

PAY PERIOD 24 ACTUAL PAYMENT REPORT Novopay pay period report for Minister Responsible for Novopay

Pay period 24 covered the activity period 05 February to 18 February 2014.

 This page reports on the details of pay period 24.

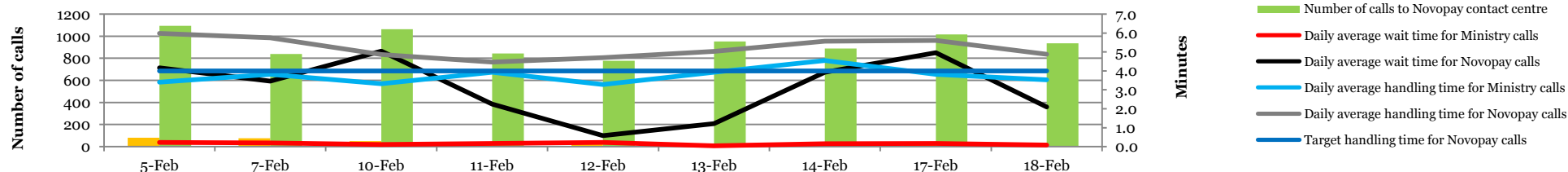
1. Overall data for the pay period *(all numbers/totals are unique for the pay period)*

		Subtotal	Total
Total number of people paid	(1) Total number of unique school staff that were paid		80,746
Total value paid (pre- disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$163.79 million
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	21	83
	(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	62	
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 21 February	21	179
	(6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 18 February and 21 February	158	
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)	376	8,783
	(8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	8,407	
Number of emails (service requests) and payroll instructions for the pay period	(9) Number of emails to the Ministry resourcing contact centre	154	24,774
	(10) Number of emails to the Novopay contact centre	3,418	
	(11) Payroll related instructions received via email by Novopay (does not include email service requests)*	21,202	
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).		66%

Pay period commentary

Pay periods 23 & 24 are the Start of Year pay periods. The Ministry and Novopay saw high numbers of call volumes, tickets and pay issues.

Novopay and Ministry call centre statistics as at 18th February 2014



PAY PERIOD 24 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 24 covered the activity period 05 February to 18 February 2014.
 This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 17 February to 21 February 2014 (the week of the payment for pay period 24)

Key summary metrics:
 Complaints had been received from a total of 615 schools (representing 25.41% of schools in the pay roll system). Had the Principal Career Structure Payments Issue not occurred the number of schools affected would have been 293 (representing 12.11% of schools in the pay roll system).
 Complaints relate to the pay for 855 staff (1.06% of the staff paid). Had the Principal Career Structure Payments Issue not occurred, the number of affected staff would have been 503 (0.62% 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 24 complaints report		
		Data was collected between 17 February - 21 February 2014 <i>(initial data from Novopay and the Ministry has had all identifiable duplicates across each category removed)</i>		
		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	102	492	615
	(14) Number of staff affected by underpayments as notified to the Ministry by schools	38		
	(15) Number of staff affected by underpayments as notified by the Ministry (Principal Career Structure Payments Issue)	352		
Total number of complaints received regarding staff affected by overpayments	(16) Number of staff affected by overpayments as notified to Novopay by schools	88	89	
	(17) Number of staff affected by overpayments as notified to the Ministry by schools	1		
Total number of complaints received regarding staff affected by no pays	(18) Number of staff affected by no pays as notified to Novopay by schools	63	274	
	(19) Number of staff affected by no pays as notified to the Ministry by schools	211		