FAQ

Updated 05/10/22.

My Info is incorrect. How do I fix it?

If you need to change information in your profile, contact People Services at ISS to make updates.

My employer's information is incorrect. How do I fix it?

If you believe the information displayed for one of your employers is incorrect, contact ISS to make those changes.

I have a question about a timesheet or expense.

For expenses, contact Accounts Payable at ISS. For timesheets, contact Payroll. Be sure to have the Expense/Timesheet number, and/or the Upload ID for a timesheet that was uploaded.

Something about my job role/employment data is incorrect.

Contact People Services at ISS to resolve this issue.

I don't see one of my employers.

Contact People ServicesPeople Services at ISS to resolve this issue.

I see an employer I don't work for.

Contact People Services at ISS to resolve this issue.

I don't see one of my job roles.

Contact People Services at ISS to resolve this issue.

I see an extra job role.

Contact People Services at ISS to resolve this issue.

Where did my job role go? I can't find it.

If your job role does not display on the Employer Detail page, check on the Archived Roles page by clicking Archived Roles in the Job Roles section of that employer. If the job role does not appear in the Archived Roles section either, contact People Services at ISS.

Why is the Amount Submitted different from the Total Paid? (Reimbursement Expenses)

There are two main reasons why Amount Submitted and Total Paid for a Reimbursement Expense may not match.

1. All lines were paid. However, the sum that was submitted is different from the sum that ISS calculated.
2. Not all lines were paid. Certain lines may not be paid for various reasons. In these cases, click the memo button on the line to see a note about why the line was not paid.

Why is the Amount Submitted different from the Total Paid? (Mileage Expenses)

There are three main reasons why Amount Submitted and Total Paid for a Mileage Expense may not match.

1. The most common reason is a rounding issue. Lines of a mileage expense are calculated on a per-line basis (miles * rate). The totals of the lines are then summed. You may calculate a slightly different number if you multiply the rate by the sum of the miles.
2. The rate used on the submitted expense may have been the incorrect rate.
3. Certain lines may not be paid for various reasons. Click the memo button on the line to see a note about why the line was not paid.

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