

Area of Customer Service	Responsibilities	Examples
Service Center Representative		
617 253-4255	Student Appointments	Hourly jobs and Graduate Appts
hrpayservicecenter@mit.edu	Employment Transactions	Non Academic Forms, taxes, Direct Deposit, vacation payout
	Academic Appointments	Academic Forms
	Payment	Paycheck Questions
	Time	Timesheet Questions and Vacation balances
Payroll		
617 253-4255		
payroll@mit.edu	W2's, 1099R's and 1042's	Where is my document?
	Tax Treaties	Non Resident Alien
	Pension Payments	Retiree questions and concerns
	All distribution and pay questions prior to 7/1/06	I have a June payment not distributed correctly
	Exempt Vacation Questions	My exempt vacation wasn't posted correctly
	EDACCA Questions	My eDACCA doesn't match my paper Dacca
CAO Resource Team		
cao-rq@mit.edu	eDACCA	Will help with using tool
	eSDS	Will help with using tool
	Late Change Request	Will review and support Controller on distribution decisions
Special Concerns		
cawatson@mit.edu 617 253-6067	Offcycle check approval request	
lesliem@mit.edu 617 253-7715	Taxable Travel and Special Payments	

* Please send requests and inquires to general emails