

As the COVID-19 outbreak continues to evolve and in order to keep Clients updated with the most recent developments on COVID-19, we are extending our initial four-part series into one specific topic each time. This announcement will focus on payroll related to COVID-19 and will include updates on COVID-19 during each communication.

Ensuring Continued Timely Processing and Flow of Your Paychecks

Like you, we are carefully monitoring the Coronavirus or COVID-19 situation. Questco is committed to ensuring the safety and well-being of our clients and will maintain the highest level of service, as we navigate through this challenge together. Our clients have always been and always will be our number one focus.

While we continue to process and distribute paychecks to your organization, we realize there may be the possibility of some interruptions with courier services, such as FedEx and the U.S. Mail. Though this possibility is low, it is not the only possible disruption that might cause delays or complete stoppage of individuals receiving live payroll checks. Therefore, we want to offer proactive approaches to minimize the possibility of a payment disruption.

Questco encourages your employees, who have not already, to transition to either Direct Deposit or the use of Paycard. In addition to providing paychecks without the need for a courier, these two options also eliminate the “hand-to-hand” transfer of the paycheck, thus further reducing the risk of transferring the Coronavirus in the workplace.

Employees can contact their payroll processor to sign up for Direct Deposit or Paycard. Due to the current situation, Questco will waive the standard pre-note step, which is usually part of setting up a direct deposit account. Also, please be aware that Paycard will require an identification verification from the employee’s banking institution. Your payroll processor can assist you and your employees with the activation of any of these options.

If you currently receive paper reports, invoices and information we ask that you start using your online portal to get any necessary report or information you need. Your payroll processor can also assist with login and guidance on your portal.

CDC Updates

The CDC recommends cancelling any large events or mass gatherings for the next 8 weeks or postpone any in-person events that consist of 50 or more people.

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

State and local health laboratories in 50 states have successfully verified COVID-19 testing sites. Contact your state health department for further information on testing.

<https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>

Questco will continue to stand at the ready to assist you and your employees throughout this challenging time. You may also contact your service provider with any questions or concerns you may have.

Be Healthy and Remain Well.