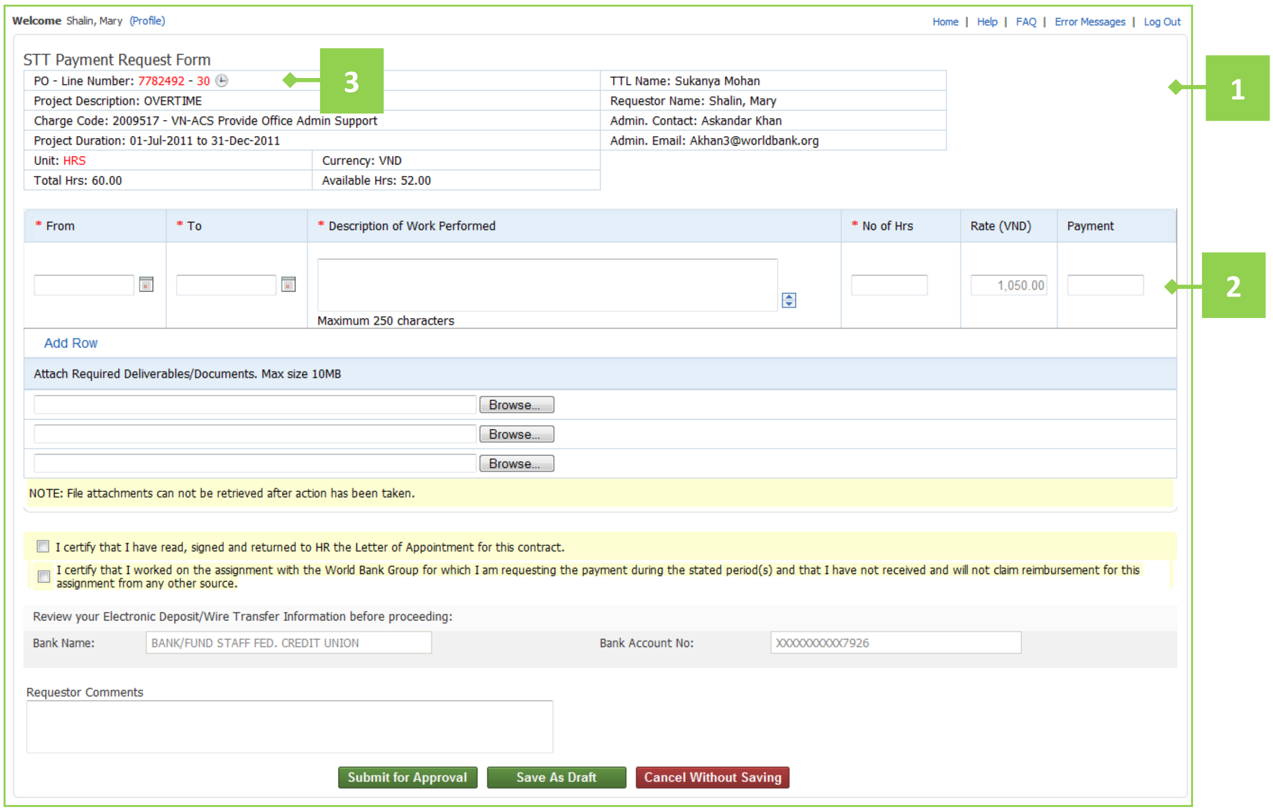
Resubmit a Rejected Payment Request (if applicable)

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.

Payment Request Form



Contents

PO Details Section

Review Project Details

STT Payment Request Form

PO - Line Number: 7782492 - 30		TTL Name: Sukanya Mohan
Project Description: OVERTIME		Requestor Name: Shalin, Mary
Charge Code: 2009517 - VN-ACS Provide Office Admin Support		Admin. Contact: Askandar Khan
Project Duration: 01-Jul-2011 to 31-Dec-2011		Admin. Email: Akhan3@worldbank.org
Unit: HRS	Currency: VND	
Total Hrs: 60.00	Available Hrs: 52.00	

