

Credit Union employees help themselves with Employee Self-Service

ConnX provides Employee Self-Service that allows employees to do payroll enquiries anytime and any place



Image courtesy of Tourism Wollongong

With 165 full-time, part-time and casual employees in 17 locations around New South Wales and only a part-time payroll officer, the Illawarra Credit Union has implemented an innovative solution for managing employee payroll enquiries: let them do it themselves using Sage MicrOpay's ConnX Employee Self-Service facility.



Payroll information on demand

According to Human Resources Manager Mark McFadden, the diverse nature of the credit union's workforce makes frequent requests for payroll information a fact of life. "Many of our employees have dealings with Centrelink, so they have a regular need to update their benefit information. Self-service access to payroll information means they can do this whenever they need to, which also reduces the amount of time our payroll officer spends generating employee-requested reports."

Among its many other functions, ConnX allows Illawarra Credit Union employees to view and print the most commonly requested information – such as current and historical payslips and leave balances – whenever they want.

Access any time, anywhere in the organisation

The credit union's intranet is an essential tool for employees, providing access to facilities such as loans processing software. Because Sage MicrOpay's self-service facility is accessed through the intranet, it is readily available to all employees from any computer on the internal network.

Using ConnX is as simple as clicking on a desktop icon. It is presented through the familiar web browser interface, so employees require very little training to get started. The system protects confidential information by requiring employees to log in with a user name and password.

Easy implementation

Having relied on Sage MicrOpay's payroll system since 1994, an employee self-service facility was a logical progression for the Illawarra Credit Union. As ConnX is a web-based facility, integrating it into the organisation's existing intranet was a straightforward exercise. It was installed while Mark was on holidays "and was basically ready to use when I returned to work".

"ConnX makes it much easier for managers to make informed decisions based on real-time information."

Mark McFadden
Human Resources Manager

A range of management benefits

In addition to the convenience it offers employees, a self-service facility such as ConnX provides a range of compelling management benefits, such as improving visibility of staff availability and streamlining leave applications. "Before ConnX, these were completely paper-based and required a lot of chasing around", according to Mark.

"Now, employees submit their applications on-line, automatically triggering an email to the supervisor so that he or she is aware that action is required. All the supervisor has to do is enter an authorisation code to approve it, and all the details are passed through to Sage MicrOpay for processing."

ConnX even makes it possible for staff to enter advance leave applications that are processed automatically by payroll when payment is required.

Another valuable benefit is that supervisors can view staffing levels for any given day at a glance. According to Mark McFadden, this is particularly helpful for popular leave requests, such as the day immediately before or after a long weekend. "This makes it much easier for managers to make informed decisions based on real-time information."

ConnX - your HR/Payroll Intranet. Specifically designed by Q2 Solutions Pty Ltd to work with MicrOpay Payroll Manager and MicrOpay Meridian to make your life easier.

Ph: 1300 729 229
enquiries@micropay.com.au
www.sagemicropay.com.au

sage MicrOpay