

Salary and Employment Verifications

Overview

The People First Service Center will verify employee salary and key employment dates. This verification can be made by the employee or they can enable a third party (e.g., auto or home loan agents, prospective employers or mortgage companies) access to this information by creating a PIN number through the Interactive Voice Response (IVR) system.

Definitions

The following are definitions regarding the salary and employment verification process:

- Active employees – Employees that are presently employed by the State of Florida
- Inactive employees – Employees that separated after November 1, 2004
 - Former employees separated before November 1, 2004 must contact their agency Human Resource representative for employment and salary information.
- Key Employment Dates – Includes state hire date from the employee's key service date record. This information will also include the employment status, i.e., if the employee still works for the state.
- Salary Information – Includes base annual salary (does not include OT, bonuses, pay additives etc.) and pay frequency.

Authorization

All employees with a People First identification (ID) number can verify their salary and employment status or create a PIN number allowing outside contacts to verify their information.

Process Steps

IVR Process – Current employee verification of employee information:

1. The employee contacts the People First Service Center (1-866-663-4735) to generate a PIN number for the IVR system. Employee presses #4 from the main menu for Employment or State Salary Verification.
 - a. **Current employees** press #1 and enter their People First user ID number, last five digits of their social security number and date of birth (using MM/DD/YY format).
2. The employee follows instructions provided on the IVR and waits to hear the PIN number.
3. Once a PIN has been assigned, it is the employee's responsibility to relay the People First Service Center phone number (1-866-663-4735) and their PIN number to the third party.

IVR Process – Separated employee verification of employee information:

1. The employee contacts the People First Service Center (1-866-663-4735) to generate a PIN number for the IVR system. The employee presses #4 from the main menu for Employment or State Salary Verification.

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- a. **Separated employees** press #2, and enter their People First user ID number, last five digits of their social security number and date of birth (using MM/DD/YY format).
2. The employee follows instructions provided on the IVR and waits to hear the PIN number.
3. Once a PIN has been assigned, it is the employee's responsibility to relay the People First Service Center phone number (1-866-663-4735) and their PIN number to the third party.

IVR Process – Third party verification of employee information:

1. The third party contacts the People First Service Center (1-866-663-4735). They must have the PIN number provided to them by the employee.
2. The third party presses #4 for the Employment and Salary Information menu.
3. The third party will be prompted to enter the PIN number in order to receive the information.

Mail Request:

1. Employee must submit written authorization to the People First Service Center.
 - a. The following employee personal information needs to be on the authorization:
 - i. Employees signature
 - ii. Employee's full name
 - iii. Employee's People First user ID or last five digits of the social security number
 - iv. Name of company (third party) that will make inquiry regarding their employment/salary status
 - v. General type of transaction, (e.g., an auto loan, home loan, mortgage. Mortgage requests will be mailed within three business days; all other requests will be mailed within 10 business days)
2. Once the mail request is approved, it is the employee's responsibility to inform the third party to mail the request with the following information:
 - a. Requestor's name and company name
 - b. Employee's name and People First user ID or last five digits of the social security number
 - c. Written request must be mailed to:

People First Service Center
Post Office Box 5100
Tallahassee, FL 32314