

PAY PERIOD 19 ACTUAL PAYMENT REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 19 covered the activity period 26 November 2014 to 9 December 2014.
This page reports on the details of pay period 19.

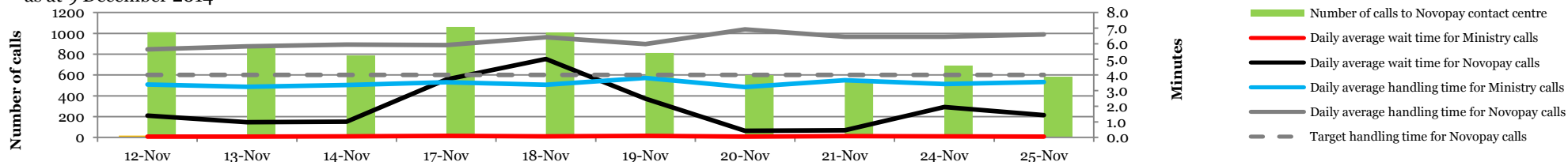
1. Overall data for the pay period (all numbers/totals are unique for the pay period)

		Subtotal	Total
Total number of people paid	(1) Total number of unique school staff that were paid		92,962
Total value paid (pre-disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$227.95 million
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	53	128
	(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	75	
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 9 December	25	37
	(6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 10 and 12 December	12	
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)	119	6,823
	(8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	6,704	
Number of emails (service requests) and payroll instructions for the pay period	(9) Number of emails to the Ministry resourcing contact centre	37	17,438
	(10) Number of emails to the Novopay contact centre	1,172	
	(11) Payroll related instructions received via email by Novopay (does not include email service requests)*	16,229	
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).		2%

Pay period commentary

Pay period 19 is a significant pay period. The unusual activity includes a higher value of staff paid (2) due to holiday payments and a low percentage Schools online usage (12).

Novopay and Ministry call centre statistics as at 9 December 2014



PAY PERIOD 19 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 19 covered the activity period 26 November to 9 December 2014.
This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 8 December to 12 December (the week of the payment for pay period 19).

Key summary metrics:

**Complaints had been received from a total of 46 schools (representing 1.90% of schools in the pay roll system).
Complaints relate to the pay for 70 staff from these schools (or 0.075% 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 19 complaints report				
Data was collected between 8 December - 12 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	10	31	46
	(14) Number of staff affected by underpayments as notified to the Ministry by schools	21		
Total number of complaints received regarding staff affected by overpayments	(15) Number of staff affected by overpayments as notified to Novopay by schools	25	37	
	(16) Number of staff affected by overpayments as notified to the Ministry by schools	12		
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	2	2	
	(18) Number of staff affected by no pays as notified to the Ministry by schools	0		