

Part 1 of 3: Client Resources Guide



General Information

Prepared for

Former BackTrack Clients

by **backgroundchecks.com Client Relations**

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General Ordering Guidelines

Time Service

Ordering

backgroundchecks.com strives to provide the most accurate and complete consumer reports attainable, with the fastest turnaround possible. For us to accomplish this objective, the manner in which you submit the information to backgroundchecks.com is critical. We have designed our platforms to require that individuals provide all of the necessary data elements required to run a background check, but it is key that all information provided be accurate. Inaccurate information can occasionally cause a delay in the processing of a report until the report subject or report requester provides the information needed.

Additional factors also control turnaround time. One is limited access jurisdictions, which are jurisdictions that are unable to provide information in a timely manner because of how their records are accessed, certain restrictions or process requirements, or a variety of other factors. Please refer to the "Limited Access Areas" section of this document to see where these jurisdictions are. Other turn around time factors beyond backgroundchecks.com's control that may create delays include holidays, employer and educational institution availability, and accessibility to government agencies or facilities due to natural disasters or other unforeseen events.

Average Time Service

County Criminal: 1-3 days *(exceptions exist for some limited access areas)*

Statewide Criminal: Varies by state *(due to limited access areas)*

Federal Criminal: 1-3 days

National Wants and Warrants: 1-2 days

County Civil: 3-5 days

Federal Civil: 2-3 days

Bankruptcy Reports: 1-2 days

Employment Verification: 2-3 days

Education Verification: 2-3 days

Professional License Verification: 2-3 days

Reference Checks: 2-3 days

In the instances where backgroundchecks.com is unable to complete all components of a background report within our desired target, we cannot communicate the reasons a report is still in progress because of the potential claim that the communication of the reason is itself a negative consumer report. The reasons for a delay vary widely, so you should never take a delay to mean that a report will be unfavorable. For example, we know that you only want reports that you can rely on. But background reporting has a lot of data gathering and classification that can be performed only by people. Where people are involved, they can make mistakes, so we have quality assurance processes designed to catch those mistakes. Resolving the mistakes we catch takes additional time, but it is time well-spent. We apologize for the inconvenience this may cause to your onboarding process, however please be assured we are doing all we can to return the most accurate and complete reports as timely as possible. If you are still concerned about turnaround time after receiving a completed report, please contact your account manager to discuss the details.

The most common examples of delays may be:

- **Verifications (employment & education)**
 - There is a single verification source that is unavailable or unreachable for an extended period of time
 - The verification source requires more than 3 business days to return results
 - The requested information is old and requires additional time to retrieve from archives
- **Criminal history searches**
 - Statewide searches where the standard turnaround time for searches exceeds 3 business days (See backgroundchecks.com Statewide criminal history list)
 - County searches where a request has to be made to a court clerk for details of a hit. (See backgroundchecks.com Access list)
 - Criminal records that are old and require additional time to retrieve from archives
- **International investigations**
 - Most international searches take 10-15 business days to complete

backgroundchecks.com Holidays

Please be aware that backgroundchecks.com factors the following holidays into turnaround time. backgroundchecks.com's offices are closed on all of the following days.

2018 Holidays	Date Observed
New Year's Day	Monday, January 1, 2018
Memorial Day	Monday, May 28, 2018
Independence Day	Wednesday, July 4, 2018
Labor Day	Monday, September 3, 2018
Thanksgiving	Thursday, November 22, 2018
Day after Thanksgiving	Friday, November 23, 2018
Christmas Eve	Monday, December 24, 2018
Christmas (Observed)	Tuesday, December 25, 2018

Holidays - Court Closures

The following list identifies days when obtaining information may be delayed:

