

Navigating The Tax & Bank Account Requirement

What to do in case you have a worker with incomplete information

FOR WORKERS ON AN ASSIGNMENT

Payment will be prevented from being created if a worker's information is not confirmed. Below is an example of the error message you'll receive and how to resolve the issue.

You and the worker will be unable to complete an assignment due to unconfirmed information and will see this error message below.

WHAT TO DO NEXT

- You'll then inform the worker to update their information accordingly
- We've included a handy guide and FAQ the worker. They can also reach out to mysupport@workmarket.com for assistance
- Once their information is confirmed, you can complete the assignment (*note: this can take up to 3 days to complete so we highly recommend reminding workers ahead of time*)

The screenshot displays the Workmarket assignment management interface. On the left, the 'Check In and Check Out' section includes a 'CHECK IN AND CHECK OUT' button. Below it, the 'Parts and Logistics' section shows a truck icon and the address '123 Main St, New York, NY 10018, USA'. There are input fields for 'Part Name', 'Tracking Number', and 'Part Value', with an 'ADD' button. The 'Deliverables' section states 'No deliverables instructions provided.' and has an 'UPLOAD FILES' button. A yellow error message box is highlighted with an orange border, containing the text: 'The assigned worker has incomplete tax and banking information. To complete this assignment for the worker, please advise them to first update their tax and banking information.' Below the error message is a 'COMPLETE FOR WORKER' button. On the right, the 'Pricing Details' section shows a table with the following items:

Flat Fee	\$100.00
Worker Max Earnings	\$100.00
Budget	\$100.00

Below the pricing details, it says 'Paid 40 days after approval'. The 'Assignment Checklist' section shows a table with the following items:

Assigned	✓
Assignment Complete	—
Assignment Approved	—
Assignment Paid	—

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FOR PAY-ONLY WORKERS

Payment will be prevented from being created if a worker's information is not confirmed. Below are two scenarios for initiating payment, what error message you'll receive, and how to resolve the issue.

If payment is initiated via bulk payment upload files, you will receive an error message in the 'Result' column generated by the confirmation report indicating the what information is missing.

	A	B	C	D	E	F	G	H	I	J	K
1	result	status	payee id	reference #	item name	item type	item value	item descrip	item date	payment term	days
2	Payee does not have a confirmed bank account.	submitted	91331781	58302093	Work A	work	100	Work Compl	12/10/20	7	
3	Payee does not have verified tax record.	submitted	59834012	10294012	Work B	work	200	Work Compl	12/10/20	7	
4	Payee has neither confirmed bank account nor verified tax record.	submitted	20348524	68594855	Work C	work	300	Work Compl	12/10/20	7	
5											
6											
7											

If payment is initiated on the platform via Payment Requests, you will be unable to select the worker and a message with the missing information will appear next to their name.

WHAT TO DO NEXT

- You'll then inform the worker to update their information accordingly
- We've included a handy guide and FAQ the worker. They can also reach out to mysupport@workmarket.com for assistance
- Once their information is confirmed, you can re-run the payment upload (note: this can take up to 3 days to complete so we highly recommend reminding workers ahead of time)

The screenshot shows a 'Payment Request' form. At the top, there are 'Templates' and a search bar. Below the search bar, there is a 'Payable To' field with a search icon and a checkbox for 'Filter payee by Labor Cloud'. The search results show a list of workers, with the first one being 'mitch'. An orange box highlights a list of five workers, each with a red error message: 'Missing bank or tax information'. Below the list, there is a button for 'ADD ATTACHMENT (OPTIONAL)'. At the bottom of the form, there is a '+ ADD ANOTHER ITEM' button, a 'Reference' field, and a 'Total: \$0.00' display with a 'SUBMIT' button.

Guide & FAQ for Workers

Updating Tax Identification & Bank Account Information

HOW DO I ADD TAX IDENTIFICATION AND BANK ACCOUNT INFORMATION?

- First, the tax identification information must be submitted before adding bank accounts. The tax info does not need to be verified before adding the bank account.
- WorkMarket recommends submitting the tax identification then quickly adding the bank account information as both can take 1-3 days to be completed. Workers will receive a notification email once the tax information and bank accounts verification was completed, or if further action needs to be taken

HOW LONG DOES IT TAKE TO VERIFY TAX INFORMATION AND BANK ACCOUNT IN THE US?

- Between 2-4 days to complete both so please plan accordingly
- Tax identification takes 1-2 days depending on the IRS website, and bank accounts take 1-3 days depending on your financial institution
- PayPal and Hyperwallet are added nearly instantly

HOW LONG DOES IT TAKE TO ADD TAX INFORMATION AND BANK ACCOUNTS OUTSIDE OF THE US?

- Tax information and PayPal and Hyperwallet, the only bank accounts that's accepted outside of the US and Canada, can be added nearly instantly
- The separate Canadian CIP process can take up to 1 week to complete and this is a requirement for payment in Canada. Please reach

WHY WAS MY TAX IDENTIFICATION INFORMATION REJECTED?

- Workers should ensure what was entered perfectly matches what the IRS has on file, otherwise, the system will reject the information
- The tax information will need to be resubmitted if it is rejected

WHAT HAPPENS IF MY INFORMATION IS NOT CONFIRMED?

- Workers who are on an active assignment will not be able to complete an assignment and receive payment until the information is confirmed. Clients are unable to close and complete the assignment on a worker's behalf as well
- For workers who are only receiving payment, and not assignments, through WorkMarket, the client will not be able to process payment

Please reach out to mysupport@workmarket.com or via chat with any other questions!

Guide & FAQ for Clients

Updating Tax Identification & Bank Account Information

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HOW LONG DOES IT TAKE TO VERIFY TAX INFORMATION AND BANK ACCOUNT IN THE US?

- Between 2-4 days to complete both so please plan accordingly, potentially longer for Canadian workers
- Tax identification takes 1-2 days depending on the IRS website, and bank accounts take 1-3 days depending on your financial institution. PayPal and Hyperwallet are added nearly instantly

HOW LONG DOES IT TAKE TO ADD TAX INFORMATION AND BANK ACCOUNTS OUTSIDE OF THE US?

- Tax information and PayPal and Hyperwallet, the only bank accounts that's accepted outside of the US and Canada, can be added nearly instantly
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WHY WAS THE WORKER'S TAX IDENTIFICATION INFORMATION REJECTED?

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WHAT HAPPENS IF THE WORKER'S INFORMATION IS NOT CONFIRMED?

- Workers who are on an active assignment will not be able to complete an assignment and receive payment until the information is confirmed. Clients are unable to close and complete the assignment on a worker's behalf as well
- For Pay-only workers, the client will not be able to process payment and will receive an error message after completing a payment upload

WILL UNCONFIRMED WORKERS CAUSE AN ERROR WITH A PAY UPLOAD?

- As uploads are completed line by line, an error message will appear next to the unconfirmed worker
- The rest of the payments will be uploaded without an issue

CAN I SEE IF A WORKER'S TAX AND BANK INFORMATION IS COMPLETE?

- If the worker's profile is public, you will be able to view their status