

Novopay Errors

Advice on how to read and check your payslip

PPTA

March 2013

How to check your payslip



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PPTA

PPTA represents the professional and industrial interests of some 18,500 secondary teachers in state secondary, area, manual training and intermediate schools, as well as tutors in community education institutions and alternative education and activity centres, and principals in secondary and area schools. More than 95% of eligible teachers choose to belong to the association.

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How to check your payslip

The payslip

Here is a guide, using a basic payslip format shown right. If your actual payslip is too complicated to work through you can ask your PPTA field officer to assist.

What to check for

- 1&2** Make sure your name and postal address details are correct.
- 3,4,5** These fields identify which period the payslip relates to, the dates it covers and the day the payments should have been made. The rest of the information on the payslip applies to these dates.
- 6** Make sure your MoE number is correct. If you have been issued with another MoE number by Novopay then other details will be incorrect e.g. sick leave and service entitlements. Check an old Datacom payslip if you have one. See [What to do if your MoE number has been changed](#)
- 7** Make sure that your IRD number is correct by checking one of your tax returns, logging onto into IRD online or checking a pre-Novopay payslip.
- 8** Make sure your tax code is correct. Most teachers will be tax code M or, if they have a student loan, M SL. Those who earn under \$48,000 per annum or who have special circumstances will have different codes. You can find your tax code on this website: <http://www.ird.govt.nz/how-to/taxrates-codes/workout/dtree-taxcode-benefit-q1.html>.
- 9-14** A summary of your earnings at each school you worked at in the pay period (4).
- 9** The number of the school.
- 10** The job you are employed for in that school.
- 11** This is your qualification group. Most secondary teachers will be G3+ (i.e. teacher trained with level 7 subject qualifications). Check that this is correct.
- 12** Full-time or part-time proportion. Part-time – check by dividing the number of hours you are timetabled for each fortnight by 50.
- For example: timetabled for 24 hours over two weeks = $24/50 = 48\%$.**
- 13** Total pay for that job. This should add up to the separate pay

| | | | |
|--|----------|-------------------------|-------|
| Name | 1 | Pay period number | 3 |
| Address | 2 | Pay period | 4 |
| | | Pay day | 5 |
| | | MoE number | 6 |
| | | IRD number | 7 |
| | | Tax code | 8 |
| Summary | | | |
| Payments | | Deductions | |
| Job: at XXXXX - Secondary Teacher - Grade 3+ (80%) | 2,604.78 | Student Loan | 15 |
| 9 | 10 | PAYE | 16 |
| 11 | 12 | PPTA Union Subs | 17 |
| 13 | | Total Deductions | 18 |
| Total payments (Gross Pay) | 14 | Net pay to bank account | 19 20 |
| Details | | | |
| Secondary - Teacher | | | |
| Service related benefits applying to this group of jobs: | | | |
| Sick Leave Balance | | | 21 |
| Job at – Name of school - Secondary Teacher - Grade 3+ - Step 10 (80%) 22 | | | |
| 14 days Permanent Unit Allowance @ 4,000.00 | | ,23,24,25 | 26 |
| 14 days Salary @ 71,900.00 per annum | | 27,28 | 29 |
| 14 days 11.11% Loading Allowance @ 11.11 | | 30 | 31 |
| Year to Date: | | | |
| Year to Date Gross Pay | | | 32 |
| Year to Date PAYE | | | 33 |
| Year to Date Student Loan | | | 34 |
| Notes | | | |
| 35 | | | |

components listed for that job in the “Details” box on the payslip.

- 14** This should be the sum of each of the payments due for each school you were employed at in that fortnight. That is, add up the (14) for every school listed.
- 15-17** Every deduction expected from your pay should show here.
- 15** Specific to individual deductions (student loans, Kiwisaver, GSF, automatic deductions, child care etc) paid through the payroll should be listed here with the amount deducted for that fortnight. Check the deductions are right and that they have actually been paid to the organisation collecting them. See relevant sections in this advice.
- 16** Tax will not be correctly deducted if the tax code is wrong. Tax may be

incorrectly calculated and deducted. Check that the tax which is deducted has been paid to the IRD correctly. See [Your tax has been paid to IRD correctly](#)

17 Your union subscriptions should be 1% of your base scale salary. That is, (0.01 times your combined salary and the 11% loading (if you are part time). If you worked in more than one teaching job it is 0.01 times the total of the salaries (plus 11% “allowance” for part-timers).