2018 Holidays	
Monday, January 1	New Year's Day
Monday, January 15	Martin Luther King, Jr. Birthday*
Monday, February 12	Lincoln's Birthday*
Monday, February 19	President's Day*
Monday, March 5	Casimir Pulaski Day* (Illinois)
Friday, March 30	Cesar Chavez Day* (California)
Friday, March 30	Good Friday*
Monday, April 16	Emancipation Day* (Washington, DC)
Monday, April 16	Patriot's Day* (Massachusetts)
Tuesday, May 8	Truman Day* (Missouri)
Monday, May 28	Memorial Day
Monday, June 4	Jefferson Davis Birthday* (Alabama)
Monday, June 11	King Kamehameha Day* (Hawaii)
Wednesday, July 4	Independence Day
Tuesday, July 24	Pioneer Day* (Utah)
Monday, August 13	Victory Day* (Rhode Island)
Friday, August 16	Bennington Battle Day* (Vermont)
Monday, August 17	Statehood Day* (Hawaii)
Monday, September 3	Labor Day
October 1-7	National Day and Golden Week (China)
Monday, October 8	Columbus Day*
Tuesday, November 6	Election Day*
November 7-10	Diwali (India)
Monday, November 12	Veterans Day*
Wednesday, November 21	Day Before Thanksgiving*
Thursday, November 22	Thanksgiving Day
Friday, November 23	Day After Thanksgiving*
Monday, December 24	Christmas Eve
Tuesday, December 25	Christmas Day
Monday, December 31	New Year's Eve

The dates listed above are not all-inclusive. Various locations observe additional holidays.

backgroundchecks.com Limited Access Areas

The locations below are areas where access to indices or record information is restricted by court policy, and requests can only be conducted by a court clerk as time permits. This is not specific to backgroundchecks.com and impacts all consumer reporting agencies, so delays that exceed our average turnaround time and impact the overall time service on a reports may be expected. *Response times are an "at best" circumstance as indicated to backgroundchecks.com by courts.*

State	County	Reason	Delay
Arizona	All Counties	Felony and Misd. Courts	1 Week
California	Alpine	No Public Index	1 Week
	Colusa	No Public Index	1-2 Weeks
	Contra Costa	No Public Index	1-2 Weeks
	Humboldt	No Public Index	2-3 Weeks
	Imperial	No Public Index	2-3 Weeks
	Inyo	With Name Match	3-4 Weeks
	Lake	No Public Index	2-3 Weeks
	Lassen	With Name Match	1 Week
	Los Angeles	With Name Match	1 Week
	Mariposa	No Public Index	1 Week
	Merced	With Name Match	1-2 Weeks
	Modoc	No Public Index	2-3 Weeks
	Mono	No Public Index	At clerk's discretion
	Monterey	No Public Index	1 Week
	Napa	No Public Index	3-4 Weeks
	Plumas	No Public Index	1-2 Weeks
	Sacramento	With Name Match	1-2 Weeks
	San Francisco	With Name Match	1 Week
	San Luis Obispo	With Name Match	1-2 Weeks
	San Mateo	With Name Match	2 Weeks
	Santa Barbara	With Name Match	2-3 Weeks
	Santa Clara	With Name Match	1-2 Weeks
	Santa Cruz	With Name Match	1-2 Weeks
	Shasta	No Public Index	3-4 Weeks
	Tuolumne	No Public Index	1 Week
Florida	Dixie	With Name Match	1 Week
	Gilchrist	No Public Index	1 Week
	Glades	No Public Index	1 Week
	Hendry	No Public Index	1 Week
	Jefferson	No Public Index	1 Week
	Madison	With Name Match	1 Week
	Nassau	No Public Index	1 Week
	Taylor	No Public Index	1-2 Weeks
	Wakulla	No Public Index	1 Week
Georgia	Atkinson	With Name Match	1 Week
	Baker	With Name Match	1 Week
	Baldwin	With Name Match	1 Week
	Banks	With Name Match	1 Week
	Barrow	With Name Match	1 Week
	Bartow	With Name Match	1 Week
	Bibb	With Name Match	1 Week
	Bleckley	With Name Match	1 Week
	Brooks	With Name Match	1 Week
	Bulloch	With Name Match	1 Week
	Candler	With Name Match	1 Week
	Charlton	With Name Match	1 Week
	Chatham	With Name Match	1 Week
	Clayton	With Name Match	2 Weeks

