

PAY PERIOD 02 ACTUAL PAYMENT REPORT

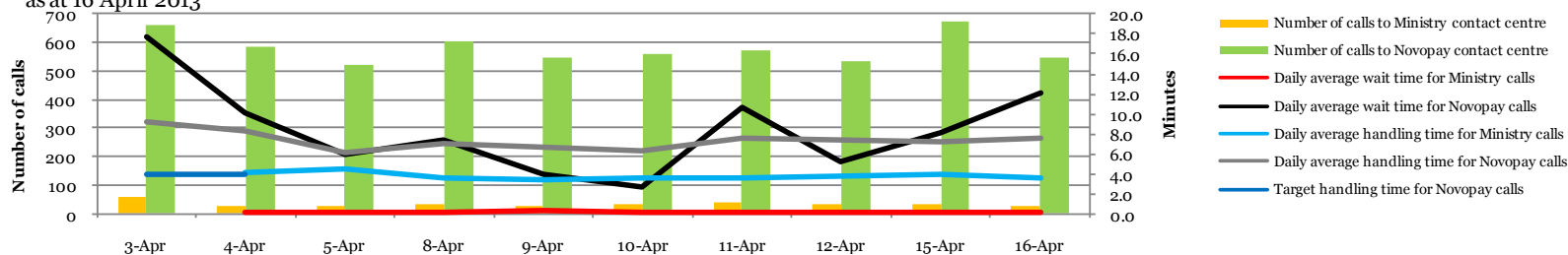
Novopay pay period report for Minister responsible for Novopay

Pay period 02 covered the activity period 3 April to 16 April 2013.
This page reports on the details of pay period 02.

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		88,188	Pay period 02 saw a lower level of activity than is previous pay periods. This enabled the pay centre to process more outstanding pay instructions from preceding pay periods.
Total value paid (pre-disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$171.80 million	
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Novopay	35	52	The Kiwisaver changes for tax year 13/14 have had effect in pay period 02.
	(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	17		
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 19 April	17	33	
	(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 queue with staff being paid by 22 April	0		
	(7) Number of manual payments processed by the Ministry separate from any stop pay notifications between 15-19 April	16		
Number of calls for the pay period	(8) Number of calls received by the Ministry contact centre (daily breakdowns are shown in the chart below)	327	6,126	
	(9) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	5,799		
Number of emails (service requests) and payroll instructions for the pay period	(10) Number of emails to the Ministry resourcing contact centre	354	30,431	
	(11) Number of emails to the Novopay contact centre	4,070		
	(12) Pay roll related instructions received via email by Novopay (does not include email service requests)*	26,007		
*Note the totals for pay periods 23 and 24 for pay related instructions as provided by Talent2 included a number of email service requests and therefore represented complete demand for the pay and service centre. This total only represented the total of demand for the pay centre. The totals for this pay period and those reported in pay period 25, 26, 01 and 02 have been analysed by PwC.				
Schools online usage	(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).		73%	

Novopay and Ministry call centre statistics
as at 16 April 2013



Pay period 02 covered the activity period 3 April to 16 April 2013.
This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 15 April to 19 April 2013 (the week of the payment for pay period 02)

Key summary metrics:

Complaints had been received from a total of 264 schools (representing 10.8% of schools in the pay roll system).
These complaints relate to the pay for 391 staff from these schools (or 0.44% 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)

		Final pay period 02 complaints report		
		Data was collected between 15-19 April 2013 (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	155	210	264
	(15) Number of staff affected by underpayments as notified to the Ministry by schools	55		
Total number of complaints received regarding staff affected by overpayments	(16) Number of staff affected by overpayments as notified to Novopay by schools	122	142	
	(17) Number of staff affected by overpayments as notified to the Ministry by schools	11		
	(18) Number of staff affected by overpayments identified by Novopay	9		
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	19	39	
	(20) Number of staff affected by no pays as notified to the Ministry by schools	20		