

CASE STUDY

Payroll, Jamaica Customs Agency

MyHR+
Putting
HR at Your
Fingertips

Summary

This case study outlines the experience of the Passport, Immigration and Citizenship Agency in going live with its HR component using **MyHR+**.

Background

In 2017, the Government of Jamaica (GOJ) began introducing **MyHR+**, an integrated HR and payroll management information system, to the public sector. The introduction of the system has been improving the delivery of service to employees and creating more meaningful employment experience for HR and payroll staff. It is also enabling the GOJ to better collect and manage HR data better; plan for HR needs in a comprehensive way; monitor and control its wage bill; and effectively utilise existing skills in the public service.



Roselyn Kennedy
Payroll Officer, Jamaica Customs Agency

Number of
MDAs now using
the system

14

Current Users of
MyHR+ in
Phase One

11,580

The Challenge

Similar to other government departments and agencies, the Jamaica Customs Agency (JCA) used a stand-alone payroll system. Under the old system, only payroll personnel/officers could update and access payroll records. Additionally, employees felt there was a disconnect between HR and the Salaries Departments. Employees were not clear on their entitlements especially as it related to checking their leave balances and salary slips.

"It was [initially not] accepted; we were saying we just changed a system and... we [reluctantly] had to go back to the files manually to ensure that the information on the old system is what we actually had on file," Roselyn Kennedy - Payroll Officer, Jamaica Customs Agency.

Solution - The Transition

The transition to **MyHR+** required a high level of dedication and a commitment to adapt to the new system. Change is never easy and most payroll officers were comfortable with their former payroll system. This made them reluctant to get acquainted with a new system especially because they felt that **MyHR+** was similar to the old system. A shortage of staff in the Salaries Department meant that persons had to work overtime and additional staff brought in to support the team and complete the parallel runs before turning off the old system.



GOVERNMENT OF JAMAICA

Meeting Expectations

For the parallel runs to begin, the JCA was required to go through extensive training. In addition, all employee data had to be fully updated. The new system requires teamwork and allows both HR and Payroll personnel to access and update the system depending on assigned responsibilities and access more levels.

After two parallel runs, JCA went live in April 2018 with the fortnightly payroll and in June with monthly paid employees. Ongoing training was provided by the **MyHR+** team, along with the dedicated business analysts to support the organisation. Today, the Payroll Department is linked with the HR Department and **MyHR+** is the system used to integrate the shared processes between them.

MyHR+ also eliminates the need to physically prepare, sort and dispatch cheques for payments thus saving time, reducing costs and increasing efficiency within the Payroll department.

*"With Customs going live, persons are more appreciative of the system because they can stay at their desk or anywhere in the world and print their payslips. We normally had to print payslips sometimes twice, and with **MyHR+** we are saving on paper," Kennedy*

Payroll Benefits

1. Payroll activities are now consolidated on one system. For example, paying employee's salaries on one system and then paying overtime or mileage on another is no longer necessary as all forms of payment are accommodated on **MyHR+**.
2. Greater efficiency in effecting payroll changes. The practice of HR printing letters and memoranda and forwarding them to the payroll staff to effect changes is no longer necessary. The new system enables attachments such as letters and memoranda to employee records which are easily accessible by payroll staff. This new interface creates greater efficiency in updating changes to the payroll data.
3. Integration of Payroll and HR personnel. Under the old system, only Payroll personnel could update and access payroll records. The new system requires teamwork and allows both HR and Payroll personnel to access and update the system depending on assigned responsibilities and access levels.
4. Seamless implementation of (negotiated) salary and allowance increases since the system allows for easy configuration and implementation of increases. For example, the increase of travelling allowances and salary increases in April 2018 and onwards were configured in **MyHR+** and employees paid without any disruption to the MDAs' payrolls.
5. Direct link and validation of employee to TRN. Once the TRN is inputted, the associated employee's data (name, gender and date of birth), as reflected on the TAJ database, automatically populates the **MyHR+** database. This eliminates two employees in the system with the same TRN or the inputting of an invalid TRN.



Transformation Implementation Unit | 6 Saxthorpe Ave. | Kingston 8
Email: letusknow@transformation.gov.jm
facebook.com/TIUJamaica | Instagram.com/TIU_Jamaica
Twitter.com/TIU_Jamaica

MyHR+