ST Request Help: Bank Account Update and Payment Process

Welcome to the new and improved ST Request portal, where you can submit requests to update your bank account information securely, claim payment, and track payment status. This document contains helpful information you can refer to while navigating the payment process. Please reach out to [AskAccounting](#) if you need additional assistance.

CONTENTS

UPDATE BANK ACCOUNT DETAILS

Short-term consultants/temporaries (STC/STTs) are issued appointments based in HQ (i.e., in Washington, D.C. or on an international basis) or in a country office (CO). The appointment location determines the payment currency and where the payments are issued from. STC/STTs must provide information of bank accounts that can receive payments issued in the currency mentioned in the appointment.

STC/STTs must have at least one bank account (for HQ and CO appointments issued to them) updated in the WBG records to access the 'Time Sheet' tab. They can also make changes to existing bank account information by adding a new account, switching between accounts, and deleting an account from WBG records.

Follow the instructions below to update bank information through ST Request:

1. Upon login, complete the details on the 'Work Location' tab, select the check box, and then click the **Save Location** button. The 'Bank Account Info' tab displays. STC/STTs should enter their current location as this helps WBG to plan and reach out during contingencies.

2. Review the information displayed on the screen; a check mark is placed against the bank account which is currently selected to receive payments made through the HQ/CO appointment.
From the following two options:

- Select 'Confirm' if this is the correct account and proceed to submit your payment request (PR) on the 'Time Sheet' tab which subsequently loads.
- Select 'Edit' to add a new account, switch between existing accounts, or delete an account from WBG records.

ⓘ Banking information update not required:

Some ST appointments are rolled out for countries that do not support centralized payment processing (non-GPP countries). If your appointment is for a non-GPP country, you will not be required to enter your bank details in the portal and the portal would take you to the 'Time Sheet' tab directly.

Your bank details will be required to be sent to the country office accountant responsible for your country.

Contact your administrative support in the department you are working for further assistance.

Next, follow the relevant instructions below based on the change required:

Add New Account

To submit new beneficiary account details for HQ and/or CO appointments, choose this option. You can also request an update of the associated intermediary bank account.

ⓘ An intermediary bank acts as a middleman between the issuing and receiving bank, usually to facilitate international wire transfers and your local bank where you hold the account would be able to advise you on the intermediary bank details, wherever required.

Steps to submit a new account request

1. Click the **Add new beneficiary bank account** and/ or **Add new intermediary bank account** button under the 'Bank account information for US & Washington DC Contracts/Payments' or 'Bank account information for Country office Contracts/Payments' section as applicable. The bank account update request form displays.

2. Complete the fields and add attachments as indicated in the request form and then click the **Submit** button.

ⓘ Supporting documents indicating account ownership are mandatory to validate and complete requests.

If your name reflected on the portal does not match with your bank account, please contact HROperations@worldbank.org with valid ID proof to change your name in the WBG records.

An email notification will be sent to the ST's registered email address confirming the request submission.

After VMR team reviews and approves the request, the ST will receive another email notification indicating the approval of the request and the ST can then submit a payment request in the ST Request portal.

In case VMR team rejects the request, the ST will receive an email notification including the reason for rejection. The ST can perform the following actions:

Click…	To…
	Review the reason for rejection
	Review additional attachments if any provided by the VMR team
	Resubmit the request after furnishing the missing information and/or documents
	Cancel the request (should be done if the bank update is not required anymore)

Once the request is completed, fees claimed will be sent to the updated bank account.

Switch Account

If you have multiple bank accounts registered in the WBG records and would like to replace the currently active beneficiary bank account with a previously updated account, choose this option. Payments requested after the completion of this request will be remitted to the updated account accordingly.

⚠️

If you submit a switch request after you have already submitted a payment request, you may still receive payment in the account that was active when the payment was requested. You can write to AskAccounting to check if the payment can be placed on hold until the switch request is completed; however, please note that this may not be received in time to prevent payment release.

