

Use Cases

Use Case 05 - Payroll Use Case

WHO Payroll follows a monthly cycle for the payment of salaries and a weekly/adhoc cycle for the processing of some of the other entitlements like Education Grant, Relocation Grant, Settling-in Grant, etc.

There are specific needs/flows as outlined below in this document under the payroll processing for on-time and accurate payments to the personnel of WHO.

Upload of Payroll Standing Transactions (PST):

The system should have the ability for the regional users to enter their own Payroll Standing Transactions (staff local deductions like Telephone Charges, Water Charges, Internet Charges, Loan Deductions, etc.) or any other adjustments as required, by themselves, create batches on their own every month.

Regions to be able to upload these one-off deductions by themselves by means of excel upload for each of the deductions into ERP system. This should create different batches to be validated and transferred to Payroll by the PAY operational team.

Self-Service Workflow screens for approval-based staff requests:

The system should have the ability to define self-service workflow screens for staff members to submit various approval-based requests for final processing in payroll.

- Several kinds of requests are being made by staff members through self-service functionality for rental advance, education grant advance/claim, overtime authorization/claim, salary advance, rental subsidy, bank wire charges reimbursement, etc.
- Requests are routed for different kinds of approvals for different regions.
- Requests finally arrive in GSC (Global Support Centre – GHR or GPAY) for final review and approval for processing in payroll.
- Payroll picks up the requests finally approved and ready to be processed and make the payments to staff.

Self-Service screen for recording staff bank details:

The system should have the ability to define self-service screen for staff members to record their bank details by themselves with all the necessary validations in place.

- Staff member submits the bank details in self-service for multiple banks and currencies.
- System performs the necessary validations w.r.t. IBAN Numbers, Account Numbers, Countries, Currencies, etc. that are required during the recording of the bank details and finally submits the details into ERP.

- System captures the PI (Payment Instruction) Key that will be integrated with the CPP (Common Payment Platform) for making any payments into this account number. This PI key is internal to WHO CPP.

Workflow based Payment Approvals for Special Entitlements:

The system should have the ability of routing the payments to Team Leads or concerned authority for online approval.

- 1) Several kinds of ad-hoc payrolls happen for different kinds of payments like Education Grant, Onboarding Entitlements, Reassignment Entitlements, Rest & Recuperation Travel Payments, Separation Payments, Salary Advance, Rental Advance, etc. in different batches.
- 2) HR users key in the transactions for various kinds of payments in the HR system and mark them to be processed by Payroll.
- 3) A batch is created for each type of payments with all the transactions that are ready to be processed in payroll.
- 4) Ad-hoc payroll is processed for the batch created above.
- 5) Once a batch is processed for Payroll and reviewed by the processor, online approval is initiated for the same. The approval should be sent to the Payroll Leads and/or Manager depending on the threshold of the payments being disbursed.

Multi-Currency Pay-out for Salary Payments:

The system should have the ability to pay-out the salary payments to multiple bank accounts in multiple currencies in terms of Percentage of Fixed Amount as need be.

1. Staff members record their bank details in self-service for one or more bank accounts in one or multiple currencies.
2. Salary gets split during the Main Payroll processing for all the staff depending on their bank details and currencies.

Retro-active Salary Scale Revisions, prior to the ERP Go-Live Date:

System should have the ability to calculate the retro-active salary scale revisions prior to the cloud ERP go-live date and bring the deltas into the current month's salary payment.

1. Salary scales are usually revised retro-actively, up to 1 year in the past and sometimes even further past depending on the time it takes to process the survey results and convert them into publishable numbers. These are usually positive/upward revisions.
2. ERP system should have the capability to re-process the retro-active month's salaries and bring forward only the delta changes onto the current month and pay to the staff member. For instance, Salary is revised upward for a country having 50 staff members have a 10% salary increase retro-actively for 6 months.

Pension Plan Enrolment, Contributions and Separations:

Pension processes are closely related to Payroll and HR processes.