18 The total recorded should be the sum of all of the deductions identified in that section. Check the figures add up.

19 Each bank account that your pay is credited to should show against the amount credited. Check that these are correct.

20 “Net pay to bank account” is what is going to your bank. It is the total gross payments (14) minus the total deductions (18). You should check that this has actually been paid to your account and that this is the amount that has been paid.

21 This is the number of days of sick leave that you have remaining. If your MoE number is wrong or if you have been issued with another MoE number your sick leave entitlement may be wrong. If you have recently taken leave it may have been incorrectly debited. See [Your sick leave](#).

22 For each job check that your personal details are correct for that job.

23-31 This section records all of the payments and adjustments for each job. It could include backdated payments etc. See [Backdating and corrections of under/overpayments](#).

23 For each allowance check that the unit is correct (days or hours) that the number of units is correct (most should be for 14 days – two full weeks of pay) The payment of most salary items should only be for less than 14 days if you have been away for some time during the fortnight. Day relievers may be paid in day or in hour units.

24 Check that the allowance is correct (if it is a unit then it is correctly identified as permanent/fixed-term).

25 Check that the rate for the allowance is correct. Common ones are: units \$4000, management allowances \$1000, service Increment \$2000, staffing incentive allowance \$1000, HPTSA \$2500, MITA \$4000, Careers Allowance, \$1500, SCTA \$8000.

26 Check the gross payment for the salary/allowance is correct for that pay. The calculation for allowances and a salary based on units of a day is

(number of days divided by 365 times allowance rate).

27 Check the number of days matches the number of days you worked at the job in the pay period (4).

28 Make sure the rate shown is correct. See [Your fortnightly pay](#)

29 Check the gross pay is correct. Salary rate times number of days divided by 365.

30 Check the part time rate is correct if you are a part timer. Make sure the 11% allowance is there. Make sure it is for the correct number of days in that fortnight.

31 Check the loading is correct - (gross base scale salary *0.1111)

32-34 These figures should reconcile with your IRD information.

35 These notes, if any, should clearly explain any changes to the payslip. If they do not explain changes satisfactorily seek an explanation from the school and then from Novopay.

Backdating and corrections of under/overpayments

When the payroll backdates an unpaid amount you should see in the “Details” section of the payslip a lump sum gross payment and the dates between which the payment applies.

When the payroll corrects an underpaid amount (e.g. when you get your salary increment adjustment or when your qualification and salary step is corrected to a higher rate) you will not see a single lump sum marked “backpay”. Instead you will see a series of lines for each pay component, which are:

- 1.** The deduction of the old rate for the number of days it was paid will show up as a negative figure, and
- 2.** The payment of the corrected rate for the number of days it was supposed to be paid will show as a positive figure.

You need to check that the dates the payments are made for are correct and that there is a line showing a payment for every line showing a deduction.

Your fortnightly pay

Base scale pay – Secondary Teachers Collective Agreement rates - trained scale

| Step | Rate since 23 January 2013 | Full time Fortnightly Gross | Part time fortnightly gross per hour employed | Short term reliever time gross per hour employed | Short term reliever time gross per day employed |
|------|----------------------------|-----------------------------|---|--|---|
| 1 | \$44,400 | \$1,703.01 | \$75.69 | \$46.74 | \$233.68 |
| 2 | \$46,000 | \$1,764.38 | \$78.42 | \$48.42 | \$242.11 |
| 3 | \$47,400 | \$1,818.08 | \$80.80 | \$49.89 | \$249.47 |
| 4 | \$49,900 | \$1,913.97 | \$85.07 | \$52.53 | \$262.63 |
| 5 | \$52,500 | \$2,013.70 | \$89.50 | \$55.26 | \$276.32 |
| 6 | \$55,900 | \$2,144.11 | \$95.29 | \$58.84 | \$294.21 |
| 7 | \$59,900 | \$2,297.53 | \$102.11 | \$58.84 | \$294.21 |
| 8 | \$65,145 | \$2,498.71 | \$111.05 | \$58.84 | \$294.21 |
| 9 | \$68,074 | \$2,611.06 | \$116.05 | \$58.84 | \$294.21 |
| 10 | \$71,900 | \$2,757.81 | \$122.57 | \$58.84 | \$294.21 |

