

Client Training HQ

Letters Center for Employers

Based on your organization's set up, you may have access to one or more of the following letters:

- **Immigration Letter** - Can be used to show the U.S. Citizenship and Immigration Services or government embassies proof of employment and income for an employee.
- **Employment Letter** - Shows an employee's current employment status and employment history to provide to a third-party outside of requests from credentialed verifiers.
- **Employment & Income Letter** - Shows an employee's current income and employment status to provide proof to a third-party outside of requests from credentialed verifiers.
- **Remote Work Letter** - Employers can generate this letter to provide to eligible employees who need to provide proof of remote work status.
- **Public Service Loan Forgiveness Form** - Employees can show Public Service Loan Forgiveness (PSLF) eligibility with this form.

Notes:

Employment and Employment & Income letters are not verifications.

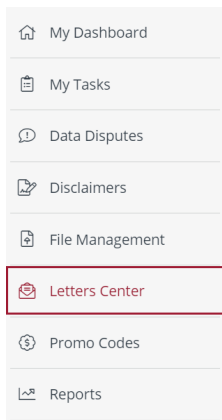
Available letters may vary by organization.

These documents are not suitable for use by lending institutions, credit agencies, pre-employment firms, property managers, or other private industry or social service agency entities who are determining an individual's eligibility for any employment, credit, governmental benefit, or other purposes authorized under the Fair Credit Reporting Act (FCRA). These letters do not comply with the underwriting requirements of Fannie Mae or Freddie Mac, nor do they satisfy other standards typically required for private industry and social service agency verifications. Please ask those vendors to visit www.theworknumber.com.

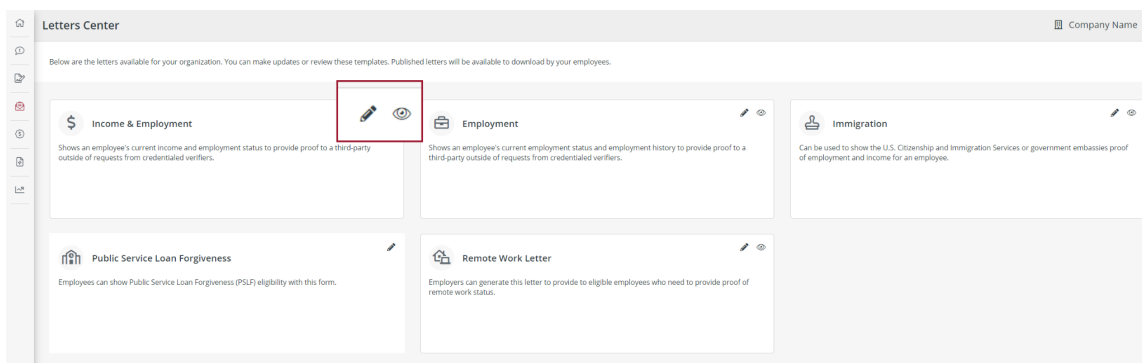
However, there are some instances outside of employment and income verification requests from credentialed verifiers where your employees may need to provide proof of employment and/or income to a third-party. Some examples may include overseas proof of employment requests, volunteer work, foreign investments, parental leave of absence, and adoption proceedings.

Access the Letters Center

- Log in to [The Work Number®](#) as part of PeopleHQ™.
- Click **Letters Center** in the left menu.



Through the Letters Center in the Employer portal, you can manage the configurations of letters that are activated for your organization.

