HR

Task	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
ISR Completed	7494	8310	8027	6410									**30,241**
ISR Rejected	141	156	146	88									**531**
*HR Misc Deductions/Payments	843	571	550	378									**2,342**
Enrlmnt Forms-Hlth & Welfare (167)	147	191	151	175									**664**
Enrlment Forms-Insurance (168)	276	301	293	388									**1,258**
Enrlment Forms-Savings (169)	141	144	157	109									**551**
*Benefit Misc Deductions/Payments	660	289	338	442									**1,729**
E-mails Received	1663	1257	1645	1607									**6,172**
Total	**11,365**	**11,219**	**11,307**	**9,597**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**43,488**

Phone Tree Info	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
Total Calls Received	1467	1511	1490	1068									**5,536**
Avg Time to Answer Call mm:ss	00:08	00:09	00:26	00:12									**00:14**
Avg Length of Call mm:ss	02:35	02:47	03:04	04:28									**03:14**
Abandoned Calls	39	58	53	34									**184**
Total Calls Out	1089	911	1136	1281									**4,417**

ISR Accuracy Rates	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
Total Records (ISRs) Audited	991	722	231	202									**2146**
Total Errors Found	35	14	11	4									**64**
% of errors that impact payroll	0.10%	0.14%	0.00%	0.00%									**0.12%**
% of errors that do not impact payroll	3.43%	1.80%	4.80%	1.99%									**3.01%**
Accuracy Rate	96.47%	98.06%	95.20%	98.01%									**96.94%**

Payroll

Task	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
# of paycheck generated	105,945	109,323	111,678	111,219									**438,165**
Off Cycle Pay Check	1,283	826	826	737									**3,672**
Direct Deposit/Bank Changes	301	527	448	313									**1,589**
Tax Forms	115	195	117	79									**506**
Emails Received	1,183	1,175	1,286	1,030									**4,674**

Phone Tree Info	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
Total Calls Received	1,812	1,664	1503	1,433									**6,412**
Avg Time to Answer Call mm:ss	00:20	0:00:15	0:00:14	0:00:12									**00:15**
Avg Length of Call mm:ss	02:50	02:33	02:47	02:47									**02:44**
Abandoned Calls	22	27	24	14									**87**
Total Calls Out	1,093	991	1227	1,069									**4,380**