



REQUESTING SUPPORT

Overview

At Innovative, we pride ourselves on providing superior customer service. Our customer service model is comprised of the following key elements:

- ✓ Access to entire support team
- ✓ Client protection with pre-authorized contacts
- ✓ Complex requests assigned to product experts
- ✓ Proactive communications distributed via email, newsletters, pop-ups & blogs to stay informed
- ✓ Product documentation, YouTube videos and training materials available 24/7 in portal



Phone

707-586-4300

Immediate phone support
during business hours

WebPay 707-586-4301

WebTime 707-586-4302

WebHR 707-586-4303



Email

IBSsupport@ibspayroll.com

Access to Client Support
System 24/7

(responses made during
business hours only)