Base scale pay – Area Teachers Collective Agreement rates - current scale

| Step | Current Rate | Full time Fortnightly Gross | Part time fortnightly gross per hour employed | Short term reliever time gross per hour employed | Short term reliever time gross per day employed |
|------|--------------|-----------------------------|---|--|---|
| 1 | \$30,825 | \$1,182.33 | \$52.55 | \$32.45 | \$162.24 |
| 2 | \$32,166 | \$1,233.76 | \$54.83 | \$33.86 | \$169.29 |
| 3 | \$34,847 | \$1,336.60 | \$59.40 | \$36.68 | \$183.41 |
| 4 | \$37,527 | \$1,439.39 | \$63.97 | \$39.50 | \$197.51 |
| 5 | \$41,546 | \$1,593.55 | \$70.82 | \$43.73 | \$218.66 |
| 6 | \$45,568 | \$1,747.81 | \$77.68 | \$47.97 | \$239.83 |
| 7 | \$47,023 | \$1,803.62 | \$80.16 | \$49.50 | \$247.49 |
| 8 | \$49,038 | \$1,880.91 | \$83.60 | \$51.62 | \$258.09 |
| 9 | \$51,724 | \$1,983.93 | \$88.17 | \$54.45 | \$272.23 |
| 10 | \$55,621 | \$2,133.41 | \$94.82 | \$58.55 | \$292.74 |
| 11 | \$59,500 | \$2,282.19 | \$101.43 | \$58.55 | \$292.74 |
| 12 | \$64,500 | \$2,473.97 | \$109.95 | \$58.55 | \$292.74 |
| 13 | \$67,413 | \$2,585.70 | \$114.92 | \$58.55 | \$292.74 |
| 14 | \$71,000 | \$2,723.29 | \$121.04 | \$58.55 | \$292.74 |

Units and management allowances

| Gross per fortnight | Annual rate | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---------------------|-------------|----------|----------|----------|----------|----------|----------|------------|------------|------------|------------|
| Units | \$4,000 | \$153.42 | \$306.85 | \$460.27 | \$613.70 | \$767.12 | \$920.55 | \$1,073.97 | \$1,227.40 | \$1,380.82 | \$1,534.25 |
| MMAs | \$1,000 | \$38.36 | \$76.71 | | | | | | | | |
| SMAs | \$1,000 | \$38.36 | \$76.71 | | | | | | | | |

Common allowance rates

| Allowances Annual rate | \$1000 | \$1500 | \$2000 | \$2500 | \$4000 | \$8000 |
|------------------------|---------|---------|---------|---------|----------|----------|
| Gross per fortnight | \$38.36 | \$57.53 | \$76.71 | \$95.89 | \$153.42 | \$306.85 |

The 2013 pay increase

All PPTA members on the STCA were due for an increase in their base scale salary rate on 23 January 2013. The rate you should have been paid from that date is shown in the table above. If your base scale salary has not increased from 23 January you are owed backpay. Notify the school that your pay has not increased.

Accessing tax, Kiwisaver, childcare and Working for Families records

Go to this website: <http://www.ird.govt.nz/>

Register for “myIR” to allow you to check your payments and to check:

- ◆ your child support.
- ◆ your Working for Families Tax Credits.
- ◆ your student loan balance.
- ◆ your Kiwisaver account.

You will need your IRD number to register, which takes about five minutes.