State	County	Reason	Delay
Georgia (cont)	Colquitt	With Name Match	1 Week
	Columbia	With Name Match	1 Week
	Coweta	With Name Match	1 Week
	Crisp	With Name Match	1 Week
	Dade	With Name Match	1 Week
	Dawson	With Name Match	1 Week
	Decatur	With Name Match	1 Week
	Dekalb	With Name Match	2 Weeks
	Effingham	With Name Match	1 Week
	Evans	With Name Match	1 Week
	Floyd	With Name Match	1 Week
	Glynn	With Name Match	1 Week
	Grady	With Name Match	1 Week
	Gwinnett	With Name Match	1 Week
	Hart	With Name Match	1 Week
	Jones	With Name Match	1 Week
	Lamar	With Name Match	1 Week
	Lanier	With Name Match	1 Week
	Laurens	With Name Match	1 Week
	Lee	With Name Match	1 Week
	Lumpkin	With Name Match	1 Week
	Madison	With Name Match	1 Week
	McDuffie	With Name Match	1 Week
	Mitchell	With Name Match	1 Week
	Newton	With Name Match	1 Week
	Putnam	With Name Match	1 Week
	Randolph	With Name Match	1 Week
	Richmond	With Name Match	1 Week
	Stephens	With Name Match	1 Week
	Stewart	With Name Match	1 Week
	Sumter	With Name Match	1 Week
	Talbot	With Name Match	1 Week
	Tattnall	With Name Match	1 Week
	Terrell	With Name Match	1 Week
	Thomas	With Name Match	1 Week
	Towns	With Name Match	1 Week
	Troup	With Name Match	1 Week
	Turner	With Name Match	1 Week
	Twiggs	With Name Match	1 Week
	Ware	With Name Match	1 Week
	Washington	With Name Match	1 Week
	Worth	With Name Match	1 Week
Kentucky	Allen	With Name Match	1 Week
	Breathitt	With Name Match	1 Week
	Caldwell	With Name Match	1 Week
	Carroll	With Name Match	1 Week
	Christian	With Name Match	1 Week
	Daviess	With Name Match	1 Week
	Estill	With Name Match	1 Week
	Courthouse	With Name Match	1 Week

State	County	Reason	Delay
Kentucky (cont)	Franklin	With Name Match	1 Week
	Green	With Name Match	1 Week
	Henderson	With Name Match	1 Week
	Henry	With Name Match	1 Week
	Hopkins	With Name Match	1 Week
	Jessamine	With Name Match	1 Week
	Johnson	With Name Match	1 Week
	Knox Courthouse	With Name Match	1 Week
	Laru Courthouse	With Name Match	1 Week
	Meade	With Name Match	1 Week
	Muhlenberg	With Name Match	1 Week
	Perry	With Name Match	1 Week
	Powell	With Name Match	1 Week
	Rockcastle	With Name Match	1 Week
	Taylor	With Name Match	1 Week
	Trigg	With Name Match	1 Week
	Union	With Name Match	1 Week
Louisiana	Natchitoches	With Name Match	1 Week
	Tangipahoa	With Name Match	1 Week
Massachusetts	All Counties	No Public Index	2-3 Weeks
Michigan	All Counties	No Public Index	1-2 Weeks
Mississippi	All Counties	With Name Match	1 Week
Nevada	All Counties	Misdemeanor Courts	1-2 Weeks
New Hampshire	All Counties	Felony and Misd. Courts	1-2 Weeks
New York	All Counties	If not run thru OCA	Varies
Ohio	Butler	No Public Index	1 Week
South Dakota	All Counties	Felony and Misd. Courts	1 Week
Tennessee	Bedford	With Name Match	1 Week
	Bledsoe	With Name Match	1 Week
	Claiborne	With Name Match	1 Week
	Coffee	With Name Match	1 Week
	Decatur	With Name Match	1 Week
	Dyer	With Name Match	1 Week
	Franklin	With Name Match	1 Week
	Gibson	With Name Match	1 Week
	Greene	With Name Match	1 Week
	Grundy	With Name Match	1 Week
	Hancock	With Name Match	1 Week
	Hardeman	With Name Match	1 Week
	Haywood	With Name Match	1 Week

