

HR

Task	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
ISR Completed	4221	3686	3720	4027	4394	6948	6114	5989	4806	4451	3588	3476	55,420
ISR Rejected	168	179	156	140	138	195	226	179	97	112	122	114	1,826
*HR Misc Deductions/Payments	2248	1704	1426	1356	1905	1959	3571	2560	1625	2228	1189	1972	23,743
Enrlmnt Forms-Hlth & Welfare (167)	754	494	453	608	405	614	953	786	688	761	359	682	7,557
Enrlmnt Forms-Insurance (168)	1057	866	694	852	568	944	1511	1280	1191	1165	712	842	11,682
Enrlmnt Forms-Savings (169)	861	575	514	595	471	460	1271	661	731	748	623	665	8,175
*Benefit Misc Deductions/Payments	1716	1519	1285	1374	1970	1140	2551	1684	1094	2030	965	1613	18,941
E-mails Received	1157	1081	1000	909	1030	1143	1408	1119	1124	1261	929	941	13,102
Total	12,182	10,104	9,248	9,861	10,881	13,403	17,605	14,258	11,356	12,756	8,487	10,305	140,446

Phone Tree Info	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
Total Calls Received	1485	1336	1078	922	836	921	1047	875	860	912	730	721	11,723
Avg Time to Answer Call mm:ss	00:10	00:09	00:08	00:07	00:06	00:06	00:08	00:07	00:07	00:08	00:12	00:06	00:08
Avg Length of Call mm:ss	03:11	03:09	03:13	03:10	03:04	02:55	02:56	03:03	02:57	02:40	02:40	02:58	03:00
Abandoned Calls	43	15	17	11	20	21	22	28	20	34	24	36	291
Total Calls Out	2493	1660	2032	1932	1896	1772	1755	1732	1965	1985	1621	1463	22,306

ISR Accuracy Rates	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
Total Records (Forms/ISRs) Audited	964	912	726	1176	968	989	1015	994	885	1023	737	782	11171
Total Errors Found	32	29	24	22	25	16	8	21	19	22	24	24	266
% of errors that impact payroll	0.52%	0.22%	0.14%	0.26%	0.41%	0.00%	0.00%	0.50%	0.23%	0.00%	0.00%	0.38%	0.33%
% of errors that do not impact payroll	2.80%	2.96%	3.17%	1.62%	2.17%	1.62%	0.79%	1.61%	1.92%	2.15%	3.26%	2.69%	2.23%
Accuracy Rate	96.68%	96.82%	96.69%	98.13%	97.42%	98.38%	99.21%	97.89%	97.85%	97.85%	96.74%	96.93%	97.55%

Payroll

Task	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
# of paycheck generated	89,714	92,844	113,649	93,397	92,651	90,287	93,035	109,541	92,424	93,282	94,057	92,894	1,147,775
Off Cycle Pay Check	1,701	1,666	756	606	650	717	1,007	761	702	881	714	596	10,757
Direct Deposit/Bank Changes	1,001	263	282	289	586	1,197	983	537	705	703	426	334	7,306
Tax Forms	518	665	298	184	202	1,257	979	272	580	406	193	172	5,726
Emails Received	1553	1136	1168	792	827	1028	1520	1,335	1043	870	957	866	13,095

Phone Tree Info	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
Total Calls Received	1667	1403	1322	1217	1205	1180	1483	1,362	1,269	1,338	1,044	1,102	15,592
Avg Time to Answer Call mm:ss	00:11	00:13	00:11	00:15	00:08	00:15	00:20	0:15	00:08	00:10	00:10	00:16	01:26
Avg Length of Call mm:ss	02:24	02:35	02:17	02:09	02:16	02:17	02:19	02:15	02:07	02:08	02:09	01:55	02:14
Abandoned Calls	30	21	24	28	12	27	67	43	17	26	14	39	348
Total Calls Out	1825	1584	1859	1807	1837	1330	1643	1,728	1,618	1,931	1,550	1,622	20,334