



What is The Work Number/TALX?

THE WORK NUMBER[®] is a service of TALX Corporation that provides KU employees with an automated process to handle employment and income verifications. It allows our employee to have their employment and income verified within a matter of minutes. This fast, secure service is used for mortgage applications, reference checks, loan applications, apartment leases, government aid or most other applications that require proof of employment. It is quick, convenient and best of all, it's easy.

Requested information is printed directly from their Web site which is accessed via the [KU Portal myKU](#) or voiced and/or faxed to verifiers who access the system through an 800 number.

What information is provided?

KU has contracted with TALX to handle employment verifications for all employees using data from our HR/Pay system. Data are sent to TALX on each biweekly pay date. The information allows TALX to provide:

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay and premium pay.
- Gross earnings for last year and two years past, including base pay and premium pay.

How does it work?

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

1. The University of Kansas HR/Pay system provides updated employment and income files to The Work Number[®] on each biweekly on-cycle pay date.
2. The employee provides the verifier 1) his/her social security number, and 2) KU employer code of 13067. If the verifier is requesting salary they will require a signed release, if the verifier is not a regular user of **THE WORK NUMBER**[®] they may request a salary key is created. Less than 3% of the verifiers request a salary key.
3. The verifier contacts **THE WORK NUMBER**[®] and enters the information. The verifier can contact **THE WORK NUMBER**[®] via the Internet or 800 phone number. If the verifier is not a regular customer of the Work Number, they may request the employee create a salary key to release income.
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 their 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 of the information.

How does an Employee create a Salary Key?

One form of employee authorization is a Salary Key.

Employee authorization is not required for a Verification of Employment. The Verification of Employment includes job title, total time with company, and start or termination date. The majority of our verifications will be Verifications of Employment, requiring no employee authorization.

To generate a Salary Key, the employee goes to the [KU Portal myKU](#) or dials 1-800-367-2884. If using website, employee will log in using their KU Online ID and Password.

If using phone service the employee will use their last 4 digits of their Social Security Number and the 4 digits of their birth year as their pin and will need to provide the KU employer code of 13067.

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 employee. A Salary Key is valid for **a single use**. 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?

The TALX system is set up for an employee to use their KU Online ID and Password to access if using website, if not the employee will use their KU Online ID and will use the last 4 digits of their SSN and 4 digit birth year as their pin.

Why did KU decide to outsource employment verifications?

Currently, the human resource department bears the cost of processing employment verifications, including time, labor, fax, and postage charges. Using **THE WORK NUMBER**[®] virtually eliminates this processing cost for KU.

Verifiers pay a fee to obtain employment and income verifications from The Work Number. The practice of paying a fee for employment verification is widely accepted and generally taken from the loan-processing fee that most lending institutions or property managers charge for loan or rental applications. Our employees are not charged any additional fees for this service by KU or TALX.

If you receive any questions regarding the fees or services of **THE WORK NUMBER**[®], you must immediately direct callers to **THE WORK NUMBER**[®] Client Service Center at 1-800-996-7566. It is not your responsibility to explain the Work Number service to verifiers.

How will this new service be communicated to Employees?

Human Resource Management will be sending out email to employees and will include information on our web site.

What are HRM 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 it to Human Resources Management as is current procedure. Human Resources Management 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.

What is a Social Service Verification?

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 (or SNAP)
- ◆ 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*, Medical / Dental Insurance Status & Carrier, last 12 pay period dates, hours worked, and gross wages.

Do you have any questions?

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