State	County	Reason	Delay
Tennessee (cont)	Henry	With Name Match	1 Week
	Johnson	With Name Match	1 Week
	Lake	With Name Match	1 Week
	Lauderdale	With Name Match	1 Week
	Lincoln	With Name Match	1 Week
	Macon	With Name Match	1 Week
	Madison	With Name Match	1 Week
	Marshall	With Name Match	1 Week
	Obion	With Name Match	1 Week
	Putnam	With Name Match	1 Week
	Rhea	With Name Match	1 Week
	Sevier	With Name Match	1 Week
	Union	With Name Match	1 Week
	Van Buren	With Name Match	1 Week
	Weakley	With Name Match	1 Week
Vermont	Addison	No Public Index	1 Week
	Caledonia	No Public Index	1 Week
	Essex	No Public Index	1 Week
	Lamoille	No Public Index	1 Week
	Orange	No Public Index	1 Week
	Orleans	No Public Index	1 Week
	Windham	No Public Index	1 Week
Virginia	All Counties	No Public Index	4-6 Weeks
West Virginia	Brooke	With Name Match	1 Week
	Calhoun	With Name Match	1 Week
	Grant	With Name Match	1 Week
	Hardy	With Name Match	1 Week
	Harrison	With Name Match	1 Week
	Lewis	With Name Match	1 Week
	Marion	With Name Match	1 Week
	Monongalia	With Name Match	1 Week
	Monroe	With Name Match	1 Week
	Pendleton	With Name Match	1 Week
	Pocahontas	With Name Match	1 Week
	Preston	With Name Match	1 Week
	Randolph	With Name Match	1 Week
	Roane	With Name Match	1 Week
	Summers	With Name Match	1 Week
	Taylor	With Name Match	1 Week
	Tyler	With Name Match	1 Week
	Wetzel	With Name Match	1 Week

Other Areas	
Location	Delay
Canada	1 Week
Guam	2 Weeks
International Checks	2-8 Weeks
Northern Mariana Islands	2 Weeks
Puerto Rico	6-8 Weeks
U.S. Virgin Islands	1 Week

backgroundchecks.com Products & Services

You can reach out to your client relations representative if you'd like to find out more about any of the additional products mentioned below

Common Background Screening Components

Adverse Action Services

backgroundchecks.com can distribute pre-adverse- and adverse-action notices electronically by email where applicable to applicants who fail to meet your minimum screening eligibility standards. Watch our video to learn about our [adverse action services](#). Additionally, as part of our standard process, backgroundchecks.com works with consumers and providers of public records to resolve any disputes over a consumer's criminal record.

Bankruptcy Reports

Our bankruptcy reports service will provide details of any bankruptcy associated with an applicant that is recorded in the specific US District Court searched. Bankruptcy searches can be done in one specific US District Court based upon the name and address history of the individual, or backgroundchecks.com also offers more extensive nationwide bankruptcy searches as well. Information returned may include: case or file number, date filed, type of bankruptcy (Chapter 11, Chapter 7, etc.), discharge date and name(s) listed as petitioners.

Civil Suits & Judgments (County and Federal)

backgroundchecks.com can provide civil history records to identify high-risk applicants by revealing information about claims, suits and judgments filed by individuals or corporations against other private parties or corporations at both the county and federal level. Examples of findings on the county level include product liability suits, violation of civil rights, judgments, nonpayment of goods and other similar cases; while federal includes interstate commerce, violation(s) of civil rights, issues involving the Federal government and/or financial institutions.

Credit Reports

backgroundchecks.com can prepare a consumer credit report based on an individual's name, SSN and residential address, essential in evaluating an individual's sense of financial responsibility. We will provide all names and addresses associated with the SSN and will include information on the highest credit extended, etc. A summary of public records is also provided and may include civil suits, judgments, bankruptcies, tax liens and collection amounts.