Field	Description
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

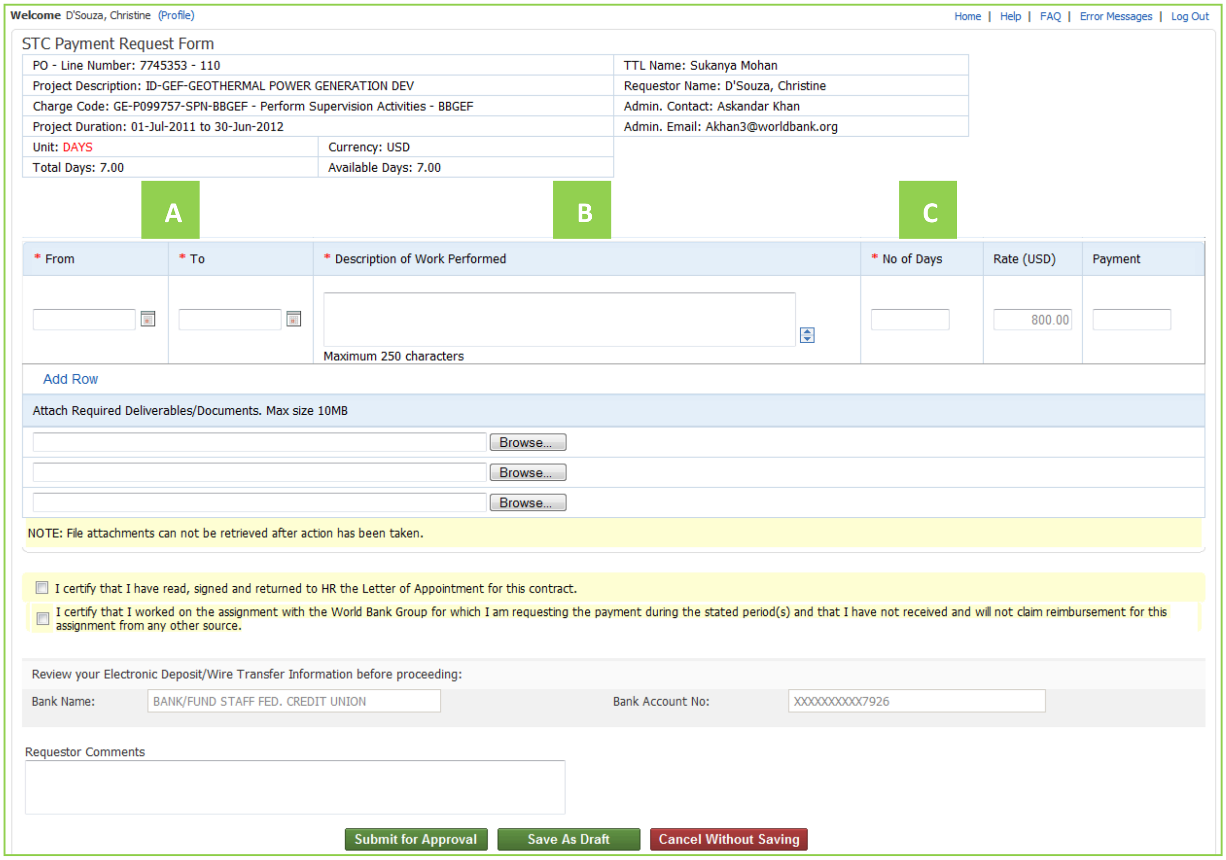
* SAP is the financial and accounting system used by the World Bank Group.

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.

Payment Request Form and Authorization Sections

Complete a Payment Request


Welcome D'Souza, Christine (Profile)
Home | Help | FAQ | Error Messages | Log Out

STC Payment Request Form

PO - Line Number: 7745353 - 110	TTL Name: Sukanya Mohan
Project Description: ID-GEF-GEOTHERMAL POWER GENERATION DEV	Requestor Name: D'Souza, Christine
Charge Code: GE-P099757-SPN-BBGEF - Perform Supervision Activities - BBGEF	Admin. Contact: Askandar Khan
Project Duration: 01-Jul-2011 to 30-Jun-2012	Admin. Email: Akhan3@worldbank.org
Unit: DAYS / Currency: USD	
Total Days: 7.00 / Available Days: 7.00	

A B C

* From	* To	* Description of Work Performed	* No of Days	Rate (USD)	Payment
		Maximum 250 characters		800.00	

Add Row

Attach Required Deliverables/Documents. Max size 10MB

Browse...
Browse...
Browse...

NOTE: File attachments can not be retrieved after action has been taken.

I certify that I have read, signed and returned to HR the Letter of Appointment for this contract.
I certify that I worked on the assignment with the World Bank Group for which I am requesting the payment during the stated period(s) and that I have not received and will not claim reimbursement for this assignment from any other source.

Review your Electronic Deposit/Wire Transfer Information before proceeding:
Bank Name: BANK/FUND STAFF FED. CREDIT UNION
Bank Account No: XXXXXXXXXX7926

Requestor Comments

Submit for Approval | Save As Draft | Cancel Without Saving

Label	Field	Action
A	From To	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.
B	Description of Work Performed	Describe type of services rendered or task(s) performed.
C	No of Days/Hrs	Enter the amount of actual time worked. The form displays the unit (days or hours) in which the contract is set up.

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:
     - the TTL/reviewer receives an E-mail notification.
     - 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.