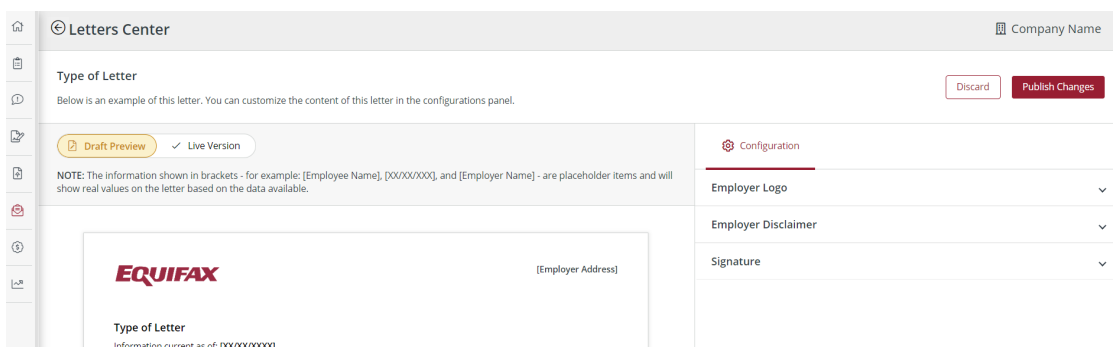


To configure the options for a letter, click the **pencil icon** next to that letter. Configuring options include viewing your logo, viewing or adding a disclaimer, and adding a signature.



To preview a letter, click the **eye icon** next to that letter.

When you click the **pencil**, the configuration screen appears:



Images are examples and for information purposes only. They may vary across platforms and are subject to change.

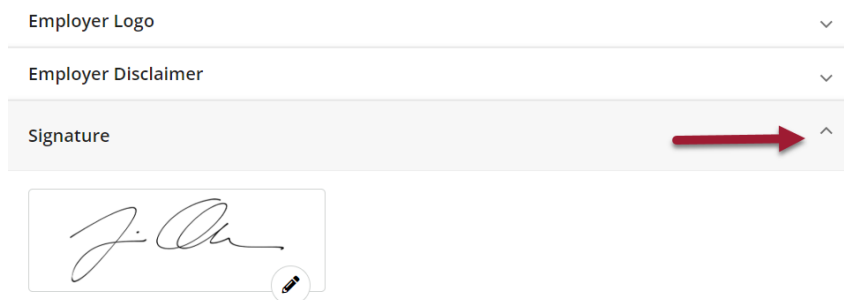
Click the caret next to **Employer Logo** to see the logo that is currently loaded for your organization. Modify the logo through the Organization Settings.

Employer Logo	^
	
The logo above will appear on all of your letters.	
Employer Disclaimer	^
Signature	^

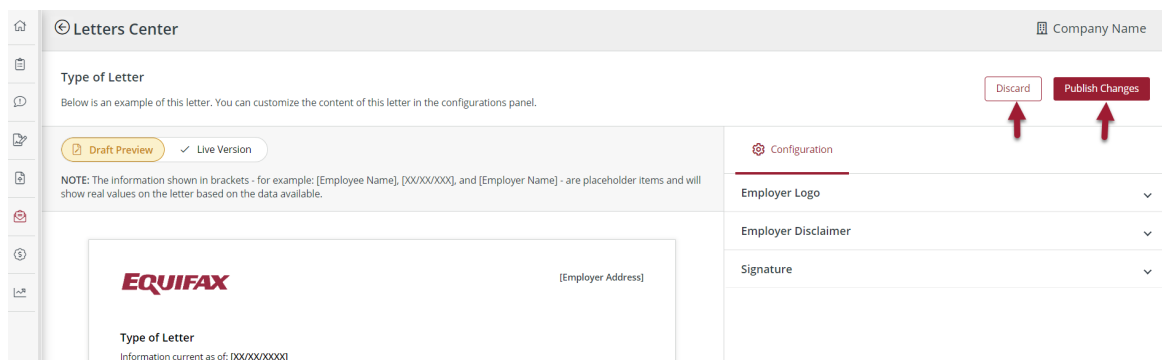
Click the caret next to the **Employer Disclaimer** to see any additional messages that are set up for that letter.

