

PAY PERIOD 18 ACTUAL PAYMENT REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 18 covered the activity period 12 November 2014 to 25 November 2014.
This page reports on the details of pay period 18.

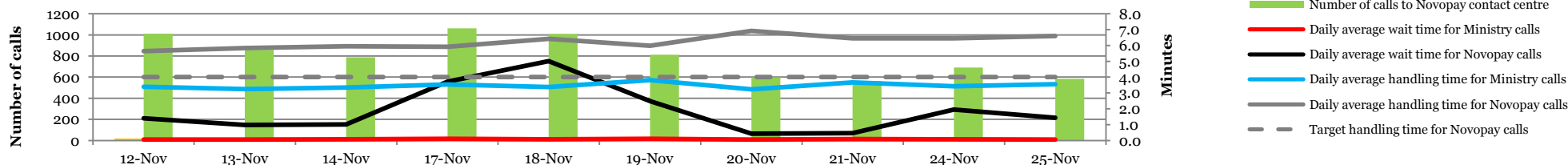
1. Overall data for the pay period (all numbers/totals are unique for the pay period)

| | | Subtotal | Total |
|--|--|----------|-------------------------|
| Total number of people paid | (1) Total number of unique school staff that were paid | | 91,029 |
| Total value paid (pre- disbursements) | (2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out | | \$180.75 million |
| Total number of staff not paid | (3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay | 36 | 51 |
| | (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 | 15 | |
| 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 25 November | 18 | 24 |
| | (6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 26 and 28 November | 6 | |
| 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) | 137 | 8,108 |
| | (8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below) | 7,971 | |
| Number of emails (service requests) and payroll instructions for the pay period | (9) Number of emails to the Ministry resourcing contact centre | 33 | 19,640 |
| | (10) Number of emails to the Novopay contact centre | 2,215 | |
| | (11) Payroll related instructions received via email by Novopay (does not include email service requests)* | 17,392 | |
| 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). | | 79% |

Pay period commentary

Pay period 18 saw standard activity for a pay period during End of Year.

Novopay and Ministry call centre statistics as at 25 November 2014



PAY PERIOD 18 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 18 covered the activity period 12 November to 25 November 2014.
This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 24 November to 28 November (the week of the payment for pay period 18).

Key summary metrics:

**Complaints had been received from a total of 38 schools (representing 1.57% of schools in the pay roll system).
Complaints relate to the pay for 53 staff from these schools (or 0.058% 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 18 complaints report | | |
|--|---|--|----------------------|---|
| | | Data was collected between 24 November - 28 November 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 | 19 | 25 | 38 |
| | (14) Number of staff affected by underpayments as notified to the Ministry by schools | 6 | | |
| Total number of complaints received regarding staff affected by overpayments | (15) Number of staff affected by overpayments as notified to Novopay by schools | 25 | 27 | |
| | (16) Number of staff affected by overpayments as notified to the Ministry by schools | 2 | | |
| 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 | 1 | 1 | |
| | (18) Number of staff affected by no pays as notified to the Ministry by schools | 0 | | |