When you have registered you can look at your own income and PAYE tax payments details, childcare payments, and Working for Families payments over each fortnight and in total for the year to date. There is a link to take you directly to your Kiwisaver account, where you can see also view fortnightly payments and in total.

Your tax has been paid to IRD correctly

Checking tax deductions

- ◆ Make sure your tax code is correct.
- ◆ Check the expected tax deduction

This calculator can be used by teachers in permanent and long-term to check the fortnightly tax, ACC payments, Kiwisaver and student loan deductions you

would expect to be making:

<http://www.salaries.co.nz/a/salary-tax-calculator/>

Tax – the tax figure on the payslip is inclusive of both tax and ACC deductions, which are calculated separately on this website.

Tax is paid on your total annual salary (total gross pay = base salary + units + allowances)

Checking with IRD

Note that under normal circumstances it can take a month before a deduction is paid into your account.

- ◆ Check with IRD that the expected tax deduction has been paid to IRD on your behalf.

Link to more information on the IRD website.

When logged in find your pay and tax deductions by following these links:

My overview -> Transactions -> Account information -> Earnings last 12 months

Or call IRD 0800 775 247. Have your IRD number handy.

Your student loan repayments have been paid to IRD correctly

This calculator can be used by permanent and long-term teachers to check the fortnightly tax, ACC payments, Kiwisaiver and student loan deductions you would expect to be making:

<http://www.salaries.co.nz/a/salary-tax-calculator/>

Student loan repayments are paid on your total annual salary (total gross annual pay = base salary + units + allowances)

Check with IRD that the expected tax deduction has been paid to IRD on your behalf by registering for “myIR” to allow you to check your student loan balance. You will need your IRD number to register.

See [Accessing your tax, Kiwisaiver, childcare and Working for Families](#)

Or phone 0800 377 778.

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Note that under normal circumstances it can take a month before a deduction from your pay is paid into your account.

Affected employees who have a student loan may find significant over- or under-deductions on their student loan. These may have happened from April 2012 and/or as a result of Novopay from September 2012. Any activities for significant over- or under-deductions resulting from Novopay issues will be delayed.

Your contributions to Kiwisaiver have been made correctly

- ◆ Check the expected deduction.

This calculator can be used by permanent and long-term teachers to check the fortnightly Kiwisaiver deductions you would expect to be making:

<http://www.salaries.co.nz/a/salary-tax-calculator/>

Kiwisaiver payments are made on the basis of total permanent annual salary (total gross pay = base salary + permanent units + permanent allowances)

Check with IRD that the expected Kiwisaiver deduction has been paid on your behalf to your account by registering on myIR.

See [Accessing your tax, Kiwisaiver, childcare and Working for Families](#).

Or call 0800 KIWISAIVER (0800 549 472).

Note that it can take a month before a deduction from your pay is paid into your account.

Your contributions to GSF have been made correctly

Special Message for Education Sector Members from GSF:

“As members will be aware from the media, issues have arisen over the last few months in relation to the new Education payroll system, known as Novopay.

We appreciate this is a difficult time for members. We are working with the Ministry of Education and their payroll provider to resolve all issues which affect GSF and will seek to minimise the impact on members where possible.

In the short-term, we recommend you keep any payslips you receive from Novopay as we may request copies of these payslips to validate salary information and contribution deductions.

If you intend to retire in the next two or three months, we recommend you get in touch with the GSF scheme administrator, Datacom, as early as possible so we can work with you and the ministry's payroll provider to ensure your entitlements are paid in a timely manner.

If you have any questions regarding your GSF contributions or entitlements, please contact email to gsf@datacom.co.nz.

Checking GSF deductions

Note that it can take a month before a deduction from your pay is paid into your account.

GSF payments are made on the basis of total permanent annual salary (total gross pay = base salary + permanent units + permanent allowances). Multiply your total gross pay from base salary and permanent units and allowances by the percentage applying to your account. For example employee contributions at 6.5% would be (total gross pay from salary and permanent allowances times 0.065)

- ◆ Check with GSF that the expected deduction has been paid on your behalf to your account by contacting GSF directly.

