

PAY PERIOD 21 ACTUAL PAYMENT REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 21 covered the activity period 24 December 2014 to 6 January 2015.
This page reports on the details of pay period 21.

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

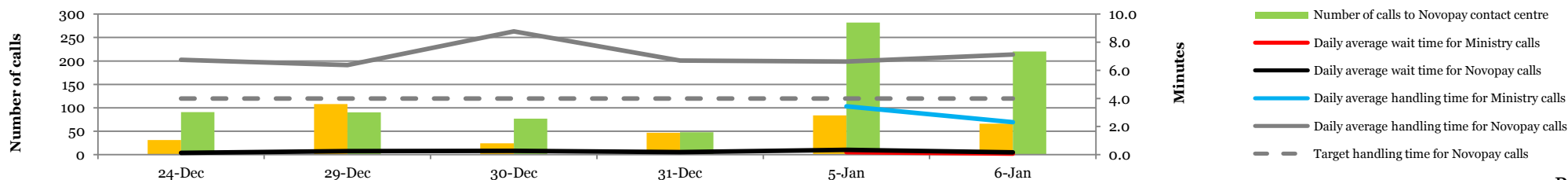
		Subtotal	Total
Total number of people paid	(1) Total number of unique school staff that were paid		60,322
Total value paid (pre- disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$142.42 million
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	7	42
	(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	35	
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 6 January	2	24
	(6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 7 and 9 January	22	
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)	150	958
	(8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	808	
Number of emails (service requests) and payroll instructions for the pay period	(9) Number of emails to the Ministry resourcing contact centre	10	18,751
	(10) Number of emails to the Novopay contact centre	245	
	(11) Payroll related instructions received via email by Novopay (does not include email service requests)*	18,496	
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).		15%

Pay period commentary

Pay period 21 saw standard activity for this pay period.

Novopay and Ministry call centre statistics

as at 6 January 2015



For the Ministry contact centre, no figures on handling time and wait time were available for 24 until 31 December.

PAY PERIOD 21 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 21 covered the activity period 24 December to 6 January 2015.
This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 5 January to 9 January (the week of the payment for pay period 21).

Key summary metrics:

Complaints had been received from a total of 61 schools (representing 2.52% of schools in the pay roll system).

Complaints relate to the pay for 66 staff from these schools (or 0.11% 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 21 complaints report		
		Data was collected between 5 January - 9 January 2015 (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	1	42	61
	(14) Number of staff affected by underpayments as notified to the Ministry by schools	41		
Total number of complaints received regarding staff affected by overpayments	(15) Number of staff affected by overpayments as notified to Novopay by schools	4	4	
	(16) Number of staff affected by overpayments as notified to the Ministry by schools	0		
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	0	20	
	(18) Number of staff affected by no pays as notified to the Ministry by schools	20		