

Consolidated Platform Order User Guide



Consolidated Platform Order User Guide

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How to Order an Instant Verification of Employment

Purpose/Summary

This article explains how to order and retrieve an instant Verification of Employment through theworknumber.com website.

Product

The Work Number - Verifier - CSF

Details

Follow these steps to retrieve an instant Verification of Employment.

- Enter order Information: SSN, Tracking Number & Permissible Purpose. NOTE: Some employers require using an alternate Employee ID rather than using an SSN. If this is a requirement for you, please check this box.
- 2. Select the "Employment" icon under "Verification Type".
- 3. Click Start Order.



- 4. Enter Order Information to designate which records to retrieve.
- 5. Click "Next".

New Order	Audit or Reverify a Verification (3) Help (3)
Order Information Please complete the form below.	<mark>≓ Cart 1</mark> ■ Employment IN PROGRESS Delete
EMPLOYMENT RECORDS FROM Select One Select One Current Employers Current Employers	
Previous Employers Stemag	< Back Next > 5

- 6. Your order is now complete.
- 7. Click "**PDF**" to download a PDF copy of the verification.
- 8. To view the verification again, click on the "**My Orders**" tab.
- When on the "My Orders" screen, you will need to click the "**View Details**" button next to the verification you wish to view. The Work Number verifications are generally available on this screen for 7 days and then additional fees may apply.

New Order 📳 My Orders	Audit or Reve	rify a Verification 💿 Help 🔕	
Report Output	-		
Thonk Youll y			
	mormation is listed below.		
his Order 🚯		PDF 🛓	
- THE WORK NU	MBER® VERIFICATION OF EMPLOYMENT		
Individual's Name	xxx-xx- 0000	RECORD 1 OF 3	
EMPLOYER: COMP OVER	1000(100003) CURRENT AS OF 02/21/2	021 WORK	
Order Information		New Order 👔	Audit or Reverify a Verification 🕙 Help 📀
Verified On:	01/31/2022	My Orders	
Reference #:	989034884567	Search Orders	
Employer			
Employer:	Comp over 1000(100003)	Enter an Order ID, Reference #, Name, SSN/EIN, etc.	ters
Headquarters Address:	100 ABC		
Enderal	ABC NY 53184	Should you not find your order below, you can request an request an audit copy. Charges may apply.	
Employer Identification Number (FEIN):	Data not provided	Order ID Tracking Number Name	Order Date Last Updated Details
Employer Disclaimer:	Please use Headquarters Address above for garnishment requests.	<u>5855427877236</u>	01/31/2022 01/31/2022 View Details
	The Average Hours Worked shows the actual hours	<u>8466928504267</u>	01/26/2022 01/26/2022 View Details
	worked for the most recent pay period.	<u>1552277042995</u>	01/26/2022 01/26/2022 View Details
Employment		<u>7342603005093</u> 123	01/25/2022 01/25/2022 View Details
Division:	3UP Original Hire Date:	5234762752391 Test 101 Test Test	01/11/2022 01/12/2022 View Details
Job Title: Employment Status: Most Recent Start Date:	ASSOCIATE Total Time With Employ	rr: Displaying 1 - 5 of 5	e e t s a
most nevent start sale.	WITH WITH WITH		

How to Order an Instant Verification of Employment and Income

Purpose/Summary

This article explains how to order and retrieve an instant Verification of Employment and Income through theworknumber.com website.

Product

The Work Number - Verifier - CSF

Details

Follow these steps to retrieve an instant Verification of Employment and Income.

- Enter order Information: SSN, Tracking Number & Permissible Purpose. NOTE: Some employers require using an alternate Employee ID rather than using an SSN. If this is a requirement for you, please check this box.
- 2. Select the "Employment & Income" icon under "Verification Type".
- 3. Click **Start Order**.



- 4. Enter Order Information regarding consent. You must have consent from the employee/applicant if you are ordering an Income Verification. If you do not have consent, you may only view employment information.
- 5. Enter Order Information to designate which records to retrieve (if applicable).
- 6. Click "Next".