- a) When a new staff contract is entered in the ERP, HR and Payroll should determine if it is eligible for UNJSPF
- b) Payroll shall calculate the contributions based on the appropriate Pensionable Remuneration (PR) and taking into account complexities (retroactive changes, pensionable language allowances, frozen PR, proration especially for months with 31 days etc)
- c) HR data (name, DOB, dependants etc) are interfaced every two weeks from the ERP to the IPAS system of UNJSPF which returns the Pension Number and the Unique Identification Number (UID)
- d) An affiliation letter is sent to new pension participants and also contains information on conditional validation of prior non-contributory service, restoration of withdrawn prior contributions and transfer from partner organizations. Specific elements are entered into Payroll for payments of validation and restoration
- e) In addition a monthly interface is generated from the ERP to UNJSPF IPAS to transfer inter alia contributions and PRs. Both are also formally reported at year end to UNJSPF with Excel schedules
- f) During participation, a participant can also make a leave without pay during which he/she chooses to contribute for the employee and employer shares. Specific elements are entered into Payroll to trigger the calculation.
- g) Upon separation of the participant from the Organization, the Pension Unit will generate for UNJSPF:
 - a Separation Notification containing the Contributions and PRs of the current year (because not yet reported to UNJSPF)
 - a flow chart containing HR data such as dependants, dates of contributory services and breaks in service (BIS)

Payroll Validation, Verification and Sign-off:

The system should have the ability to validate the payroll results easily after every main payroll run for the month by comparing the salaries with the previous month, capture comments from the team verifying the results, team leads to review and finalize the payroll.

- 1) After the main payroll calculation is run for all the staff, system should compare the results against the prior month's payroll results
- 2) Depending on the threshold amount or percentage configured, system should produce variances and insist comments by the processors.

- 3) System should also highlight possible actions like promotion, separation, etc. for the variances
- 4) System should also highlight exceptions like banking details missing, pension contributions missing, etc. and bring it to processor's attention
- 5) After all the validations are reviewed, comments entered by the processors, system should route it to the leads/manager for approval prior to the finalization.

Posting of Payroll Expenses to General Ledger through Labor Distribution:

The system should have the checks and controls to reconcile the payroll payments to the costing in the functional currency and prepare the costed payroll expenditures for posting into the General Ledger.

As part of the Labor Distribution,

1. System should have the flexibility to split the payroll costs of the personnel to Multiple cost centers by Percentage or Absolute Amount based on different parameters like Staff member, Position, Team, etc.
2. System should have the capability to encumber and block the payroll cost for a flexible (configurable) duration that can be changed dynamically, say 3 months or 6 months, rollback and automatically unencumber upon the actual posting of the expenses.

Use case ID	User	ERP	Description and associated requirements
UC101	Regional Users to directly upload and create batches for the Payroll Standing Transactions (one-off deductions) in Payroll.	<p>System should enable restricted access to specific users to upload the agreed list of deductions of their respective regions and create batches.</p> <p>The users should be able to enter and upload the excel files themselves for the staff of their own region only.</p> <p>Each Region has their own set of deductions and system should allow users to access and enter the transactions of only those deductions.</p> <p>System should have the capability or flexibility to extend the list of deductions for any region in future with minimum configuration changes.</p>	FIN-FR-517
UC102	Global Payroll Team to process the Payroll Standing Transactions and produce the reconciliation file.	<p>System should have the capability to validate and transfer the above batches.</p> <p>System should produce a reconciliation file for each of the batches with the status of total records, success records and failure records with reason.</p>	FIN-FR-517

UC103	Ability to define self-service workflow screens for staff members to submit various approval-based requests.	<p>System should have the ability to easily configure user-friendly, mobile-friendly self-service-based workflow screens for different kinds of requests mentioned above.</p> <p>Staff should be able to raise any kind of self-service requests from anywhere.</p> <p>Ability to easily configure and make changes to the approvals at any point of time.</p>	<p>FIN-FR-527 FIN-FR-528 FIN-FR-529 FIN-FR-533 FIN-FR-534 FIN-FR-535 FIN-FR-536 FIN-FR-537</p>
UC104	Ability for staff to record their own bank details themselves using self-service.	<p>System should have the ability to easily configure user-friendly self-service screen for recording the bank details of the staff by themselves.</p> <p>Capability to perform all kinds of validations that are required on the bank details entered by the staff.</p> <ul style="list-style-type: none"> ✓ Restrict the no of bank accounts for locally recruited staff and international professional staff. ✓ Restrict the bank account country and currency for the locally recruited staff. ✓ Perform standard validations on the IBAN Number and Account Numbers entered. ✓ Perform duplicate account number check with other staff bank details. ✓ Automatic assigning of PIKEY (Payment Instruction Key) to each of the bank account based on pre-defined rules which should be configurable easily. <p>Ability to easily configure and make changes to the approvals at any point of time.</p>	<p>FIN-FR-530</p>
UC105	Ability to initiate online approvals for all kinds of ad-hoc payroll payments.	<p>System should have the ability to process multiple ad-hoc payrolls for any kind of ad-hoc payments like onboarding entitlement, etc as per the approvals received from HR.</p>	<p>FIN-PY-FR-077</p>

