

HR

Task	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
ISR Completed	6013	6363	6038	5797	6985	10684	8813	8248	6853	6969	5212	4992	82,967
ISR Rejected	281	157	166	184	195	287	297	274	192	155	138	125	2,451
*HR Misc Deductions/Payments	2839	2377	2222	1647	2019	3408	2926	4014	1924	1801	2303	2018	29,498
Enrlmnt Forms-Hlth & Welfare (167)	698	564	486	524	538	497	831	881	645	761	666	654	7,745
Enrlment Forms-Insurance (168)	1127	834	818	815	961	801	1606	1351	1151	1271	1026	1000	12,761
Enrlment Forms-Savings (169)	761	570	472	504	518	520	1556	669	522	709	694	872	8,367
*Benefit Misc Deductions/Payments	2131	1799	629	163	196	2308	2328	2815	1457	1499	1822	1636	18,783
E-mails Received	1058	1110	1070	994	1247	1335	1509	1569	1588	1137	809	946	14,372
Total	14,908	13,774	11,901	10,628	12,659	19,840	19,866	19,821	14,332	14,302	12,670	12,243	176,944

Phone Tree Info	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
Total Calls Received	532	506	830	1,265	1,177	1,371	1,235	1,122	891	942	832	707	11,410
Avg Time to Answer Call mm:ss	00:09	00:09	00:10	00:07	00:08	00:06	00:07	00:10	00:08	00:09	00:10	00:06	00:08
Avg Length of Call mm:ss	02:28	03:03	02:46	02:55	02:56	02:30	02:57	02:46	02:45	02:50	03:00	02:44	02:48
Abandoned Calls	15	13	25	24	34	29	29	32	26	26	30	26	309
Total Calls Out	2462	2296	2709	3018	2700	3221	2871	2624	2106	2333	1975	1828	30,143

ISR Accuracy Rates	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
Total Records (Forms/ISRs) Audited	1132	1250	1175	1076	920	1124	1340	1085	880	967	913	869	12731
Total Errors Found	40	49	40	30	35	32	56	39	31	34	18	23	427
% of errors that impact payroll	0.27%	0.56%	0.34%	0.28%	0.54%	0.36%	0.52%	0.55%	0.45%	0.93%	0.55%	0.46%	0.48%
% of errors that do not impact payroll	3.27%	3.36%	3.06%	2.51%	3.26%	2.49%	3.66%	3.04%	3.07%	2.59%	1.42%	2.19%	2.83%
Accuracy Rate	96.47%	96.08%	96.60%	97.21%	96.20%	97.15%	95.82%	96.41%	96.48%	96.48%	98.03%	97.35%	96.69%

Payroll

Task	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
# of paycheck generated	82,770	86,194	104,534	87,153	87,873	84,957	87,857	102,862	86,054	89,020	90,015	89,008	1,078,297
Off Cycle Pay Check	340	376	384	472	519	745	668	920	631	559	547	428	6,589
Direct Deposit/Bank Changes	1,192	1,203	1,111	828	950	1,235	1,522	977	799	836	515	463	11,631
Tax Forms	1,486	1,561	1,341	1,085	989	2,572	1,754	683	927	714	294	257	13,663
Emails Received	1140	1059	1134	1025	866	1,262	1,669	1,498	1,310	1,517	1,274	875	14,629

Phone Tree Info	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
Total Calls Received	3232	2865	1894	1,200	1279	1346	1514	1822	1,266	1,397	1,288	974	20,077
Avg Time to Answer Call mm:ss	00:13	00:11	00:09	00:10	00:14	00:19	00:12	00:15	00:15	00:11	00:11	00:10	00:13
Avg Length of Call mm:ss	01:07	02:10	02:06	02:04	01:56	01:59	01:57	02:09	02:17	02:00	01:55	02:13	01:59
Abandoned Calls	74	42	39	25	23	39	31	32	32	19	31	41	428
Total Calls Out	2590	2300	1789	1838	1684	1776	1877	1701	1,225	1,731	1,580	1,319	21,410