- 7. Your order is now complete.
- 8. Click "PDF" to download a PDF copy of the verification.
- To view the verification again, click on the "My Orders" tab.
 When on the "My Orders" screen, you will need to click the "View Details" button next to the verification you wish to view.



How to Order a Researched Verification of Employment

Purpose/Summary

This article explains how to order and retrieve a researched Employment Verification through theworknumber.com website.

Product

The Work Number - Verifier - CSF

Details

Follow these steps to retrieve a researched Verification of Employment.

1. When an instant verification is not available for an individual, you will receive the message "No records were found in our instant database, but we can still help!". Click on **Learn More**.



 Choose the option you would like for completion timeframe – Priority Next Day, Priority Two Day or Standard. Click Order Now for the Option you have chosen.



3. Another form will appear when we need additional information to complete your order. Notice the checkbox at the top that asks if you would like us to continue working on your order if it is not fulfilled in the applicable time frame. If that box is checked, your order will be converted to the Standard VOE offering if the Priority verification is not fulfilled within the designated time frame. If this box is selected and the Priority order is not fulfilled, you will be billed the Standard VOE price.

Enter the information and click Next.

EMPLOYMENT					Add Employer	
FIRST NAME*	LAST	NAME*		EMPLOYE	R NAME*	
EMPLOYER ST. ADDRES	S EMPL	OYER STATE*		EMPLOYE	R ZIP CODE*	
	Sele	ect One	~			
EMPLOYER COUNTRY*	EMPL	OYER PHONE				
United States	~					
AUTHORIZATION FORM*	0					
Select One	×					
ADDITIONAL EMPLOYER	INFORMATIO	N				
		11				
	0					
ORK E-MAIL*	PH	ONE*		SI	ECONDARY EMAIL	ADDRE

Your order is now pending. You will receive an email when the verification is complete.

- 4. To view the verifications, click on the "My Orders" tab.
- 5. When on the "My Orders" screen, you will need to click the "**View Details**" button next to the verification you wish to view.

New Order	Orders		Audit or Reverif	y a Verification 💽	Help 👔
Enter an Order ID, Reference	e #, Name, SSN/EIN,	etc. Q	≇ Filters		
Should you not find your order belo	w, you can request an <u>reg</u>	<u>uest an audit copy</u> . Charges ma	ay apply.		
▼ Order ID	Tracking Number	Name	Order Date	Last Updated	Details
<u>5855427877236</u>			01/31/2022	01/31/2022	View Details
<u>8466928504267</u>			01/26/2022	01/26/2022	View Details
<u>1552277042995</u>			01/26/2022	01/26/2022	View Details
<u>7342603005093</u>	123		01/25/2022	01/25/2022	View Details
<u>5234762752391</u>	Test 101	Test Test	01/11/2022	01/12/2022	View Details
Displaying 1 - 5 of 5			¢	(1) »	

- 6. Your order is now completed and the verification is open to view.
- 7. Click "**PDF**" to download a PDF version of the verification.

New Order	Drders	Audit or Reverify a Verifi	ication 🕙 Help 🔞
This Order			
 MANUAL VER 			
EXAMPLE ORDER	XXX-XX-0000	RECORD 1 OF 1	COMPLETE
IPLOYER: EXAMPLE	ORDER	CURRENT AS OF 02/08/2022	
der Information			
/erified On:	02/08/2022		
Reference #:	46265576955		
Completion Type:	Verbal		
Employer			
Employer:	ExampleOrder		1
Contact Name:	Verfier First & Last Name		
Contact Job Title:	Data not provided		
Date Contacted:	02/08/2022		
Contact Phone Number	555-555-5555		
Contact Info Source:	www.google.com		
Headquarters Address:	123 Example Order		
	Des Moines IA 50266		
Federal Employer Identification Number (FEIN):	Data not provided		
mployment			
Job Title:	Associate	Original Hire Date:	01/01/2021
Employment Status:	(ACTIVE	Total Time With Employer:	1 Years, 1 Months
Most Recent Start Date:	01/01/2021		
	and the second	and a second s	the state of the second

How to Order a Researched Verification of Employment and Income

Purpose/Summary

This article explains how to order and retrieve a researched Employment and Income Verification through theworknumber.com website.

