



National Housing Trust
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New Salary Deduction System

Your Questions Answered

Dated: July 12, 2023

General:

Q. Why is NHT introducing a new online salary deduction system?

A. This system is being introduced to improve the management and processing of your employees' NHT salary deduction mortgage payments. It is designed to facilitate fast, easy and accurate submissions of listings and payment details.

Q. If my company is barred from deducting mortgage payments on behalf of the NHT, can we still use the new online system?

A. Yes, however, the deductions being submitted must be for a period before the barred date.

Q. Can NHT contributions be made using this new system?

A. No, this system was developed for mortgage payments only.

Registration:

Q. How do I register to use the new system?

A. By entering NHT's website www.nht.gov.jm (In Google Chrome, Microsoft Edge or Firefox), you will select the Business tab followed by the Register button and then the Create an Account button. Thereafter, input your company's data, click Register and then access your email account and verify the link in the email received.

Or:

By accessing the link: <https://www-2.nht.gov.jm/node/1989>

Q. What is the main factor that could prevent my registration?

A. Once your company's Name, TRN or NIS (Company Reference Number) does not match with our internal records, you will be prevented from registering.



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Q. What is the Company Reference Number?

A. This is also known as the company's NIS.

Using the System:

Q. In what file format should the data be uploaded?

A. Microsoft EXCEL CSV (comma, delimited) file format.

Q. How do we cancel a submission (batch)?

A. You may send an email to salarydeductionmanagement@nht.gov.jm.

Q. What if the file total is different from the actual payment made?

A. Where the actual payment made is equal to or more than the file total, the system will accept the submission. However, where the actual payment made is less than the file total, you will be unable to complete the submission.

Q. How long does it take for payments to be posted to mortgage accounts?

A. Once the listing and related payment is received by the NHT, it will take approximately 3 business days for mortgage accounts to be updated.

Q. How do I request assistance or report an issue?

A. You may send an email to salarydeductionmanagement@nht.gov.jm.