



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
	Abdel	317-363-3090
Tax Related questions	Asma	207
IRS rejected returns	Processing	185 or 317- 644-3065
Discounts not resolved by Office Supervisor	Mike	113
Prior years debt	David	109
Scheduling	Mike	113
JHNet issues including user name and password	Processing	181
Phone and internet issues	Dan	111
Customer Service issues	Mike	113
Customer Checks & IPower cards	Mike	113
Supplies (scan order sheet & email to Mike Wilson via JHNet)		
Supplies (Emergency only)	Abdel	317-363-3090
Emergencies and Unresolved issues	Mike	113
	Dan	111
	David	109