Criminal History (County)

County criminal searches return information from the courthouse records where the conviction is recorded. If a felony or misdemeanor charge exists for an individual, the charge is most likely to be filed in county courthouse records and found using a county criminal history search. Where permitted by law, county criminal searches go back a minimum of 7 years based on where the applicant has lived or worked and include felonies and misdemeanors where applicable.

Criminal History (State)

A statewide search will yield information for all counties in a given state, useful for discovering crimes outside of the immediate area in which the subject lives or works. While all counties report to the state level, there can be instances where a conviction has been recorded at the county level, but not elevated to the state level. In those instances, you can decide to conduct a county or multi-county criminal history search.

Criminal History (Federal)

A federal criminal search is conducted by searching US District Court indices in much the same way as a county criminal history. Crimes reported in a federal criminal record include only those offenses that are federally prosecuted (violations of federal law as enforced by the FBI, DEA, ATF) as opposed to those prosecuted under local and state law. Federal violations will generally not appear in either a county or statewide criminal check and offenses can include kidnapping, drug trafficking, interstate transportation of stolen goods, bank robbery and embezzlement.

Drug Screening

Through our preferred vendor, we offer national coverage for organizations of any size and will provide you a streamlined solution and single-source reporting.

Education Verification

backgroundchecks.com will contact educational institutions to confirm an individual's education, which will include dates of attendance, degree(s) and/or credential(s) received and if any honors were attached to the degree.

Employment Verification

backgroundchecks.com checks previous employers' records and conducts interviews with past supervisors/Human Resources to obtain a comprehensive evaluation of work history and capabilities. Information that may be obtained includes, but is not limited to, dates of employment, job position, reason for leaving and eligibility for rehire.

International Screening

backgroundchecks.com offers comprehensive international screening services in any country where data can be legally obtained for employment screening purposes. These services can include GlobalWatch, Criminal Courts Records Checks, Police Records Checks, Employment Verifications, Education Verifications, Reference Checks and more.

Instant National Criminal Database Verified National Criminal Database

Our Instant National Criminal Database is our proprietary database that contains over 600 million criminal records and more than 22 Million photos from a comprehensive list of sources including county court records, state repositories, Department of Corrections (DOC), Administrative Office of Courts (AOC), state sex offender registries, government, terrorist watch lists, and more. Click here to read more about our [Data](#). The results are returned instantly, unless the order contains a request to verify matching records with the source, before reporting them. Read more about our Instant National Criminal Database products: [US OneSEARCH](#) and [US AliasSEARCH](#). *Verification requirements: Because California, Connecticut, Maine, Minnesota and Indiana currently require us to verify criminal matches found during our instant search directly at the source before reporting them, we are prevented from providing criminal records instantly in these five states.*

Verified National Criminal Database

Data strength is one of many aspects that sets us apart from our competitors. We go to great lengths to acquire and maintain our criminal database. But even after that, criminal record data elements vary widely by jurisdiction; sometimes, the data source may provide obscure or very few details about the record. For that reason, we only provide you criminal records that include sufficient data elements on which to make a decision.

We recommend ordering a verified criminal database search, which allows us to obtain additional data when the record in our database does not have sufficient data elements. We report clear results instantly, but when we find a hit, our system assigns a case to our public record research department to obtain all the details of the record with the source. If the source has the exact same information, we complete the search and finalize the report. But, if our verification methods uncover additional or updated information on the record we are verifying, we will include that information on the final report. Clear results are returned instantly, while verification of hits with the source typically takes between 1-3 business days. Read more about our Verified National Criminal Database services: [US OneVERIFY](#) and [US AliasVERIFY](#).

Motor Vehicle Records (MVR)

backgroundchecks.com provides driving records in all 50 states plus DC, providing instant results where available.

