

Payroll Issues

All calls concerning payroll issues should be directed to **219-989-4732**

Note that this is a hotline and not physically manned by any employee

Leave a message on this line and be sure to include the following in your message:

Name
Payroll ID #
Job Title
Issue/Concern
Dates effected

Any additional information that will help identify the issue

The IHB payroll help line has been established in an effort to better assist IHB employees regarding payroll issues. Messages will be reviewed at specific intervals through-out the day.

In the event a follow-up call is necessary, IHB personnel will return your call within 72 hours of the next business day unless resolution of the issue warrants additional time.

When leaving a message, give the payroll system a minimum of 2 days before calling on the same issues. The 2 day limit has been set due to the fact that, for some areas, the system requires 2 nightly edits to run in order to match up all qualifying fields.

Payroll processing and vacation requests

- When a vacation is entered into the system, it can take up to 2 days to run through the payroll process
- This is due to various editing programs that run during the nightly runs, such as guarantee activity processes
- ***Do not contact payroll or crewcall to report missing vacation unless a minimum of 48 hours have passed***

Non Service Claims (Examples: Book of Rules, Bereavement, Jury Duty, Company Business, etc...)

- These type of claims must be entered into the Payroll System through option #7 (Miscellaneous Claim)
- Claims can only be entered when the employee is tied to an assignment
 - If the system does not generate an assignment, you must wait until you are on assignment and try again.
- If you get a “Board Definition Error”
 - Your profile is missing
 - Call (404) 979-5205 and request to have your profile built