

PAY PERIOD 20 ACTUAL PAYMENT REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 20 covered the activity period 10 December 2014 to 23 December 2014.
This page reports on the details of pay period 20.

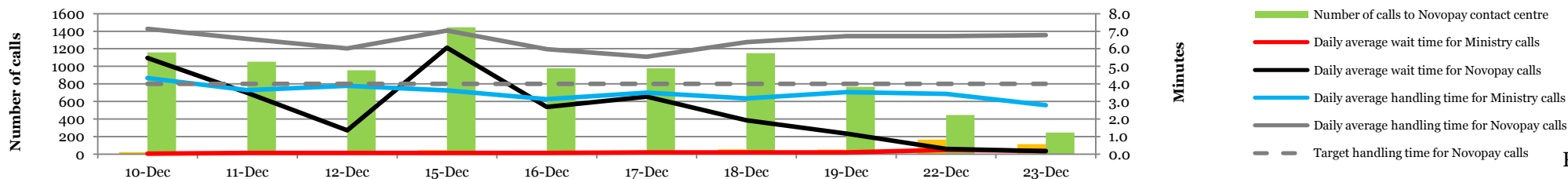
1. Overall data for the pay period (all numbers/totals are unique for the pay period)

		Subtotal	Total
Total number of people paid	(1) Total number of unique school staff that were paid		75,558
Total value paid (pre- disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$176.48 million
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	29	189
	(4) Number of stop pays notified after the final school usage and expenditure (SUE) report and processed before the pay was run with no payment to be received by staff	160	
Total number of staff to be paid through manual payment	(5) Number of stop pays notified after the final school usage and expenditure (SUE) report that were processed and have been moved to the manual payment queue with staff being paid by 20 December	82	110
	(6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 22 and 24 December	28	
Number of calls for the pay period	(7) Number of calls received by the Ministry contact centre (daily breakdowns are shown in the chart below)	561	9,730
	(8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	9,169	
Number of emails (service requests) and payroll instructions for the pay period	(9) Number of emails to the Ministry resourcing contact centre	58	20,295
	(10) Number of emails to the Novopay contact centre	1,834	
	(11) Payroll related instructions received via email by Novopay (does not include email service requests)*	18,403	
Schools online usage	(12) Pay and leave transactions can be done online by schools through the Novopay Online portal. The average rate of submission of all schools for pay and leave transactions through the online system in Novopay is shown on the right. This the average rate of pay and leave transactions done online over the total number done both online and manually (where schools send forms to the Novopay pay centre for processing).		42%

Pay period commentary

Pay period 20 was paid early in the pay cycle (20 December).

Novopay and Ministry call centre statistics
as at 23 December 2014



PAY PERIOD 20 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 20 covered the activity period 10 December to 23 December 2014.

This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 18 December to 22 December (the week of the payment for pay period 20).

Key summary metrics:

Complaints had been received from a total of 119 schools (representing 4.92% of schools in the pay roll system).

Complaints relate to the pay for 157 staff from these schools (or 0.20% of the staff paid).

All complaints that are detailed in this report have been or are being resolved by Novopay and the Ministry.

2. High level complaints information for the pay period (all numbers/totals are unique for the pay period)

Pay period 20 complaints report

Data was collected between 18 December - 22 December 2014
(initial data from Novopay and the Ministry has had all identifiable duplicates across each category removed)

		Subtotal staff affected	Total staff affected	Total schools affected by 1, 2, or all categories of complaints
Total number of complaints received regarding staff affected by underpayments	(13) Number of staff affected by underpayments as notified to Novopay by schools	25	99	119
	(14) Number of staff affected by underpayments as notified to the Ministry by schools	74		
Total number of complaints received regarding staff affected by overpayments	(15) Number of staff affected by overpayments as notified to Novopay by schools	18	21	
	(16) Number of staff affected by overpayments as notified to the Ministry by schools	3		
Total number of complaints received regarding staff affected by no pays	(17) Number of staff affected by no pays as notified to Novopay by schools	4	37	
	(18) Number of staff affected by no pays as notified to the Ministry by schools	33		