Your PPTA membership and subscriptions

Membership not showing on payslip

You are an established member but your subscription has stopped showing on your payslip:

- ◆ Notify the school that your membership details are incorrect and that they are to inform payroll.
- ◆ Notify PPTA (membership@ppta.org.nz)
- ◆ You will still be covered by PPTA.

You have joined recently but your subscription has not started to show on your payslip:

- ◆ Notify the school that your membership details are incorrect and that they are to inform payroll.
- ◆ Notify PPTA (membership@ppta.org.nz)
- ◆ You will be covered by PPTA from the date you signed your membership form.

You have ceased being a member but your subscription still shows on your payslip:

- ◆ Notify PPTA (membership@ppta.org.nz).

Checking your subscription

Subscriptions are your fortnightly base scale salary (including part-time allowance if applicable) times 0.01.

Your subscription calculation does not include units and management allowances etc.

See the table below.

| Full time teacher step 10, two units and one MA | | | | |
|--|--------|--------------------------|------------|-------------------|
| Rate \$71,900 | | Fortnightly Gross Salary | \$2,757.81 | Sub \$27.58 |
| Units 2@\$4000 | | Fortnightly Gross Salary | \$306.85 | Sub \$0 |
| MA \$1,000 | | Fortnightly Gross Salary | \$38.36 | Sub \$0 |
| | | Total Goss Pay | \$3,103.02 | Total Sub \$27.58 |
| Part time teacher step 10 (80% - i.e. 20 hours per week) | | | | |
| Rate \$71,900 | 80% | Fortnightly Gross Salary | \$2,206.25 | Sub \$22.06 |
| Part time allowance | 11.11% | Fortnightly Gross Salary | \$234.29 | Sub \$2.34 |
| | | Total Goss Pay | \$2,440.54 | Total Sub \$24.40 |

Your sick leave

What is my expected entitlement?

Your sick leave record should show the number of days in the table below which matches the length of your teaching service in New Zealand, minus any sick leave you have taken.

| Length of service | Total Entitlement |
|----------------------------------|-------------------|
| Up to 3 months | 7 days |
| Over 3 months and up to 6 months | 14 days |
| Over 6 months and up to 9 months | 31 days |
| Over 9 months and up to 5 years | 46 days |
| Over 5 years and up to 10 years | 92 days |
| Over 10 years and up to 20 years | 154 days |
| Over 20 years and up to 30 years | 229 days |
| Over 30 years | 306 days |

For example: 12 years' service and been away on sick leave for five days in that time, sick leave entitlement = 154 days - 5 days = 149 days.

Minimum sick leave under Holidays Act

If you have used up all of your sick leave before the next instalment is due then you will still have an entitlement to five days in any year under the Holidays Act. These days will be deducted from your next entitlement.

Payment for sick leave on the payslip

The payslip will show three transactions for a single period of sick leave during the pay period covered:

- ◆ A payment for the sick leave days as ordinary salary for the fortnight.
- ◆ A deduction for the sick leave days (to distinguish it is not from ordinary pay).
- ◆ A payment for the sick leave days as sick leave days.

Check that the number of days deducted /added is the actual number of days you were away sick.

Other deductions

Check that all deductions you expect to see on the payslip are there.

Check that the amount of the deduction is what you expect it to be.

Check that no extra deductions have been made.

If the delayed payment could have real consequences for you or someone else then contact the organisation which is meant to be receiving it and check that the payment is being received by them, that the amount received by it is the amount being deducted and that it has your details correct from payroll.

If the deductions are incorrect or not being made, tell your school and make sure they notify payroll.

If there are deductions which should not be there then tell your school and make sure they notify payroll.

Child support

Assessments notices were due in late March. Where members receive a notice and their pay details are incorrect they must notify payroll of any required changes. Contact details will be provided on the notice.

What to do if you have not been paid at all

Notify the school that you have not been paid.