Product

The Work Number - Verifier - CSF

Details

Follow these steps to retrieve a researched Verification of Employment and Income.

 When an instant verification is not available for an individual, you will receive the message "No record was found that matched your search criteria on our instant database". Click on **Request Manual Verification** to enter additional information and we will contact the employer.

New Order 📑	My Orders 🚞		Audit or F	Reverify a Verification 🧿	Help 🕜
Report Output	:				
Thank You!	Your order inform	nation is listed below.			
This Order 0					PDF 🛓
🚽 ORDE	ER DETAILS				
Requestor: Organization: Email: Address Cell Phone: Work Phone:	DEMO 123 TEst		Inquiry Date: Inquiry SSN: Inquiry Type: Permissible Purpose: Tracking Number:	VOI Consumer's application for cre	dit
NOTICE: If a perm report data.	nissible purpose is sta	ated above, it is applicable only to the portion	on of this output that includ	les The Work Number data and/or	other consumer
No record Manua Click the I we will co verification requests fr 3 business Request	d was found that n I Verification button below to e intact the employ a are returned with or income verificat a days.	natched your search criteria on our in n (1-3 Business Days) enter additional information and ter. Most requests for employment in 1-2 business days, while ion are typically returned within 1-	nstant database.		

2. Complete the additional information requested along with your contact information. Click **Next**.

Additional Information Please enter the additional inform information.	nation below and we will work to	o attain the employment
EMPLOYMENT & INCOM	ME	Add Employer
FIRST NAME*	LAST NAME*	EMPLOYER NAME*
EMPLOYER ST. ADDRESS	EMPLOYER STATE*	EMPLOYER ZIP CODE*
	Select One	
EMPLOYER COUNTRY*	EMPLOYER PHONE	
United States		
AUTHORIZATION FORM* ?		
Select One		
ADDITIONAL EMPLOYER INFO	ORMATION	
	4	
	~~	
YOUR INFORMATION	0	
WORK E-MAIL*	PHONE*	SECONDARY EMAIL ADDRESS
By clicking "Next" you agree to the	Terms and Conditions	9
		< Back Next >

Your order is now pending. You will receive an e-mail when the verification is complete.

- 3. To view the verifications, click on the "**My Orders**" tab.
- 4. When on the "My Orders" screen, you will need to click the "**View Details**" button next to the verification you wish to view.

<u></u>				
New Order 🐌 🗁 My Orders 3		Audit or Reveri	fy a Verification 🧿	Help 🕜
Search Orders				
Enter an Order ID, Reference #, Name, SSN/EI	N, etc. Q	-00- Filters		
Should you not find your order below, you can request an r	<u>equest an audit copy</u> . Charge	es may apply.		
ORDERS				
Order ID Tracking Number	Name	Order Date	Last Updated	Details
<u>7621329558740</u>		04/04/2022	04/04/2022	View Details 4
<u>6236411959230</u>		04/04/2022	04/04/2022	View Details
7171985104305		04/04/2022	04/04/2022	View Details
4303502925915		04/01/2022	04/01/2022	View Details
9075822284498		04/01/2022	04/01/2022	View Details
<u>3149432274358</u>		04/01/2022	04/01/2022	View Details
<u>5412802082121</u>		04/01/2022	04/01/2022	View Details

- 5. Your order is now completed and the verification is open to view.
- 6. Click "**PDF**" to download a PDF copy of the verification.

Му С	Drders		
This Order			
➡ MANUAL VER	IFICATION 5		
EXAMPLE ORDER	XXX-XX-00	000 🖹 RECORD 1 OF 1	COMPLETE
MPLOYER: EXAMPLE	ORDER	CURRENT AS OF 02/08/2022	
order Information			
Verified On:	02/08/2022		
Reference #:	46265576955		
Completion Type:	Verbal		
Employer			
Employer:	ExampleOrder		1
Contact Name:	Verfier First & Last Name		
Contact Job Title:	Data not provided		
Date Contacted:	02/08/2022		
Contact Phone Number:	555-555-5555		
Contact Info Source:	www.google.com		
Headquarters Address:	123 Example Order		
Enderal	Des Moines IA 50266		
Employer Identification Number (FEIN):	Data not provided		
Employment			
Job Title:	Associate	Original Hire Date:	01/01/2021
Employment Status:	@ ACTIVE	Total Time With Employer:	1 Years, 1 Months
Most Recent Start Date:	01/01/2021		

How to Submit an Authorization Form for a Researched Verification

Purpose/Summary

This article explains how to submit an authorization form for researched verifications on theworknumber.com website.

