

Verification of Employment Frequently Asked Questions (FAQ)

Questions and Answers: Verification of Employment

- Q: What type of information is included in the VOE report?

A: There are four types of reports for Verification of Employment.

Verification of Employment – This report is used when a verification of employment is needed with no income verification. The report only provides employment information. This includes:

- Employer's Name and Address
- Employee's Name, Social Security Number, Address, Phone Number and Date of Birth
- Employment Status
- ADP TotalSource Hire Date and Original Hire Date
- Job Title

Verification of Employment + Income – This report provides employment information, as well as income information. The additional data provided includes:

- Rate of Pay
- Compensation Frequency
- Breakdown of Pay by Year
- Last Date of Pay Change and Last Pay Change Amount
- Income Per Paycheck (Total Gross Earnings and Total Net Earnings)
- Withholding Per Paycheck (Federal Tax, State Tax, Local Tax, Social Security and Medicare)

Social Services – This report provides employment and income information, as well as benefit information. The additional data provided includes:

- Check Details
- Medical, Dental and Vision Benefits Information

Fannie Mae – This report is used for the purpose of obtaining a mortgage loan and is formatted to meet Fannie Mae standards. This report provides the following information:

- Employee's Name and Address
- ADP TotalSource Hire Date
- Job Title
- Earnings Information (Last 3 Years)

- Q: What type of benefit information can be verified with the report?

A: The Social Services report includes insurance availability and employee eligibility; coverage start and termination dates; insurance carrier information such as address and phone number; policy and group numbers; annual costs; dependent coverage availability; number of dependents covered; and if the employee is participating in COBRA.

- Q: What if I need more detailed benefit information?

A: A Benefit Service Representative can provide more detailed benefit information including length of enrollment periods, types of coverage options and their related costs.

- Q: If an employee needs a verification of employment for a mortgage loan, what type of report should be provided?

A: A Fannie Mae report is specifically designed to comply with Fannie Mae standards required for a mortgage loan transaction.



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- Q: What is a third-party requestor?

A: A third-party requestor is a person or organization that needs to verify a person's employment or income information. Third-party requestors include such organizations as financial institutions, pre-employment screeners and government entities.

- Q: Can a VOE be provided without the employee's release of authorization signature?

A: A VOE cannot be provided without the employee's release of authorization signature with the exception of government entities.

- Q: If a government agency requests a verification of employment, do they need to provide a release of authorization signature from the employee?

A: No, government agencies do not require the release of authorization signature to obtain a verification of employment.

- Q: Who can pull a VOE report from the system?

A: Client practitioners are able to access and generate a VOE report from the system.

- Q: Will the employee be notified that a VOE report is being pulled?

A: The Verification of Employment, Verification of Employment + Income and Fannie Mae reports will generate an automatic email notification to the employee, advising them that a VOE report has been pulled with their information. Only the Social Services report will not generate a notification.

- Q: Can the information in the VOE report be modified?

A: No, the information generated in the VOE report cannot be modified. The information on the report is sourced directly from the payroll system in order to ensure conformity, consistency and compliance.



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- Q: What is the difference between the Original Hire Date and the TS Hire Date?

A: The Original Hire date is the start date with the organization. The TS Hire Date refers to the date the co-employment relationship between your organization and ADP TotalSource began.

- Q: Is ADP able to provide me or the requestor a verbal verification of employment?

A: No, ADP does not provide verbal verifications of employment.

- Q: Who can I contact for support if system is unable to generate report?

A: In the event that the system is unable to generate a VOE report, the HR Business Partner may open a case internally with ADP on behalf of the client to troubleshoot the issue.

- Q: How can I see who pulled a VOE report?

A: Identifying who pulled a VOE report is possible by accessing the Employee Audit History link on the Employee Documents page. Please refer to the Reference Guide for step-by-step instructions.

- Q: Can an employer refuse to verify employment for a former employee?

A: An employer may typically disclose a current or former employee's job title, the period of employment, salary amount, responsibilities, job performance, and whether they resigned or were terminated. There are no federal laws restricting what an employer can or cannot disclose, however, state laws may differ.