Employer Logo	^
Employer Disclaimer	^
 The Disclaimer below appears on all your letters. Updating the Disclaimer here will also reflect on all your other letters. Last Updated: 05/02/2023 Disclaimer Message: 34/1500 Message to include on this letter. Delete Disclaimer	
Signature	^

Click the caret next to **Signature** to view, add, or modify the signature that will appear on that letter. Click the **pencil icon** to edit the signature.



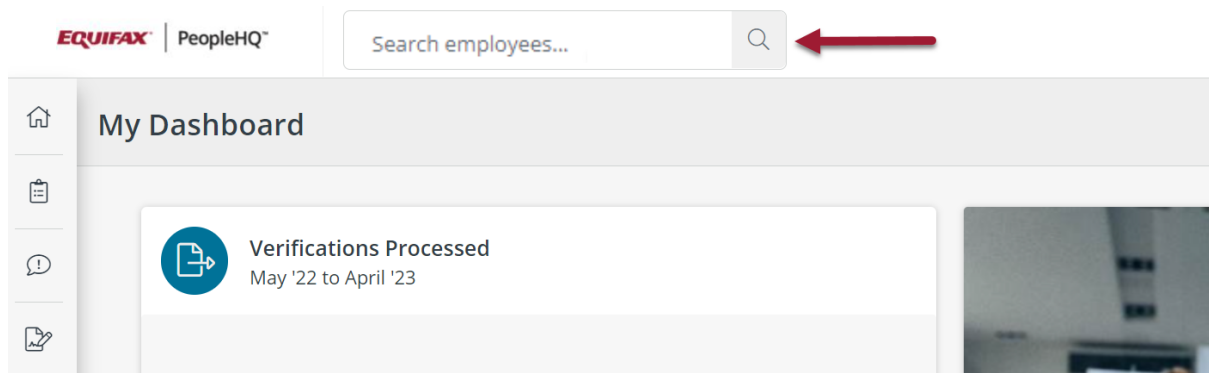
When you have completed your changes, click either **Discard** or **Publish Changes**. Discard will not save the changes. Publish Changes will save your changes, and those changes will then take effect. Your signature will be used on all enabled letters.



Generating Letters for Employees

Employees are able to generate their own letters through the Letters Center in the Employee portal, but employers also have the ability to generate letters if needed. The only type of letter that an employee is not able to generate for themselves is the Remote Work Letter. The Remote Work Letter can only be generated by the employer. Employers should provide a remote work letter, as appropriate, when requested directly by an employee.

To generate a letter for an employee, search for the employee using the **Search** field at the top of your Dashboard.



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In the **Employee Profile** screen, click **The Work Number** tab and scroll down to the **Letters** section.

The screenshot shows the 'Employee Profile' screen with the 'The Work Number' tab selected. On the left, there is a profile card for 'EN' with the employee name, status 'ACTIVE', and address '123 MAIN ST. City State Zip'. The main content area is divided into two sections: 'Statuses' and 'Salary Keys'. The 'Statuses' section has a toggle for 'Employee Record Status' set to 'Yes'. The 'Salary Keys' section has a table with one entry.

Salary Key	Date Created	Expiration Date	Status	Actions
222222	10/01/21	10/01/21	USED	[Icons]

Click the **PDF icon** for the type of letter you would like to generate for this particular employee. The letter will open in a separate tab to download or print.

The screenshot shows the 'Letters' section with a list of letter types and a 'Letters Center' button. A red box highlights the PDF icons next to each letter type.

Letters	Letters Center
Income and Employment	[PDF Icon]
Employment	[PDF Icon]
Immigration	[PDF Icon]
Public Service Loan Forgiveness	[PDF Icon]
Remote Work Letter	[PDF Icon]

Note: When you click the PDF icon next to Public Service Loan Forgiveness, the system will walk you through a series of steps to complete and generate the form.

Additionally, Public Service Loan Forgiveness Forms require additional configuration. Please refer to the [Public Service Forgiveness Form Video](#) for details.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.