



2010 Support Information Card

Issue	Person to call	Extension or Phone #
Human resources and payroll including Direct Deposit	Abeer Alkhatib	120
Return Management Stops and other compliance issues	Abeer Aqrabawi	145
All Profiler related issues	Asma	207
Hardware related issues including computers, printers, and scanners	Chris	182 or 773- 573-3376
Tax Related questions	Asma	207
IRS rejected returns	Processing	184 or 773-309-4825
Discounts not resolved by Office Supervisor	Asma	207
Prior years debt	David	109
Scheduling	Asma	207
JHNet issues including user name and password	Processing	180
Phone and internet issues	Dan	111
Customer Service issues	Asma	207
Customer Checks & IPower cards	Asma	207
Supplies (scan order sheet & email to Asma via JHNet)		
Supplies (Emergency only)	Asma	207
	Chris	182 or 773- 573-3376
Emergencies and Unresolved issues	Dan	111
	David	109
	Chris	182 or 773- 573-3376