Product

The Work Number - Verifier - CSF

Details

Authorization forms can be submitted by upload or fax. The options of either uploading your authorization form or downloading a fax cover sheet are available while completing a new order on an offline verification form, or you can also choose between the two options on any pending order screen.

Uploading an Authorization Form via an Offline Verification Form

1. In the "Employment and Income" or "Employment" section, respectively, click the "**Authorization Form**" drop-down menu.

		Add Employer
FIRST NAME*	LAST NAME*	EMPLOYER NAME*
EMPLOYER ST. ADDRESS	EMPLOYER STATE*	EMPLOYER ZIP CODE*
	Select One	
EMPLOYER COUNTRY*	EMPLOYER PHONE	
United States		
AUTHORIZATION FORM*		
Select One 💙	U	
ADDITIONAL EMPLOYER IN	FORMATION	
	0	
	PHONE*	SECONDARY EMAIL ADD
YOUR INFORMATION	PHONE*	SECONDARY EMAIL ADD

2. Select "Upload" from the drop-down menu.

If fax is chosen, a fax cover sheet can be downloaded on the following screen (see "Uploading An Authorization Form via Pending Order Screen" in the next section of this document)

EMPLOYMENT		Add Employer
FIRST NAME*	LAST NAME*	EMPLOYER NAME*
EMPLOYER ST. ADDRESS	EMPLOYER STATE*	EMPLOYER ZIP CODE*
	Select One	♥
EMPLOYER COUNTRY*	EMPLOYER PHONE	
United States		
AUTHORIZATION FORM*		
Select One	2	
Select One Upload Fax I will provide upon request	ORMATION	
	0	
WORK E-MAIL*	PHONE*	SECONDARY EMAIL ADDRESS
By clicking "Next" you agree to t	he Terms and Conditions	
		< Back Next >

3. Click "**Browse Files**" to locate and upload the authorization form. Note: Accepted file formats include PDF and TIF.

		Add Employer
FIRST NAME*	LAST NAME*	EMPLOYER NAME*
EMPLOYER ST. ADDRESS	EMPLOYER STATE*	EMPLOYER ZIP CODE*
	Select One	
EMPLOYER COUNTRY*	EMPLOYER PHONE	
United States		
AUTHORIZATION FORM* (7)	UPLOAD AUTHORIZATION F	ORM:
Upload 💙	Browse Files Q	
ADDITIONAL EMPLOYER INF	ORMATION	
	0	
WORK E-MAIL*	PHONE*	SECONDARY EMAIL ADDRE
By clicking "Next" you agree to the	e Terms and Conditions	
		c Back Novt >
		< Back Next >

4. The authorization form has now been uploaded. Should you need to delete or upload a different file, simply click the "X" next to the file name.

AUTHORIZATION FORM	M* 🕜	UPLOAD AUTHORIZATION FO	RM:	-
Upload	*	Single Page Consent.pdf	×	4

Uploading an Authorization Form via Pending Order Screen

- 1. On the right side of the screen, there are links to either Upload Employee Authorization or Download Fax Cover. If Fax is chosen a fax cover sheet will automatically be downloaded.
- 2. Click "Upload Employee Authorization".

VERIFICATIONS

	XXX-XX-9999	-
DRDER DETAILS		
Verification Type: Employment	() Upload Employee Aut	horization
SSN: XXX-XX-9999	9	
Tracking Number:	Download Fax Cover	
Order Date:	0	
Reference#: 100105509573	Request Cancellation	
UPDATES		
06:04:16 AM		
Your Verification of Employment request has been received. We will begin		
processing shortly.		

