

PAY PERIOD 25 ACTUAL PAYMENT REPORT Novopay pay period report for Minister Responsible for Novopay

Pay period 25 covered the activity period 19 February to 04 March 2014.
 This page reports on the details of pay period 25.

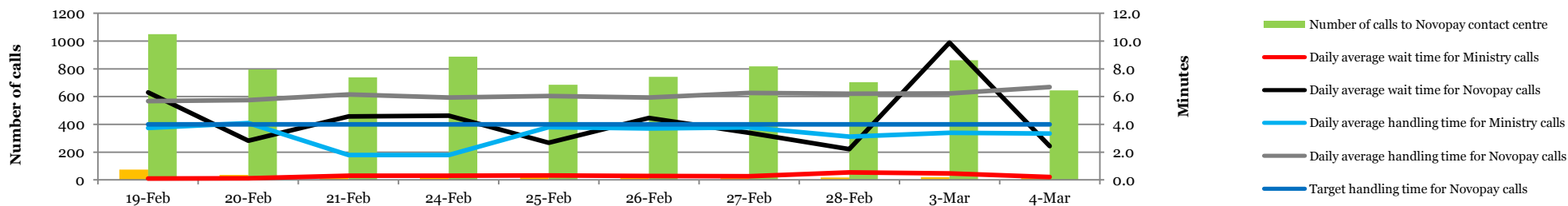
1. Overall data for the pay period (all numbers/totals are unique for the pay period)

		Subtotal	Total
Total number of people paid	(1) Total number of unique school staff that were paid		85,799
Total value paid (pre- disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$174.31 million
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	178	206
	(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	28	
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 07 March	150	271
	(6) Number of manual payments processed by the Ministry separate from any stop pay notifications between 05 March and 07 March	121	
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)	171	9,031
	(8) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	8,860	
Number of emails (service requests) and payroll instructions for the pay period	(9) Number of emails to the Ministry resourcing contact centre	153	34,077
	(10) Number of emails to the Novopay contact centre	3,355	
	(11) Payroll related instructions received via email by Novopay (does not include email service requests)*	30,569	
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).		76%

Pay period commentary

Due to Start of Year the Ministry and Novopay saw high numbers of call volumes, tickets and pay issues in Pay Period 25.

Novopay and Ministry call centre statistics as at 04th March 2014



PAY PERIOD 25 COMPLAINTS REPORT

Novopay pay period report for Minister Responsible for Novopay

Pay period 25 covered the activity period 19 February to 04 March 2014.

This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 03 February to 07 March 2014 (the week of the payment for pay period 25)

Key summary metrics:

Complaints had been received from a total of 432 schools (representing 17.85% of schools in the pay roll system).

Had the Principal Allowance and PAYE issues not occurred the number of schools affected would have been 223 (representing 9.21% of schools in the pay roll system).

Complaints relate to the pay for 666 staff from these schools (or 0.78% of the staff paid).

Had the Principal Allowance and PAYE issues not occurred the number of affected staff would have been 321 (0.37% 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 25 complaints report		
		Data was collected between 03 March - 07 March 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	72	234	432
	(14) Number of staff affected by underpayments as notified to the Ministry by schools	46		
	(15) PAYE Calculation error (corrected before pay day)	43		
	(16) Number of staff affected by underpayments as notified by the Ministry (Principals' allowances incorrectly ceasing)	73		
Total number of complaints received regarding staff affected by overpayments	(17) Number of staff affected by overpayments as notified to Novopay by schools	39	42	
	(18) 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	(19) Number of staff affected by no pays as notified to Novopay by schools	11	390	
	(20) Number of staff affected by no pays as notified to the Ministry by schools	150		
	(21) PAYE Calculation error (corrected before pay day)	229		