

HR

Task	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
ISR Completed	308	527	5755	5872	6328	10720	9191	8000	8640	9213	5712	5964	76,230
ISR Rejected	37	25	167	121	154	280	194	172	184	196	111	118	1,759
*HR Misc Deductions/Payments	1842	1235	1842	1571	2431	1810	3042	2255	1803	2286	1383	1543	23,043
Enrlmnt Forms-Hlth & Welfare (167)	674	522	439	521	441	527	730	865	938	799	459	855	7,770
Enrlmnt Forms-Insurance (168)	973	877	677	902	751	787	1273	2640	1361	1530	885	993	13,649
Enrlmnt Forms-Savings (169)	726	688	651	544	493	482	1303	593	856	941	788	788	8,853
*Benefit Misc Deductions/Payments	86	248	443	293	230	347	361	589	330	465	225	325	3,942
E-mails Received	1245	1059	952	1037	1057	1425	1538	1314	1550	1306	962	425	13,870
Total	5,891	5,181	10,926	10,861	11,885	16,378	17,632	16,428	15,662	16,736	10,525	11,011	149,116

Phone Tree Info	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
Total Calls Received	1413	1262	930	1034	1036	1247	776	713	683	663	410	558	10,725
Avg Time to Answer Call mm:ss	00:09	00:09	00:07	00:08	00:09	00:09	00:09	00:08	00:08	00:12	00:08	00:08	00:09
Avg Length of Call mm:ss	03:01	03:10	03:04	03:07	02:40	02:33	02:34	02:27	02:22	02:35	02:28	02:22	02:42
Abandoned Calls	47	45	31	31	27	29	27	32	27	36	28	50	410
Total Calls Out	1800	1544	1320	1488	1229	1524	1641	1385	1100	1339	942	1232	16,544

ISR Accuracy Rates	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
Total Records (Forms/ISRs) Audited	735	808	1036	921	911	1043	1127	1071	1518	1094	894	1041	12199
Total Errors Found	10	22	36	34	12	28	19	15	22	16	15	17	246
% of errors that impact payroll	0.14%	0.12%	0.68%	0.43%	0.55%	1.25%	0.44%	0.28%	0.07%	0.37%	0.34%	0.19%	0.40%
% of errors that do not impact payroll	1.36%	2.72%	3.47%	3.69%	1.32%	2.68%	1.69%	1.40%	1.45%	1.46%	1.68%	1.63%	2.05%
Accuracy Rate	98.50%	97.15%	95.85%	95.87%	98.13%	96.07%	97.87%	98.32%	98.48%	98.17%	97.99%	98.17%	97.55%

Payroll

Task	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
# of paycheck generated	111,840	92,451	93,437	93,689	92,515	90,102	93,018	111,691	91,885	94,582	94,416	93,907	1,153,533
Off Cycle Pay Check	1240	491	685	648	545	932	1067	827	869	972	592	853	9,721
Direct Deposit/Bank Changes	384	297	385	297	1211	2030	1308	1225	1130	696	450	518	9,931
Tax Forms	243	212	219	110	187	1324	814	165	505	355	220	150	4,504
Emails Received	1506	822	630	533	494	535	664	806	556	514	327	251	7,638

Phone Tree Info	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
Total Calls Received	1641	1601	1101	1046	1216	1507	1852	1772	1554	1444	1275	1518	17,527
Avg Time to Answer Call mm:ss	00:14	00:14	00:09	00:13	00:08	00:11	00:10	00:10	00:08	00:11	00:10	00:14	00:11
Avg Length of Call mm:ss	02:24	02:47	02:42	02:33	02:37	02:15	02:26	02:22	02:33	02:23	02:22	02:27	02:29
Abandoned Calls	22	28	15	43	9	18	11	25	13	13	9	19	225
Total Calls Out	1551	1318	1318	1522	1437	1652	1802	1263	1406	1677	1325	1497	17,768