Payroll and Suppliers FAQs

Q: Can Republic*Online* be used for Salary payments?

A: Corporate clients will now have one platform to conduct their daily transactions as well as salary payments. Customers may choose the option of creating the salary file within **Republic*Online*** (using beneficiaries via the manual option) or using the file upload option.

Q: Can files be uploaded to Republic*Online*?

A: Yes. Salary and Supplier payment files can be uploaded to **Republic*Online*** provided that they are in .csv or .txt format.

Q: What information do I need to create my salary or supplier file?

A: For salary (payroll) or supplier files, the following information is required for all beneficiaries:

Using File Option

Beneficiary's Bank Routing Number*, Beneficiary's Account Number, Account Type, Beneficiary's Name; each separated by a pipe (|) and ending in a semicolon. See snapshot below:

010100903|810014763601|CHQ|LATA SIBERAN|12000.20|Schedule Salary;

*A list of routing numbers is provided below:

Bank Name	Routing Number
ANSA Bank	010100107
Citibank Trinidad Ltd.	010100055
First Caribbean International Bank	010100602
First Citizens Bank	010100013
JMMB Bank (T&T) Ltd.	010100505
RBC Royal Bank (T&T) Ltd.	010100039
Republic Bank Limited	010100903
Scotiabank (T&T) Ltd.	010100026

Using Manual Option:

For Republic Bank Chequing/Savings Accounts:

Mandatory: Account Number, Amount to be paid

Optional: Beneficiary Email

For Other Local Bank Accounts:

Mandatory: Beneficiary Bank, Beneficiary Name, Account Number, Amount to be paid

Optional: Beneficiary Email, ID Type, ID Number, Address

- All beneficiaries must have local currency accounts.
- Descriptions must be inputted as it allows for the inclusion of supplementary details that help both the sender and receiver understand the purpose or nature of the transaction. For example. Payment for Invoice#12345, Dec 24 Salary or Tuition for Jane Doe

Q: How long after processing my payroll/supplier payment files will the beneficiaries receive the funds?

A: Republic Bank beneficiaries will receive their payments immediately, while other Local bank beneficiaries will receive their payments by the end of the business day, once submitted before 12 noon.

Q: Is there a maximum number of entries that can be uploaded when using the file upload?

A: Yes, the maximum number of beneficiaries that can be added to the salary/supplier file when using the file upload option is 3999.

Q. What are the next steps if the payments are returned?

A: If the payment is returned, the customer's account will be credited within 2 business days.

Q. I made some errors. One transaction was duplicated, and another has the incorrect amount. Will I be able to edit the payment?

A: Once the file has been submitted, no edits or cancellations can be made. The Sender must liaise with the receiver(s) to recover the amounts.

Q. What happens if the funds are not credited to the beneficiary's account?

A: Payment will be credited unless the account is closed, dormant or invalid, in which case, funds will be returned to the Sender.

Q. Would the beneficiary receive an email notification of the payment?

A: No. The beneficiary will not receive an email notifying them of payment.

Q. What specified format should the payroll files be in to be recognised by the application? Should the payroll file be saved in any specified file format to be recognised by the application?

A: Yes. Payroll files are to be in the .csv or .txt file format. If they are not in these formats they will not be recognised by the application and will not be uploaded successfully.

Q. Can I save payroll files on the application for future remittance?

A: Files submitted via the File Upload option will not be saved for future remittance. Files created using the manual option however are saved within the application and can be re-used.

Q. Can my payroll be scheduled to be processed on a specific date?

A: Yes, you will be able to schedule payroll processing for specific dates. On weekends or public holidays, Republic Bank beneficiaries will receive their funds on the scheduled execution date, while beneficiaries with accounts in other Local Banks will receive their funds by the end of the next business day.

Q. When a file is submitted, how can we view the status/progress of the payment?

A: During the upload phase, in the case of large files, you will be able to monitor the upload process via the "Batch in Process" option, while also attending to other tasks. Following upload and submission for processing, you can verify if the debit was 'successful', 'failed', 'rejected' or 'pending approval by another party' using the "Online Activity" option.

Q. Are there features that can assist with my reconciliation activities?

A: If you are making large volumes of Supplier or Payroll payments on a regular basis, please ensure that your Statement Cycle is set to Daily or Weekly to assist with timely account reconciliation.