

Client Training HQ

Verifier Process Flow for The Work Number

The Work Number® is an automated employment and income verification service that allows credentialed verifiers with a permissible purpose to acquire employment, income, or social service verifications by contacting The Work Number directly, instead of the employer, to retrieve information on employees.

Verifier Credentialing

To help safeguard employee data, all verifiers go through a credentialing process prior to receiving access to The Work Number. Verifiers must be credentialed to help ensure the entity is a legitimate business with an appropriate permissible purpose, as defined by the Fair Credit Reporting Act (FCRA), to obtain the information. Verifiers who do not pass credentialing are not provided with access to The Work Number service. The credentialing process includes, where applicable, review and research of the application, business, principal, and permissible purpose. Virtual onsite may also be performed. If customers successfully pass credentialing, authorized users are granted access to The Work Number.

After verifiers receive access to The Work Number, they are subject to re-credentialing and permissible purpose transaction testing, also referred to as audits, periodically to help ensure proper use of the data they have received.

Retrieving a Verification

Once a verifier has been granted access to The Work Number service, the verifier has the ability to order verifications by submitting an individual's Social Security Number as well as the valid permissible purpose. If ordering a verification that will include income, the verifier must also indicate that they have acquired consumer consent to receive income.

The report will then instantly appear on the screen for the verifier to view and download.

If a record is not instantly available, a message will appear on the screen noting that no records were found on The Work Number.

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.