

Payroll Service FAQs

Question	Answer
1. Will we still be paid in the event of a site closure?	Strictly Education will continue to process any payroll changes. In the event no one is available to submit payroll changes, a flat run will be paid. We will still pay your staff, even if we do not hear from you.
2. Will clients still receive payroll reports?	All clients will still receive a draft and final payroll report via the Strictly Education Portal. Our aim is to provide 'business as usual' throughout this time. If you have any queries on your reports, please contact your payroll officer.
3. Can I submit my Payroll remotely if my school closes?	Payroll can be submitted via the Portal from any computer with access to an Internet Browser. Simply search 'Strictly Education' in your web browser and log in as normal. If you require new users to be set up to use the Payroll Portal, please get in touch.
4. Will we still be able to contact our Payroll Officer directly	We ask that communication is sent via e-mail as much as possible to ensure your Payroll Officer can respond to this remotely, we expect telephone communication to be available for urgent queries. We will keep you informed if any of our officers become unavailable and provide details of your interim contact. You should not see a difference in the service you have been receiving.
5. Will we still receive our Payslips?	Strictly Education will continue to send out payslips on payday, as normal. If you receive an Electronic Payslip this will also be sent in the same way, arriving by payday. We would recommend that where you can, you move over to the E-payslip solution as a precaution in case our printing partner needs to adapt to the ever-changing situation. E-payslips are also great for ease of distribution to staff during this time.
6. What if I miss a Payslip delivery?	We understand that most schools are still open to provide support to keyworkers' and vulnerable children. As usual, the payslips will be delivered on payday, if there is no one to accept the package then one re-delivery attempt will be made. After this time the payslips will be securely destroyed. If any destroyed files require a reprint in the future, the reprinting costs will be passed on to the school.
7. I have a pension query – who do I contact?	Our dedicated Pensions Team is also working remotely; we would ask if you could email as many queries as possible, however they are still available on the usual phone number and are currently still working towards the SLA timeframes.