Name & Address History Solutions

backgroundchecks.com offers the [US OneTRACE](#), a Name and Address History search that includes a SSN Validation and Death Master Index check that sources past addresses and aliases for jurisdiction verification and other needs. The information returned is a very broad list of names and addresses associated with an SSN. This information can be used to compare against the name and address history provided by the subject and can be the basis for deciding to order additional criminal history searches for certain names or jurisdictions. This information must not be used to make an adverse decision about the subject of the report. The backgroundchecks.com system goes through the following steps to create the report for a US OneTRACE:

1. With a full name including first, middle and last name, and the social security number (SSN), we report the state and the approximate date of issuance of the SSN for Social Security Numbers issued prior to the Social Security Administration's (SSA) randomization initiative started in June 25, 2011.
2. We then run the SSN through the SSA Death Master Index and alert you if the SSN belonged to a deceased person. This allows you to better identify and prevent identity fraud.
3. Next, we run a name and address history based on the SSN, to obtain a list of alias names, including maiden names.

National Government & Terrorist Watchlists

National security and terrorist watch lists include information about individuals and corporations linked to terrorism or terrorist activity. Also included are those that have been debarred, denied, sanctioned, or are listed on exclusion, most wanted, fugitive lists and more. Key sources included OFAC's Specially Designated Nationals List, FDA's Debarment List, OIG's Exclusion List, OCC's Enforcement Actions List, GSA's Excluded Parties List and lists published by the FBI and the DEA, among others. The results are returned instantly, unless the order contains a request to verify matching records with the source, before reporting them. Read more about the [National Security OneSEARCH](#). *Verification requirements: Because California, Connecticut, Maine, Minnesota and Indiana currently require us to verify criminal matches found during our instant search directly at the source before reporting them, we are prevented from providing criminal records instantly in these five states.*

National Wants and Warrants

This is a nationwide search of active, extraditable Federal and State warrants which may include felonies and misdemeanors for the requested subject. Where warrant information is identified, backgroundchecks.com will follow up with the issuing agency to determine additional public record information, including the date of issuance and nature of the warrant. Please note that not all law enforcement agencies contribute to this database.

Ongoing Criminal Monitoring

With ongoing criminal monitoring, backgroundchecks.com will screen your current employees through our Instant National Criminal Database on monthly basis to confirm the employee's continued eligibility for employment under your criminal background policy. This service can only be performed on current employees who have been previously screened through one of our Instant National Criminal Database services such as the US OneSEARCH or US AliasSEARCH. In the event there is a new hit found on the employee, backgroundchecks.com will send an email notification to the user that ordered the report, alerting them to login to their account and view the report to ensure the record does belong to the individual and to comply with FCRA and other regulatory guidelines.

Personal & Professional Reference Checks

backgroundchecks.com can contact both business and personal references to obtain a more subjective look than provided from the employment verification. Reference checks can help you confirm personal qualities such as dependability, integrity, character and work ethic.

Professional License & Certification Verification

Based on the information provided by the applicant, we can contact the appropriate state agencies and verify the type of certification, issuing state or agency and date of issuance and expiration if applicable, as well as comments, honors, or actions related to the certification.

Sex Offender Registries

backgroundchecks.com will search our national records and a specific state's live repository based on the individual's applicant history. We have access to the best SOR data in the industry, with coverage of information from sources in 50 states plus Washington DC, Guam, Puerto Rico, US Virgin Islands, and select tribal territories totaling 165+ sex offender registries with over 1.1 Million photos. Details in the report include: identifiers, registered addresses, aliases, case numbers, charge(s), conviction details and period of incarceration. The results are returned instantly, unless the order contains a request to verify matching records with the source, before reporting them. Read more about our [US Offender OneSEARCH](#). *Verification requirements: Because California, Connecticut, Maine, Minnesota and Indiana currently require us to verify criminal matches found during our instant search directly at the source before reporting them, we are prevented from providing criminal records instantly in these five states.*

Value-Added Offerings/Features

Web-based platform

Our easy-to-use web ordering dashboard is completely mobile optimized for viewing on tablet and mobile devices makes online managing of screening programs effortless.

Online Account Registration

To register an account, you must provide your name, your contact information, the name of your organization and payment details. You can get started in under 2 minutes with your first background check search, but The FCRA requires us to confirm your legitimacy and purpose for using our services. You can order immediately and will receive reports when that process is done. As a Consumer Reporting Agency; backgroundchecks.com is responsible for properly screening, or "credentialing" new customers in order to satisfy several Federal and State legislated responsibilities related to the acquisition, transfer, and retention of public and private consumer information. Credentialing also helps to eliminate exposure of your company, your employees, and your prospective applicants.

