

Frequent Questions Regarding Employment Verifications

1. Can I obtain a verbal verification over the phone?

No. AACPS' verifications are obtained through The Work Number.

2. Can I send mortgages applications or loan application forms directly to the Payroll Office for verification?

No. These types of requests are done only through The Work Number website or by calling 1-800-367-5690. The payroll office will not process such requests.

3. Can my school complete my verification?

No, verifications need to be completed through The Work Number.

4. Where can I find information on The Work Number?

Visit the AACPS website under Human Resources\Verification of Employment or go directly to The Work Number website (www.theworknumber.com) or call 1-800-367-5690.

5. How do I request a special verification, such as:

a. lost wages for insurance companies or a lawyer's office.

A written request must have your signature authorizing the release of information. Be sure to provide any special instructions for completion and where to return the verification. Fax the request to the confidential fax number at 443-458-0138 which is located in the Payroll Office.

b. certificated staff verification of previous teaching (or similar) experience for another school system.

The school system should submit its request with your signature authorizing the release of the information to the confidential fax number at 443-458-0138 which is located in the Payroll Office.

6. What is the turnaround time for verifications?

Verifications through The Work Number are provided immediately.

Written requests for verifications (see question 5) are processed in the order in which they are received in our office. Please allow 7 – 12 business days for completion.

- 7. I have a follow-up question about a verification that was previously sent to the Payroll Office. Who do I contact?**

You need to contact the payroll clerk for your school or work location.

- 8. I am no longer employed with AACPS. How do I verify previous employment or years of teaching experience with AACPS?**

Previous employment can be verified through The Work Number

For verification of previous teaching experience see the response to #5.b.

- 9. I was just employed by AACPS and haven't started yet. Where can I get a Verification of Employment Letter so I can rent an apartment, or get a loan, or purchase a car?**

You may contact your Human Resource point of contact to obtain the Verification of Employment Request Form (also provided during your New Teacher Processing Session at the Board of Education Central Office).

You may submit your request form by fax or e-mail to the Employee Records File Room (ERFR) - Confidential Fax Number 443-458-0137 or ERFR@aacps.org

- a. What kind of information will be included in the Verification of Employment Letter?**

The Verification of Employment Letter will include the following information only:

Name

Social Security Number (only the last 4 digits)

Employment Date

Position

Salary

Comments: Indication if employee is paid over 10 or 12 months.

- b. What if the Verification of Employment Letter provided does not reflect the correct salary?**

The Verification of Employment Letter reports the salary which is current based on the Verification of Experience (VOE) forms received to that point in time. If the salary is lower than anticipated you can contact your Human Resources point of contact to see what VOEs are still outstanding.

c. Why do I have to submit my request to the Employee Records File Room (ERFR) and not the Payroll Department?

Since you are a new hire, your information may not be in the personnel/payroll system yet.

d. How long will it take to process New Hire Verification of Employment Letters?

Typically it will take a minimum of 4-5 business days, depending on the number of requests submitted. Requests are processed in the order received.