		<p>Processor should have the feature to initiate online approval for each batch being processed for the ad-hoc payments.</p> <p>System should have the capability to restrict the batches to be routed for approval, that are processed by the individual only.</p> <p>Processor should be able to upload all the relevant documents required for approval of the batch.</p>	
UC106	Ability to pay-out the salaries of staff in multiple bank accounts and currencies.	<p>System should have the capability to capture multiple modes of payment (cash, check, bank transfer) for multiple bank accounts in multiple currencies.</p> <p>Staff members should have the options of specifying the Percentage or Fixed Amount for any of their bank accounts.</p> <p>System should be able to split/distribute the staff salaries into multiple bank accounts and currencies based on the specifications of the staff in payroll run.</p>	FIN-FR-481 FIN-FR-549
UC107	HR Operations Team enters the new salary scale into the system with the new numbers and with a retro-active effective date	System should re-calculate the salaries for all the impacted personnel for the entire retro period and bring forward only the delta differences onto the current month's payroll for the actual payment to the staff member.	FIN-FR-550
UC108	User enters pensionable contract in ERP	<p>System should</p> <ul style="list-style-type: none"> - detect the entry date into UNJSPF (upon starting a 6-month contract or upon completing 6 months of service with a series of contracts not interrupted by more than 30 days) - generate an affiliation letter containing the name, entry date and staff and pension number (given by UNJSPF) 	FIN-FR-635
UC109	User runs the monthly payroll (after the cut-off date to test retros)	<p>System should calculate the UNJSPF contributions of both the employee and employer shares based on:</p> <ul style="list-style-type: none"> - the appropriate Pensionable Remuneration (PR) 	FIN-FR-637

		<ul style="list-style-type: none"> - the language allowance for a General service staff - 30 days/month also for months having 31 days - retroactive adjustments <p>And generate an Excel Schedule as per UNJSPF format showing participant name, pension and staff number, contribution total per year, and PRs with their effective dates</p>	
UC110	User enters termination date in ERP	<p>System should generate:</p> <ul style="list-style-type: none"> - a report (similar to a Personal Action) showing the termination date - a report recapping in separate rows all contributions, PRs for each month with columns showing FTE and exchange rate - Separation Notification form (PENS E/4) capturing current year's contributions and PRs not yet reported to UNJSPF - flow chart (per UNJSPF format) capturing dependant data (spouse, children under 21 with dates of births, marriage/divorce/death), dates of contributory service and breaks in service 	FIN-FR-620
UC111	Feature to validate and easily verify the main payroll results and finalise payroll.	<p>System should have the capability to compare the results with the prior payroll, identify the differences and match against potential actions performed on the individual.</p> <p>System should be able to generate and highlight pre-defined exceptions (like expired contracts, missing enrolments, unusual high/low salaries, etc.) without which payroll cannot be finalized.</p> <p>System should have the ability to capture the percentage threshold and configure the changes as required at a later point of time.</p> <p>Should be capable to assign the tasks or responsibilities to the team members for verification, capture their comments and justifications and their appropriate actions.</p>	FIN-FR-568

		System should have the capability to obtain a final sign-off from the authority prior to the payroll finalization.	
UC 112	Payroll User triggers the initial payroll process/calculation	System should encumber and block payroll cost as per flexible duration (either 3 months or 6 months), rollback, change duration. Report should be produced where the costs could not be encumbered due to lack of cost center mapping or lack of funds.	FIN-FR-464
UC 113	OLD Administrator posts the payroll expenses to GL	System should split the payroll costs of the personnel from the finalized payroll batches to Multiple cost centers by Percentage or Amount based on the configuration and post the expenses. System should automatically unencumber the payroll cost.	FIN-FR-460 FIN-FR-464