

## **NS Payroll Phone Numbers**

If you have questions about your paycheck, call the Roanoke Payroll Office at 7-981-5385 (Microwave) or 1-800-624-4193 (Bell) and select from the following options or call the microwave or bell number below directly:

### **1-800-624-4193 - Payroll Office**

<b>800 # Option</b>	<b>Purpose</b>	<b>Bell</b>	<b>Microwave</b>
1	Lost and Missing Checks	540-981-4553	7-981-4553
2	T&E Helpline	540-981-5201	7-981-5201
3	Non T&E Helpline	540-981-5230	7-981-5230
4	Direct Deposit	540-981-5248	7-981-5248
5	Travel	540-981-5181	7-981-5181
6	Deductions	540-981-5257	7-981-5257
7	Pension	540-981-5249	7-981-5249
8	Employment Verification		

<b>Additional Payroll Direct Dial Numbers</b>	<b>Bell</b>	<b>Microwave</b>
Address Changes	540-981-5252	7-981-5252
Garnishments/Levies/Child Support	540-981-5224	7-981-5224
Taxes	540-981-5247	7-981-5247
Health and Welfare Certifications	540-981-5252	7-981-5252

## **Contacting Payroll via NS Memo System: PayHelp**

Some payroll issues (such as those appearing in your pending pay) can be resolved by sending a memo to PAYHELP. Be sure to include your Social Security Number, and NS Employee ID Number in the body of the message. **The subject line of your memo should contain PIEA or PILI, which will allow the system to route your memo to the appropriate timekeeper (payroll clerk.)** Failure to include either PIEA or PILI in your subject line will route your memo to a general mailbox, where it will be manually sorted for processing, adding delay to a response from payroll.

### **Or submit your question in writing to:**

Susan Stuart  
Director Payroll Accounting  
Norfolk Southern  
110 Franklin Road, SE  
Roanoke, VA 24042-0057  
540-981-5255  
FAX: (540) 981-5425