

The Work Number

Employment and Income Verification Service

Frequently Asked Questions



1. What is The Work Number?

The Work Number® is an automated service that allows organizations to outsource their employment and income verification process. It is currently used by approximately 3,000 businesses and other organizations nationwide to securely provide instant employment and income verifications. University of Miami employees provide The Work Number website (www.theworknumber.com) when applying for a loan, buying a car, leasing an apartment, or similar instances where proof of employment or income is needed. The service is available 24 hours a day, seven days per week, making it faster for University employees to have their income verified for credit rapidly and easily, even on weekends or during evening hours, often without the need to provide further cumbersome paper documentation such as pay stubs to lenders or other service providers.

2. Is the information secure?

The Work Number is SSAE16, FISMA NIST 800-53 and ISO 27001 certified. The Work Number employs risk based authentication and data encryption technologies and house The Work Number data in an isolated network.

3. What information is provided to The Work Number and how often is the information updated?

An employee's base pay is annualized and provided, as well as other Year-To-Date (YTD) earnings. Base pay represents the annualized pay for your Primary position. For part-time employees, the Full-Time Equivalent (FTE) percentage is used to annualize base pay.

Base pay is provided for all categories of employees with the exception of monthly-paid temporary employees (faculty or staff) and monthly-paid graduate students. Earnings for monthly-paid temporary faculty and staff and monthly-paid graduate students, paid via *Activity Pay* on the pay slip, will be reported as *Other Income* to The Work Number. In addition, earnings for all other categories of monthly paid faculty and staff who hold multiple positions, paid via *Activity Pay* on the pay slip, will be reported as *Other Income*.

NOTE: Certain earnings are not reported to the Work Number, such as: Life Insurance-Imputed Income, Tuition Remission-Imputed Income, Long Term Disability –Imputed Income, or Short-Term Disability Income.

4. I have an additional job(s), how and when are these earnings reported?

Earnings are captured via *Activity Pay* on your pay slip and is reported as *Other Income* to The Work Number. *Other income* is reported when earned as YTD earnings. *Activity Pay* is not considered base pay and is not reported to The Work Number until earned. For example, if you are scheduled to earn *Activity Pay* totaling \$12,000 over a six month period, each increment is reported to The Work Number as it is earned.

5. When I complete a loan application, one of the questions asked is, “What is my annual salary?” Where can I locate this information in Workday?

Your annualized salary is located on your Profile in Workday. To access your profile, click on your name from the Workday home screen. Listed in the blue pane beneath your name, click on *View Profile*, then you will find *Compensation* on the blue pane located on the left of the screen. Once you click on this link, in a section titled ‘Plan Assignments’, you can locate the Effective Date of the most recent pay change, as well as your annualized salary if you are paid on a monthly basis and your hourly pay rate, if you are paid on an hourly basis. Full time Hourly paid employees can annualize pay, based on scheduled weekly hours, by multiplying your scheduled annual hours times your hourly pay rate as follows:

Scheduled Weekly Hours	Scheduled Annual Hours
36	1,872
37.5	1,950
40	2,080

NOTE: Part Time Hourly employees must multiply their scheduled weekly hours by 52 (weeks in one year), times their hourly rate. Follow the example below:

Scheduled Weekly Hours	Scheduled Annual Hours	Hourly Rate	Annual Salary
20	1040	\$10.00	\$10,400

6. What Earnings are provided to The Work Number?

The University provides earnings using the following categories:

- A. Base Pay
- B. Bonus
- C. Overtime
- D. Commission
- E. Other Income

7. I receive *Activity Pay* in my pay check. Are these earnings included in my annual base salary?

No. This type of pay will be reported as *Other Income*.

8. The Work Number is asking me to enter an employer code. What is the Employer Code for our organization?

25389

9. Who is considered a verifier?

A verifier can be any lending institution, property manager, or other business that needs to verify employment or income.

10. How long does it take for my employment and/or income to be verified through The Work Number?

The verification is typically provided instantly. In addition, the automated service is available anytime, anywhere.

11. What is a commercial verification?

Standard employment and income verifications are commonly referred to as commercial verifications.

12. Do I need anything special to obtain income verification?

The Work Number requires that verifiers have employee authorization to access income information. This provides the employee with control over who has the ability to access their income information.

13. What is a salary key?

A Salary Key is a six digit electronic signature that is good for a one-time use by a verifier. It is one form of employee authorization given to release income information. To generate a Salary Key, visit www.theworknumber.com or dial 1-800-367-2884. You will be prompted to enter the employer code and password.

14. What information is in the system?

The Work Number contains your employment history at UM, such as your recent job title, and employment dates. If you authorize salary information to be provided, it will include: Total Pay to Date per year, Gross and Net pay by pay period only. Any other earnings that add or deduct from your income are not broken out by The Work Number.

15. I have more than one paid position at the University. How is that communicated to The Work Number?

Your primary position will be reported as *Base Pay*. The additional position(s) are captured via *Activity Pay* on your pay slip and is reported as *Other Income* to The Work Number. *Other Income* is reported when earned as YTD earnings and earnings are reported to The Work Number weekly. *Activity Pay* is not considered *Base Pay* and is not reported to The Work Number until earned. Therefore, *Activity Pay* is not included in *Base Pay*.

16. HOW DO I REQUEST AUTOMATED VERIFICATION FOR MYSELF?

Employees and former employees (who left after December 31, 2014) can use the automated system to receive verification information for themselves.

Review the How to Video:

<http://www.theworknumber.com/demos/Employees/EmploymentDataReport.htm>

Follow the Steps Below:

1. Go to [The Work Number web site](#)
2. Select **I'm an Employee**
3. Follow the on-screen prompts to log in
4. Under Access Your Employee Account, click **Enter Employee Section**
5. Click **Get Your Employment Data Report**
6. Click **Employment Data Report Request Form**
7. Print the form and fill in the requested information
8. Mail or fax the form using the contact information on the form

17. What information is provided for employment verifications?

UNOFFICIAL COPY		For Demonstration Purposes Only				
The following information is provided in response to your request for an Employment Plus Income Verification on: 01/28/2018.						
Verification Type:	Employment & Income Verification					
Permissible Purpose:	Consumer's application for credit					
Information Current As Of:	12/29/2017					
Employer:	University of Miami (25389)					
Headquarters Address:						
Street:	1320 South Dixie Highway, Gables One Tower #600D					
City:	Coral Gables					
State:	FL					
Zip Code:	33146					
Division:	Data Not Provided					
Employee Name:	Name					
Social Security Number:	XXX-XX-8215					
Employment Status:	Active					
Most Recent Start Date:	02/09/2009					
Original Hire Date:	02/09/2009					
Total Time With Employer:	2 Years, 11 Months					
Job Title:	Assoc. Professor of Clinical					
Rate of Pay:	\$211,283.07 Annually					
Average Hours Per Pay Period:	0					
Year	Base Pay	Overtime	Commission	Bonuses	Other Income	Total Pay
2017	\$211,283.07	\$0.00	\$0.00	\$0.00	\$15,159.38	\$226,442.45