

# PAY PERIOD 25 ACTUAL PAYMENT REPORT

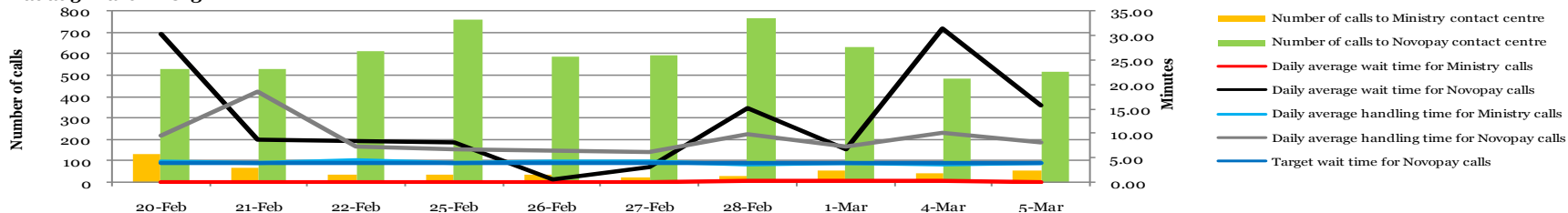
## Novopay pay period report for Minister responsible for Novopay

**Pay period 25 covers the activity period 20 February to 5 March 2013.**  
**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	Pay period commentary
<b>Total number of people paid</b>	(1) Total number of unique school staff that were paid		<b>84,822</b>	
<b>Total value paid (pre-disbursements)</b>	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		<b>\$173.58 million</b>	
<b>Total number of staff not paid</b>	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	58	<b>147</b>	
	(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	89		
<b>Total number of staff to be paid through manual payment</b>	(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 que with staff being paid by 8 March	86	<b>158</b>	
	(6) 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 que with staff being paid by 10 March	3		
	(7) Number of manual payments processed by the Ministry separate from any stop pay notifications between 4-8 March	69		
<b>Number of calls for the pay period</b>	(8) Number of calls received by the Ministry contact centre (daily breakdowns are shown in the chart)	511	<b>8,528</b>	
	(9) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	8,017		
<b>Number of emails (service requests) and payroll instructions for the pay period</b>	(10) Number of emails to the Ministry resourcing contact centre	691	<b>41,895</b>	
	(11) Number of emails to the Novopay contact centre	12,982		
	(12) Payroll related instructions received via email by Novopay (does not include email service requests)*	28,222		
<i>*Note the previous pay related instruction total provided by Talent2 included a number of email service requests and therefore represented complete demand for the pay and service centre. This total only represents the total of demand for the pay centre. The totals for this pay period have been analysed by PwC.</i>				
<b>Schools online usage</b>	(13) 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).		<b>73%</b>	

**Novopay and Ministry call centre statistics as at 5 March 2013**



Pay period 25 covers the activity period 20 February to 5 March.  
This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 4-8 March (the week of the payment for pay period 25)

**Key summary metrics:**

Complaints were received from a total of 406 schools (representing 16.6% of schools in the pay roll system).  
These complaints relate to the pay for 844 staff from these schools (or 1.0% 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)

<b>Final pay period 25 complaints report</b>				
Data was collected between 4-8 March (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	(14) Number of staff affected by underpayments as notified to Novopay by schools	<b>197</b>	<b>373</b>	<b>406</b>
	(15) Number of staff affected by underpayments as notified to the Ministry by schools (through all Ministry channels)	<b>176</b>		
Total number of complaints received regarding staff affected by overpayments	(16) Number of staff affected by overpayments as notified to Novopay by schools	<b>160</b>	<b>185</b>	
	(17) Number of staff affected by overpayments as notified to the Ministry by schools	<b>25</b>		
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	<b>129</b>	<b>286</b>	
	(19) Number of staff affected by no pays as notified to the Ministry by schools (through all Ministry channels)	<b>157</b>		