

New Salary Deduction Management System Your Questions Answered

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 employees' salary deductions for NHT mortgage payments. It is designed to facilitate fast, easy and accurate uploads of payments and the related details.

Q. If my company is barred from receiving salary deductions on behalf of the NHT, can we still use the new online system?

A. Yes, if the payments and details are for a period prior to being barred.

Q. Can NHT contributions be made using the system?

A. No.

Registration

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

A. Select the Salary Deduction Management System tab, then click, "Create an Account". Complete the registration form and submit. Check the email you registered with, follow the steps to verify and await approval from the NHT.

Or

Select "Employer Portal for Salary Deduction" from the home page, then click, "Create an Account". Complete the registration form and submit. Check the email you registered with, follow the steps to verify and await approval from the NHT.

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

A. Inputting incorrect employee TRN

Q. What happens after signing up to use the new system?

A. The NHT will contact you to confirm your details. After confirmation, you will be notified of your registration status.

Using the System

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

A. CSV format

Q. How do we cancel or reverse a batch of data or payment after it's submitted?

A. If you must cancel a transaction, email your request to salarydeductionmanagement@nht.gov.jm.

Q. What if the payment amount, indicated in the batch information, is different from the actual payment?

A. If the amount noted in the batch details is less than the payment, both will be uploaded. However, the system will not accept a payment that is less than the amount indicated in the batch details.

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

A. 3 days.

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

A. Email queries to salarydeductionmanagement@nht.gov.jm.