



What is The Work Number?

THE WORK NUMBER[®] is a service of TALX Corporation that provides an automated process to handle employment verifications. It provides employment and salary verification within a matter of minutes. This fast, secure service is used for mortgage applications, reference checks, loan applications, and apartment leases; anything that requires proof of employment. It is quick, accurate, and best of all, it's easy.

Requested information is printed directly from their Web site at www.theworknumber.com or voiced and/or faxed to verifiers who access the system through an 800 number.

What information is provided?

Wayne County sends data from payroll files to TALX after each payroll run. The information allows TALX to provide:

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Total time with Wayne County
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay, overtime, bonuses, and commissions.
- Gross earnings for last year and two years past, including base pay, overtime, bonuses, and commissions.

How does it work?

The process of obtaining employment and salary information through **The Work Number**[®] is easy.

1. Wayne County provides updated employment and salary information files to The Work Number[®] after each payroll cycle.
2. The employee provides the verifier his/her social security number, Wayne County's employer code, and a Salary Key (if the employee wants to allow the verifier obtain salary information).
3. The verifier contacts **THE WORK NUMBER**[®] and enters the employer code, the employee's SSN, and the **Salary Key** (if requesting salary information). The verifier can contact **THE WORK NUMBER**[®] via the Internet or 800 number.
4. The Internet displays the information and the 800 number voices the information. If the verifier accesses the data via the Web site, he/she is able to print a copy of the verification from his/her desktop. If the verifier accesses data via the 800 number, the caller has the option to enter a fax number when prompted, and the system automatically sends a fax with all the information.

How does an Employee get a Salary Key to allow access to their income data?

When employees provide verifiers with a Salary Key, they are giving the verifier permission to access their salary information.

A Salary Key is not required if the verifier does not need salary information. Salary Keys are not required for employment verifications from **THE WORK NUMBER**[®]. The Verification of Employment includes job title, total time with company, and start or termination date.

To generate a Salary Key, the employee goes to the web site at www.theworknumber.com or dials 1-800-367-2884. The employee will be prompted to enter the employer code and his/her password. Once logged in, the employee will select the option to create a salary key and the system will generate a 6-digit random number. The salary key is displayed or voiced to the associate. A Salary Key is valid for **one salary verification by one verifier**. The employee must create a new Salary Key for each verifier as needed, and may have up to three codes active at one time.

How does an Employee get the Password that is required to obtain a Salary Key?

Do you have any questions?

The password is the employee's Birth Month, Birth Date and Last 4 digits of Social Security Number in the format MMDDSSSS.

How will this new service be communicated to Employees?

Look for updates to be sent by e-mail and on the County Net at <http://intranet.wc>

What are our responsibilities?

Even though we will communicate these new procedures to every employee, we know that most employees will still have questions about how to obtain employment verification when they need one. Here is what will make **THE WORK NUMBER®** a success.

1. You may begin to use **THE WORK NUMBER®** immediately.
2. Frequently remind employees of these new procedures through newsletter articles, new employee orientation, etc.
3. When you receive an employment verification request, forward to Personnel/Human Resources as is current procedure. They will return the request to the verifier along with instructions on how to use **THE WORK NUMBER®**. Remember that the verification can be completed instantly with the proper codes, so you are not delaying the process by returning the request.
4. If the verifier or the employee has any questions, or needs additional instructions on how to use the system, refer them to **THE WORK NUMBER®** client service center at 1-800-996-7566. The Client Service Center is available Monday through Friday, 7:00 a.m. to 8 p.m. Central time.

States and agencies may contact **THE WORK NUMBER®** at www.theworknumber.com or 800-660-3399 to receive automated access to Social Service verifications. These verifications are not voiced but are faxed directly to a registered fax in the agency office.

Examples of State Social Service Programs:

- ◆ Food Stamps
- ◆ Aid to Families with Dependent Children (AFDC)
- ◆ Temporary Aid to Needy Families (TANF)
- ◆ Medicaid
- ◆ Women, Infants and Children (WIC)
- ◆ Housing Program

State agencies and agency names may vary. State agencies will receive the following information; name, address, YTD earnings and two past year gross earnings *totals*, associate home address, Medical / Dental Insurance Status & Carrier, last 12 pay period dates, hours worked, and gross wages.

If you have questions about this system, please call **THE WORK NUMBER®** client service team at 800-996-7566.