If your financial situation is not urgent then contact the MoE who can arrange a payment into your bank account. This can be done by calling 0800 663 772 or emailing resourcing@minedu.govt.nz with “manual payment” in the subject line.

If your financial situation is urgent then email Rebecca.Elvy@minedu.govt.nz and give your name, MoE number and the name of the school(s) you were employed by and state that you have not been paid at all.

Email a copy to the PPTA president (aroberts@ppta.org.nz) with “salary payment” in the subject line. If you are not paid within 48 hours email the president again and say so.

If you need the money immediately then notify your principal that you require payment from the school as your immediate employer. The school is obliged under the Wages Protection Act to ensure you receive your pay. If the school will not pay on request contact your PPTA field officer immediately.

What to do if part of your pay is missing or you have been underpaid

If one or more of your pay components is missing (e.g. unit[s], management allowance[s], staffing incentive allowance, voluntary bonding payment etc) or if one or more of your pay components is less than it should be (e.g. you are underpaid on your base scale salary or a reimbursement is less than it should be, or backpay is less than it should be etc) notify the school. The school should tell payroll.

If the amount you are short means that you will be unable to meet your financial obligations in the next fortnight (bills, mortgage, food etc) then contact the MoE who can arrange a payment into your bank account. This can be done by calling 0800 663 772 or emailing resourcing@minedu.govt.nz with “manual payment” in the subject line.

If the underpayment is causing significant and urgent financial problem then email Rebecca.Elvy@minedu.govt.nz and give your name, MoE number and the

name of the school(s) you were employed by and an explanation of what the error is and its impacts.

Email a copy to the PPTA president (aroberts@ppta.org.nz) with “salary payment” in the subject line.

If you are not paid within 48 hours email the PPTA president again and say so.

If you need the money immediately, notify your principal that you require payment from them as your immediate employer. The school is obliged under the Wages Protection Act to ensure you receive your pay. You do not need to pay it back until your salary is corrected by payroll.

If the amount you are short is manageable then you can still ask for payment to be made directly by the school. The school, as your employer, is responsible under the Wages Protection Act for ensuring that your pay is correct and you have a legal right to be correctly paid. If the school will not pay on request contact your PPTA field officer.

The school should still notify the payroll that you have been incorrectly paid.

What to do if you have been overpaid

If you have been overpaid or if you suspect that you have been overpaid, then:

1. Inform the school immediately. It must notify payroll.
2. Put the overpayment into a separate account and leave it until you are asked to repay it.
3. Payroll must give you notice that they are going to deduct an overpayment from a future pay.
4. If a deduction is made without notifying you contact your PPTA field officer immediately.
5. If you receive a letter threatening consequences unless you repay immediately contact your local field officer and provide him/her with a copy of the letter.
6. If repaying money you were overpaid in one pay would create financial hardship for you (if you were not aware you were overpaid and have spent

the money) you have the right to agree with payroll to a reasonable period over which to repay the overpayment.

What to do if you have received a threat regarding repayment

Notify your PPTA field officer and provide a copy of the letter or record of the conversation.

Disregard any threats made; there is no authority for any threats until the processes for recovery of overpaid wages set out in the Wages Protection Act have been followed.

Do not be pressed into paying back overpayments which would result in financial hardship.

What to do if deductions have been made without notification

You must be notified of any deduction which is to be made from your pay or have given authority for that deduction.

Notify your school and ensure they inform Novopay immediately.

If this is the deduction of previous overpayments and you have not been notified it was to happen then also contact your local PPTA field officer.

What to do if your MoE number has been changed

This is a potentially serious payroll error.

You should only have one MoE number throughout your teaching service.

It is a unique identifier which ensures that your record of service for salary, sick leave and other entitlements is correct.

You should seek in writing from Novopay confirmation that your service under the new MoE number has been credited to your records under your original number.

If you are not sure if it has been changed but suspect it may have been then:

- ◆ Compare a recent payslip with a pre-Novopay slip.
- ◆ Ask the school to check your current MoE number on the latest SUE report with the number on a pre-Novopay SUE report.