3. Click "Browse Files" to locate and upload the authorization form. Accepted file formats include PDF and TIF.

	XXX-XX-0000
	VVV-VV-3333
DRDER DETAILS	
Verification Type: Employment	() Upload Employee Authorizatio
SSN: XXX-XX-9999	
Tracking Number:	Browse Files Q
Order Date:	
Reference#: 100105509573	Download Fax Cover
UPDATES	(x) Request Cancellation
06:04:16 AM	0
Your Verification of Employment request has been received. We will begin	

4. The authorization form has now been uploaded. Should you need to delete and upload a different file, simply click the "X" next to the file name.



How to Audit or Reverify a Verification

Purpose/Summary

This article explains how to audit or reverify a verification.

Product

The Work Number - Verifier - CSF

Details

Depending on your role/access privileges, your only option may be to audit a verification. It is worth mentioning here the difference between audit and reverify. The audit copy is an exact duplicate of the previous, original verification performed on such individual. A reverification is an updated employment verification for the original verification performed on an individual that must be requested within 60 days of the original verification. Once you have ordered a verification, it will generally be under "My Orders" for seven days. After seven days, you are able to audit a previously ordered verification. Additionally, depending on your service level, you may also be able to purchase a reverification.

Follow these steps to audit or reverify a verification.



1. Select "Audit or Reverify a Verification".

- 2. Select the reason, then enter the verification reference number and the last our digits of the applicant's Social Security Number.
- 3. Click "Submit".



- 4. View the verifications.
- 5. Click PDF to download PDF version of the verification.



6. To view the verification again, click on the "My Orders" tab. When on the "My Orders" screen, you will need to click on the "**View Details**" button next to the verification you wish to view.

New Order	Orders		Audit or Rever	ify a Verification 🧿	Help 🕜
Search Orders	e #, Name, SSN/EIN,	eic. Q 莽 Fii	ters		
Should you not find your order belo	w, you can request an <u>req</u>	uest an audit copy. Charges may apply			
▼ Order ID	Tracking Number	Name	Order Date	Last Updated	Details
<u>5855427877236</u>			01/31/2022	01/31/2022	View Details 6
<u>8466928504267</u>			01/26/2022	01/26/2022	View Details
<u>1552277042995</u>			01/26/2022	01/26/2022	View Details
<u>7342603005093</u>	123		01/25/2022	01/25/2022	View Details
<u>5234762752391</u>	Test 101	Test Test	01/11/2022	01/12/2022	View Details
Displaying 1 - 5 of 5			æ	(1) »	

Order Archiving

Purpose/Summary

This article explains how to archive orders from the My Orders page. Archiving allows orders to be kept in a separate tab, and can be referred back to later.

Product

The Work Number - Verifier - CSF

Details

How to archive orders

- 1. Go to My Orders
- 2. Search/Locate order
- 3. Go to View Details
- 4. Go to Archive
- 5. Confirm "Archive Order"



How to locate archived orders

- 1. Go to My Orders
- 2. Go to Archive tab
- Select the three dots to view individual who archived order

	TENI IONIIO		Welcome Client	vome -
New Order	Administration -	Audit or Reve	erify a Verification 🕙	Help 🔞
My Orders		View Le	gacy Income IRS Orders	Θ
ARCH ORDERS	me, SSN/EIN, etc.	٩		
er availability	With certain offerings, an audit verificatio	n may be available. Charges m	ay apply.	
ORDERS ARCHIVED				
Order ID Tracki	ng Number Name	Order Date	Last Updated D	etails Archive
Order ID Tracks 7832184761558	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D	etails Archive
Order ID Trackii 7832184761558	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D 01/12/2 Archived by	etails Archives
Order ID Tracki 7832184761558 Naying 1 - of 1	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D 01/12/2 Archived by	Name Here
Order ID Tracki 7832184761558 Naying 1 - of 1	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D 01/12/2 Archived by	Archiver
Order ID Tracki 7832184761558 Naying 1 - of 1	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D 01/12/2 Archived by	etails Archiver
Order ID Tracki 7832184761558 Naying 1 - of 1	ng Number Name Sample Order	Order Date 01/12/2021	Last Updated D 01/12/2 Archived by	Archive