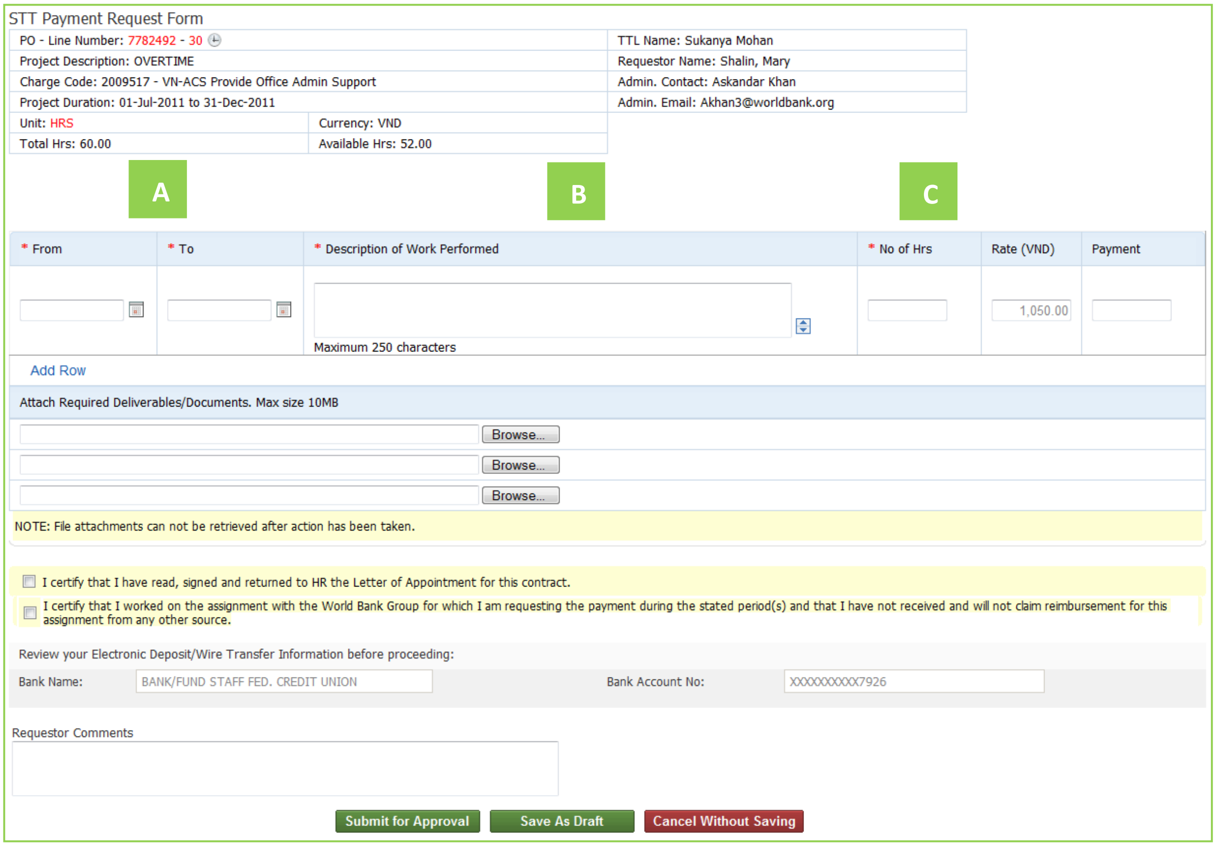
ℹ Distinguishing error and warning messages:
- Error messages indicate missing or inaccurate information which prevents you from submitting a payment request. Make the corrections and then click **Submit for Approval**.
- Warning messages indicate that your entries require further attention. To proceed:
  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.

ℹ 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

PO - Line Number: 7782492 - 30
Project Description: OVERTIME
Charge Code: 2009517 - VN-ACS Provide Office Admin Support
Project Duration: 01-Jul-2011 to 31-Dec-2011
Unit: HRS
Currency: VND
Total Hrs: 60.00
Available Hrs: 52.00
TTL Name: Sukanya Mohan
Requestor Name: Shalin, Mary
Admin. Contact: Askandar Khan
Admin. Email: Akhan3@worldbank.org

A B C

* From	* To	* Description of Work Performed	* No of Hrs	Rate (VND)	Payment
		Maximum 250 characters		1,050.00	

Add Row

Attach Required Deliverables/Documents. Max size 10MB

Browse...
Browse...
Browse...

NOTE: File attachments can not be retrieved after action has been taken.

I certify that I have read, signed and returned to HR the Letter of Appointment for this contract.
I certify that I worked on the assignment with the World Bank Group for which I am requesting the payment during the stated period(s) and that I have not received and will not claim reimbursement for this assignment from any other source.

Review your Electronic Deposit/Wire Transfer Information before proceeding:
Bank Name: BANK/FUND STAFF FED. CREDIT UNION
Bank Account No: XXXXXXXXXX7926

Requestor Comments

Submit for Approval | Save As Draft | Cancel Without Saving

Label	Field	Action
A	From To	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.
B	Description of Work Performed	Describe type of services rendered or task(s) performed.
C	No of Days/Hrs	Enter the amount of actual time worked. The form displays the unit (days or hours) in which the contract is set up.

Enter pre-authorized overtime hours only in the line that includes an Overtime icon.

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:
     - the TTL/reviewer receives an E-mail notification.
     - 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.