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Employment Verification Reference Guide

Employment Verification, powered by The Work Number® from Equifax, is a secure service available at no charge to ADP clients that automates the process of responding to third party employment and income information requests. This service helps eliminate manual HR tasks for employers while offering a faster, less complicated and more private way for employees to get access to loans, credit and government aid. For requestors, such as lenders, property managers, creditors and government agencies (Verifiers), The Work Number offers access to accurate and dependable data instantly through payroll information provided by employers to ADP, thereby reducing processing time and allowing faster decisions. There is no cost to employers or your employees because Verifiers pay for the speed and convenience that The Work Number offers over traditional methods of manually reaching out to employers to request their employees' employment and/or income information.

How to respond to requests from Verifiers

If employers receive a call from a third party seeking to obtain or verify their employee's employment and/or income information, the caller should be directed to www.theworknumber.com.

Many lenders and government agencies utilize The Work Number today, and they often check the database before contacting the employer. They may call an employer first because they are now aware that your company is now receiving this service. However, if they have not used the service before, they can access instructions at www.theworknumber.com and click on "Verifier".

Employer Support

This guide provides helpful information for employers and employees about the benefits of the service and how it works. Additionally The Work Number staffs a team of Client Service Representatives (CSRs) dedicated to assisting employees and verifiers using The Work Number service.

Client Service Center

Phone: 866-678-8748

adpevsupport@theworknumber.com

TTY for Hearing Impaired: 800-424-0253

Monday – Friday

Eastern: 8:00 AM - 8:00 PM

Saturday

Eastern: 9:30 AM - 6:00 PM



Employee Support

Employers should provide the Client Service Center telephone number (866-604-6572) to employees, verifiers, and government agencies to contact when needing assistance using The Work Number. The Work Number CSRs are trained and monitored to ensure they offer the highest level of assistance to all callers. We are here to help and answer questions.

Employee Service Center

Phone: 866-604-6572

Monday – Friday

Eastern: 8:00 AM - 9:00 PM

Saturday

Eastern: 9:30 AM - 6:00 PM

Employer and Employee Support are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

The Work Number – how does it work?

1. ADP provides the **employer's updated payroll** information to The Work Number after each payroll cycle.
2. When an **employee engages in a financial transaction**, such as applying for a credit card or a mortgage, a Verifier will need to verify the employee's current employment and/or income information. Similarly, after an **employee has obtained credit or government aid**, the Verifier may need employment and income data to review an account to determine whether the employee continues to meet its terms or to verify that the employee is qualified to continue to receive a benefit. Generally, the employee will have consented to the Verifier's request for employment and income information when signing an application for a loan, credit or aid.
3. Before receiving access to The Work Number, all Verifiers must successfully pass a **credentialing** process that validates the organization's identity and the uses for which they are requesting the employee information. Verifiers are also authenticated each time they login to the system—a confirmation of both the organization and the individual user who is requesting the information.



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4. Every time a request for employment information is made, the Verifier must provide a valid reason or **permissible purpose** for the request, as defined by Fair Credit Reporting Act (FCRA). Common permissible purposes include: for the extension of credit, applying for a loan, mortgage, for employment purposes or requesting a social service benefit. Other permissible purposes include determining whether an employee is qualified to continue to receive a benefit, underwriting insurance, collecting a debt or enforcing other terms of a loan, credit transaction or government benefit.
5. Likewise, for every income information request, the Verifier must provide a permissible purpose and certify to The Work Number that the **employee's consent** was obtained – typically in the application. As a matter of policy, The Work Number does not provide income verifications to any Verifier identified during the credentialing process as a third party collection agency.
6. Verifiers are subject to audits by The Work Number to **ensure compliance** with its data-use policies and consent requirements.
7. With the above-mentioned safeguards in place, The Work Number can provide verifications **24 hours a day, 7 days a week**. This level of instant access and flexibility makes The Work Number highly useful to Verifiers, who readily use the system over trying to contact employers directly for the data.
8. **Neither you nor your employees are charged for verifications** via The Work Number. Verifiers pay a transactional fee which can be a cost effective way for them to quickly obtain the information they need to do business with or provide benefits to employees.



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Introductory Email Message to send Employees

Subject: New Employee Benefit - Automated Employment Verification

Are you applying for credit, leasing or renting, financing a purchase, or applying for government services? If yes, we've made it a lot easier for you to get proof of income or employment when you need it without calling HR.

We have partnered with The Work Number® service, which is a simple, secure and private way to get your employment and/or income information to the companies that need it. It's available 24/7, so that you can get the decisions you need when you need them.

From now on if the banker, the property manager, the car dealer or caseworker asks you how much money you make or to prove where you work, just send them to:

- www.theworknumber.com
- 800-367-5690 M-F 8:00 am to 8:00 pm (ET)
- member@equifax.com

Simple as that. Visit www.theworknumber.com and click on “Employee” to learn more.



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webManager Administrative Tool

webManager gives employers the ability to monitor and manage their verification service through the following employer functions:

Employer Reports

Provides a clear view of the performance and value provided by The Work Number service through monthly activity reports, a dashboard verification report of usage for the past 12 months, and real-time statistics for week-to-date, month-to-date, and past-month activity.