If you are an established member you can also check your MoE number against the one held by PPTA if you believe it has been changed; or against old SUE reports held by your current or previous employing school.

If the error is not corrected and all service etc credited to your original MoE number then contact your local PPTA field officer.

What to do if any of your payroll information is incorrect

Notify the school and ensure that they advise payroll of the correct information.

If there is a dispute about whether the information is correct, or if the school does not adjust the information, contact your local PPTA field officer.

What to do if you are not receiving payslips

Novopay advise that if you have not received your payslip please check your spam folder.

If you have checked your spam filter and there are no payslips there then contact Novopay (support@novopay.govt.nz) and request replacement payslips. Make sure they have your correct contact details.

- ◆ If Novopay does not respond within 48 hours ask your school to make the request.
- ◆ If Novopay does not respond within 48 hours after that, email the MoE resourcing@minedu.govt.nz with the subject heading “payslip”.
- ◆ If the Ministry does not respond within 48 hours then contact your PPTA field officer.

What to do if you are not able to open your payslips

Teachers need to enter their MoE number as the code to open their payslip.

You can find your MoE number:

- ◆ On a previous payslip.
- ◆ From the school – it should be recorded on the fortnightly SUE report.
- ◆ You can also check your current MoE number against the one held by PPTA if you believe it has been changed.

Novopay requires a seven-digit MoE number, so if the number is only five or six digits add zeros at the front of the number to make it longer. For example 12345 becomes 0012345, and 123456 becomes 0123456.

If you have tried this and your payslip will not open then contact Novopay and make sure it has your correct MoE number. If the problem persists contact your PPTA field officer.

What to do if increments/qualification assessments are not actioned

Notify the school that the change has not been implemented.

Check that the school has provided the appropriate authorisations to the payroll.

Increments which are delayed will be backdated to the date they were due unless they were delayed as a result of a review of competence under clauses [3.3](#) and [4.2.4](#) of the [STCA](#) or clauses [2.3](#) and [3.8](#) of the [ASTCA](#).

You do not need to provide your qualifications to Novopay for an increment. No reassessment of qualifications is required for any payroll process. The payroll should already have your qualification group information. If it does not, then the school can provide this from a pre-Novopay SUE report.

If you are pressured to provide evidence of your qualifications again notify your

field officer.

What to do if Working for Families payments have been affected

Register for “myIR” to allow you to check your Working For Family credits. You will need your IRD number.

See [Accessing your tax, Kiwisaver, childcare and Working for Families records](#)

Or call IRD on 0800 227 773.

If the failure of payroll to correctly pay you has adversely affected your Working for Families payments you may claim reimbursement or elect to participate in the PPTA legal action against the MoE.

Working for Families notices of entitlement were issued in early March. Where employees have received a notice and their pay details are incorrect notify payroll of any adjustments to their pay details. Contact details will be provided on the notice.

See [How to join the PPTA legal action](#)

What to do if you have incurred costs/fees or lost income/interest

The MoE and the minister responsible for Novopay, Steven Joyce, have agreed to reimburse costs incurred through payroll failures.

Collect evidence of the disadvantage (copies of statements etc or calculations of the impact of the disadvantage with and explanation of what the disadvantage is, how it has been generated and the dollar value of the disadvantage etc). Contact the MoE by calling 0800 663 772 or emailing resourcing@minedu.govt.nz with “reimbursements” in the subject line.

If you do not get a response within 48 hours send copies of your claim for reimbursement, with your MoE number, contact details (postal address, contact telephone number and email) and school name to Rebecca Elvy, Ministry of Education, Private Bag 1666, Wellington. If you do not receive a response

within a fortnight notify your local PPTA field officer.

How to join the PPTA legal action

Email Michael Stevenson (mstevenson@ppta.org.nz) to join PPTA's legal action against the Secretary for Education for breaching his statutory obligation to maintain a payroll system for school staff under the Education Act 1989 s 89 and 91C.

PPTA is preparing a list of witnesses ahead of High Court proceedings against the Secretary for Education.