Steps to submit a switch account request

1. Under the 'Active Account' column, select the check box against the account which is to be activated. The 'Active Account Switch' page loads.
2. Complete the required fields and click **Confirm Switch** button to submit the account activation request.

An email notification will be sent to the ST's registered email address confirming the request submission. After VMR team reviews and approves the request, the ST will receive another email notification indicating the approval of the request and the ST can then submit a payment request in the ST Request portal.

In case VMR team rejects the request, the ST will receive an email notification including the reason for rejection. The ST can perform the following actions:

Click…	To…
🗋	Review the reason for rejection and create a new request furnishing the required details
🗐	Review additional attachments if any provided by the VMR team
🗃	Archive the request. The request moves to the 'Bank history' tab.

Once the request is completed, fees claimed will be sent to the updated bank account.

Delete Account

If you would like to permanently remove a bank account from WBG records, choose this option. Some common reasons to request for remove is when you have closed your bank account, your account is not operative anymore, you never wish to receive a payment from WBG in a particular account etc. If you have more than one operative bank accounts, you do not need to request for deletion of the previous one.

Steps to submit a delete account request

1. Click the **Remove** button against the account which is to be deleted. The 'Remove Account' page opens.
2. Enter the required comments and click 'Confirm Account Removal' to submit the account deletion request.

An email notification will be sent to the ST's registered email address confirming the request submission.

After VMR team reviews and approves the request, the ST will receive another email notification indicating the approval of the request and the ST can then submit a payment request in the ST Request portal.

In case VMR team rejects the request, the ST will receive an email notification including the reason for rejection. The ST can perform the following actions:

Click…	To…
🗋	Review the reason for rejection and create a new request furnishing the required details
📑	Review additional attachments if any provided by the VMR team
🗃	Archive the request. The request moves to the 'Bank history' tab.

All bank update requests are routed to the VMR team for review and approval, you will not be able to submit a PR until this process is complete. You will receive an email notification once the process has been completed.

MONITOR THE STATUS OF A BANK ACCOUNT UPDATE REQUEST

Once a bank account update request has been submitted, you can view active request statuses under the 'Current Submitted Requests' section on the 'Bank Account Info' tab. Older requests can also be reviewed on the 'Bank Update History' tab.

Refer to the table below for more information:

Status	Description
Submitted	Request is pending VMR action.
In Progress	Request is being reviewed by the VMR team.
Completed	Request has been approved and updated in the WBG records.
Rejected	Request has been rejected by the VMR team. ST can review the reason for rejection by clicking 🗋 and review attachments from the VMR team by clicking 📑 (This icon is available only when the VMR team has provided additional documents) and take the appropriate action.

⚠️ You will not be able to proceed to the 'Time Sheet' tab to submit PRs unless the bank account update request has reached either 'Completed' or 'Rejected' status. For detailed assistance, contact AskAccounting.

SUBMIT A PAYMENT REQUEST

Once the bank account update request is complete, you can proceed to the 'Time Sheet' tab and follow the instructions below to submit your PR:

1. Under the 'Current Assignments' section, click the **Enter Time** button against the appointment line item through which you need to request payment. The PR form displays.
2. Complete the required fields and then click the **Submit for Approval** button.

The request will be routed to your TTL for review and approval.

PAYMENT REQUEST APPROVAL

The TTL receives an email notification when a PR is submitted to them for approval; if the request is still pending approval 72 hours after submission, the TTL and admin contact receive a reminder email notification. After 72 hours, subsequent email notifications are sent daily until action is taken.

After TTL approval, based on certain criteria, the PR is either auto-approved on behalf of the manager, or routed to the manager for approval. Once the approval is complete, the payment is posted for review and release by the Accounting team; it should reach the STC/STT within 3—5 business days.

