

Northeast Arc
FISCAL INTERMEDIARY
Telephone Directory

Customer Service Hour: Monday - Friday 9:00 am to 5:00pm

Toll Free Number: 800-231-5409
Customer Service Number: 978-762-8307
Timesheet Fax: 978-777-3635
All Other Paperwork Fax: 978-750-3639

CUSTOMER SERVICE

DONNA RAYMOND	Supervisor Customer Service	978-624-2373 or Ext.2373
MARIELI PEREZ	Customer Service Representative	978-624-2378 or Ext.2378 (Spanish)
SHERRY LAKE	Customer Service Representative	978-624-2360 or Ext.2360
JEANETTE NAVARRO	Customer Service Representative	978-624-2375 or Ext.2375 (Spanish)
BEATRIZ TEJADA	Customer Service Representative	978-624-2370 or Ext.2370 (Spanish)
TAYLA CUNHA	Customer Service Representative	978-624-3705 or Ext.3705
YVEYAMER ORTIZ	Customer Service Representative	978-624-2353 or Ext.2353 (Spanish)
JENNIFER QUINTERO	Customer Service Representative	978-624-2306 or Ext 2306 (Spanish)
JINSY BISONO	FI Assistant Director	978-624-2387 or Ext 2387 (Spanish)
VADE MOHAMMED	FI Director	978-624-2376 or Ext 2376

Confirmation of receipt of timesheets:

FI is now paperless; however, if you fax your time sheets we are able to confirm that we received your time sheet base on the time you faxed it. See schedule below for calling us:

If You faxed it	Times to call FI Customer Service
Friday afternoon to Sunday night	After 3.00 PM on Monday
Between Monday morning and 4.00 PM	After 3.00 PM on Tuesday
After 4.00 PM Monday your timesheet will be considered late	This time sheet if correct will be paid the next payroll cycle.

Confirmación de hojas de tiempo recibidas:

En FI ahora no se imprimen papeles, pero si usted manda sus hojas vía Fax, podemos confirmar si recibimos su hoja basado en el tiempo de cuando usted mando la hoja por fax. Vea el siguiente horario para su referencia:

Tiempo de envío por fax:	Horario para llamar a FI Servicio al cliente:
Tarde del Viernes a Domingo por la noche	Después de las 3.00 PM del Lunes
Entre Lunes en la mañana a las 4.00 PM	Después de las 3.00 PM del Martes
Después de las 4.00 PM del lunes su hoja se considerara como tarde.	Si la hojas están correctas, se pagaran en el siguiente ciclo de nomina.