Employee Management

Allows employers to make adjustments to individual employee records through the following functionality:

- If The Work Number cannot authenticate an employee, the designated web manager needs to verify their identity and unlock the account
- Change an employee's employment status from active to inactive
- Block or unblock an employee's data from being accessed (by that employee and verifiers)
- Notify The Work Number of an employee's dispute of their information through the Employer Data Dispute Assistance feature
- See the information presented on an employee's verification with Employment Verification Data

Getting Started

Designate an administrator and contact Solutions Support at 866-678-8748 or adpevsupport@theworknumber.com and provide his or her contact information. Once you are set-up as an administrator, follow the directions below to access webManager.

- Go to: www.theworknumber.com
- Click Login and then Employer/webManager to get to your personal secure account
- Enter your employer name or employer code
- First time users should select "Click Here" under Register Now, otherwise enter your User ID and PIN



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Instructions for Naming by Division

If you have multiple company names that should appear on the response to a verifier, please contact adpevsupport@theworknumber.com about establishing "Naming by Division". Establishing "Naming by Division" will result in the appropriate company name appearing as the employer on the response to the verifier.




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Types of Verifications

Sample Verification of Employment (VOE)

The verification of employment is the most commonly requested type of verification. It is frequently used for granting credit or to provide employment history for pre-employment screening. This type of verification provides basic information about an employee's job: employer name and headquarters address, title, employment status (active/inactive) and length of time with the employer.

EQUIFAX		VERIFICATION SERVICES	
Complete			
Comp over 1000	7/2/18	Current	
ROSEANNE SMITH XXX-XX-5001			CURRENT AS OF 03/31/2018
Order Information			
Verified On:	03/22/2018		
Verification Type:	Employment		
Permissible Purpose:	Consumer's application for credit		
Reference Number:	5887845840		
Tracking Number:	NA		
Employer			
Employer:	Comp over 1000 (100003)		
Headquarters Address:			
Address1:	100 ABC		
Address2:	Data not provided		
City:	ABC		
State:	NY		
Zip Code:	53184		
Employer Disclaimer:	Please use Headquarters Address above for garnishment requests.		
The Average Hours Worked shows the actual hours worked for the most recent pay period.			
Employment			
Division:	3UP		
Employment Status:	Active		
Most Recent Start Date:	07/02/2018		
Original Hire Date:	07/02/2018		
Total Time With Employer:	0 Years, 0 Months		



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Social Service Verifications

Various government social service agencies manage economic self-sufficiency programs that administer federal, state or local public assistance funds to low-income families and individuals. Eligibility for these programs is determined by an applicant's monthly income. Social service agencies must verify the applicant's employment and income before providing assistance. The Work Number is used by federal agencies to verify eligibility, recertify recipients and perform fraud and quality checks. The service helps agencies deliver the right benefits to the right beneficiaries when they need them. Some companies provide medical benefit information to the service. This is not applicable to ADP clients. Therefore, Social Service Verifications for employees of ADP clients will display "Data Not Provided" in the medical benefit fields of this verification.

ROSEANNE SMITH XXX-XX-5001		Information Current As Of 03/31/2018
Verification of Social Services Verification		
Order Information		
Verification Type:	Social Services Verification	
Permissible Purpose:	Employee's eligibility for a benefit granted by a governmental agency, - we are required by law to consider the employee's financial responsibility or status	
Reference Number:	5887801730	
Tracking Number:	NA	
Employee		
Address 1:	5 GRAND STREET	
Address 2:	Data not provided	
City:	IRVINE	
State:	CA	
Zip:	92620-1707	
Phone Number:	Data not provided	
Date of Birth:	04/02/1965	
Employment		
Employer:	Comp over 1000 (100003)	
Headquarters Address:		
Address 1:	100 ABC	
Address 2:	Data not provided	
City:	ABC	
State:	NY	
Zip Code:	53184	
Employer Disclaimer:	Please use Headquarters Address above for garnishment requests.	
	The Average Hours Worked shows the actual hours worked for the most recent pay period.	
Federal Employer Identification Number (FEIN):	999880005	
Division:	3UP	
Union Affiliation:	Data not provided	
Work Location (Job Site):		
Address1	Data not provided	
Address2	Data not provided	
City	Data not provided	
State	XX	
Zip	Data not provided	
Employment Status:	Active	
Most Recent Start Date:	07/02/2018	
Original Hire Date:	07/02/2018	
Reason for Termination:	Data not provided	
Total Time With Employer:	0 Years, 0 Months	
Job Title:	ASSOCIATE	
Benefits		
Medical Insurance:	Data not provided	
Dental Insurance:	Data not provided	

Benefits

Medical Insurance: Data not provided
Dental Insurance: Data not provided
Vision Insurance: Data not provided

Workers' Compensation Data not provided

Income and Deductions

Rate of Pay: \$18.00
Employee Pay Frequency: Hourly
Avg. Hrs. Worked/Pay Period: 90
Pay Cycle: BI-weekly

Income Summary

	Base Salary	Overtime	Commissions	Bonus	Other	Total
2016	\$4,358.16	\$31.77	\$25.13	\$0.00	\$43.10	\$4,458.16
2015	\$49,400	\$3,158.07	\$936.59	\$1,500.00	\$105.98	\$55,100.64
2014	\$46,500	\$2,650.15	\$901.45	\$1,250.00	\$99.55	\$51,401.15

Pay Period Detail Data not provided

Historical Pay Period Summary

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings	Net
01/15/2016	01/28/2016	90	\$2,179.08	\$1,281.08
01/01/2016	01/15/2016	90	\$2,179.08	\$1,281.08



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