MONITOR THE STATUS OF A PAYMENT REQUEST

Once a PR has been submitted, you can view the status of the request under the 'Submitted Payment Requests' section. Refer to the table below for more information:

Status	Description and Next Steps
Draft Deleted	Draft PR is deleted by the STC/STT. No further action is required.
Submitted to TTL	PR is pending TTL action.
TTL Rejected	PR is rejected by the TTL. STC/STT should create a new PR.
Pending SAP Action	PR has been approved by TTL, and the system is working to post the payment. No manual intervention required.
! Request Failed: Contact Admin	PR failed due to an error, and the admin contact receives an email notification with the error message. Reach out to the admin contact for the details and refer to the 'Resolve Error Messages' section below for information.
Pending Mgr Approval	PR is pending manager action.
! Mgr Rejected: Contact Admin	PR has been rejected by the manager; reach out to them to ascertain the reason for rejection before submitting a new request.
Mgr Approved	PR has been approved for payment.

For detailed assistance with payment status or error messages, contact AskAccounting.

Refer to the table below to find definitions for country-specific requirements while updating your bank account information. Please contact your beneficiary bank to obtain the necessary details while updating these fields.

Field Name	Definition
ABA	An ABA number, also known as a bank routing number, is a nine-digit code that identifies banks in the U.S. This number makes it possible for banks to transfer money to and from your accounts for transactions such as wire transfers, direct deposit, and automatic bill payments.
Bank code	A bank code is a code assigned by a central bank, a bank supervisory body or a Bankers' Association in a country to all its licensed member banks or financial institutions.
BBAN	BBAN is short for Basic Bank Account Number. It represents a country-specific bank account number.
BIK code	Russian banks are uniquely identified by the bank routing code, known as BIK.
Branch code	The branch code helps to distinguish one bank branch from another.
BSB Number	A BSB is a six-digit number used to identify the individual branch of an Australian bank or financial institution.
Field Name	Definition
CBU	Single Bank Code (Clave Bancaria Única, CBU), sometimes called Unique Banking Key or Unified Bank Code, is a code used in Argentina by banks to identify their clients' accounts.
CCI number	CCI number is a standardized account number format for Peru, which includes a unique bank code.
CITAD Code	CITAD codes are required for inter-bank payment transfers processed by the National Clearing System of Vietnam.
Clabe number	A CLABE number is an 18-digit unique identifier, which contains details of the bank brand and location, and the individual account number. A CLABE number is used when making payments within Mexico, or sending international wires to accounts in Mexico.
CPF	The CPF number (Cadastro de Pessoas Físicas (Portuguese for "Natural Persons Register")) is the Brazilian individual taxpayer registry identification number.
EKNP Code	A 10-digit EKNP code is included in the remittance information for transferring funds to Kazakhstan. This code consists of the EKNP prefix, followed by a space, followed by KOD (2-digit remitter code), a KBE (2-digit beneficiary code), "KZT" and KNP (Purpose of Payment Code).
IBAN	The International Bank Account Number is a unique identifier that helps banks process payments from person to person automatically. The IBAN contains all necessary information of the owner if a bank account such as the account number, bank and branch information, and country code.
IFSC Code	The Indian Financial System Code (IFSC) is an alphanumeric code that facilitates electronic funds transfer in India.
KBA Code	Kenya Banker's Association (KBA) code is used in Kenya to identify a bank and branch and helps with payment routing.
Purpose Code	Payment purpose code is used to identify the purpose of a payment in countries such as Thailand and UAE.
Routing code	A routing code is used to identify financial institutions.

SKN code	Sistem Kliring Nasional (SKN) is the domestic low-value clearing system in Indonesia.
Sort code	Sort codes are the domestic bank codes used to route money transfers between financial institutions in the United Kingdom and in the Republic of Ireland.
SWIFT code	Society for Worldwide Interbank Financial Telecommunication (SWIFT) codes are used to identify the country, bank, and branch that an account is registered to.
Transit code	The transit code helps to distinguish one bank branch from another.
VO code	The letters VO followed by a 5-digit code is established by the Central Bank of Russia to describe the purpose of the payment.