As a part of our business credentialing procedures all clients are required to provide us with a blank copy of the disclosure and authorization form that will be used to collect a person's written consent to a background check. After new customer's register, backgroundchecks.com Client Relations department will contact you to request this information.

Easy-to-read Report Design

The lay-out and logic of the report pages are designed with compliance in mind. To make it easier to review criminal records we have added a timeline to the report. It shows all years in which a criminal record appears. The timeline will go back a minimum of 7 years. If the report includes a court house search and the Years to Search Back setting is greater than 7, then the report will go back as far as the number of years searched. If the report finds an instant search hit further back than that, the timeline will go back all the way to the first hit found. In addition, on the timeline you can see how old the subject was at the time of the crime and how long ago it has been since the crime was committed. This way it will be easier to consider those factors in relation to the severity of the crime. Read more about our [Smart Report Design](#).

Interactive Data Coverage Map

Our interactive Data Coverage Map provides detailed descriptions of the state, county, and local sources in our National Criminal Database. Click here to access the [Data Coverage Map](#).

Multiple Ordering Options

The backgroundchecks.com platform provides multiple ways to order reports, you can select from a package that was preloaded to your account (if applicable), create a candidate [Self-Order invitation](#) using a preloaded package or go to the Order Products tab to build-your-own report from the full service a la carte menu.

Self-Service User Management

As a Business Admin, you can create and disable user access for your staff in the My Account > Account Settings section of your account.

Online Accounting

Online access to your account ledger. An invoice is created for every order, no matter your billing method and you can pay online with a Credit Card.

Statistical Reporting

Access to standardized reporting templates to help you review trends in your background screening program.

Online Client Relations Support

Submit a Support Ticket online in your account that goes directly to our Client Relations team. Your ticket will be acknowledged within 1 hour during normal business hours and our goal is to resolve all tickets during the same business day it was submitted. **Time service will vary based on complexity of the request.*

Progressive Screening Mobile Optimized Web-based platform

Progressive screening is a cost-saving approach to screening that allows checks to be conducted in stages, beginning with those that provide instant results and are available at a much lower cost. If an applicant returns a red flag in the first round of searches, the remaining searches will not be done, saving you the time and cost of additional reports.

VendorSAFE for Contingent Labor and Vendor Employee Screening

VendorSAFE is a fast, effective, easy way for a sponsor organization (you) to implement a responsible, FCRA-compliant, screening program for your contingent labor force and vendor's and contractor's employees to protect your organization. backgroundchecks.com can configure a custom background screening package for your organization that automatically issues a unique certificate upon completion of all required elements in a package. For organizations participating in our VendorSAFE program we can customize one or more screening packages, including custom labeling of each package with name, description and logo. In addition, we typically host a customized landing page on our site for your program with onboarding and program information for the organizations signing up under your program. Beyond that we offer customized training and welcome communication campaigns. Watch our video to learn more about [VendorSAFE](#).

MyClearStart

MyClearStart is an easy-to-use communication program developed as a shared resource for background screening firms and their customers to soften the impact of delivering adverse decisions. The program offers applicants an easy-to-follow guide through the legal process of possible remediation of their criminal history.

As an employer, you could decide to promote the program in consumer notices that the Fair Credit Reporting Act requires, such as pre-adverse and adverse action letters. But you could equally well decide to present MyClearStart on your site's career section and application forms or even develop call scripts or email templates for HR staff to use in response to applicant inquiries. Anybody wanting to promote the program can simply link to www.myclearstart.com.

Compliance

We operate processes that help you meet your compliance obligations. Through our program you can:

- Give FCRA and state-required disclosures through our electronic applicant entry tools.
- Obtain FCRA and state-required authorizations through our electronic applicant entry tools. Read more about our [Applicant Entry Invitation](#) options.
- Provide FCRA required [pre-adverse-action & adverse action notices](#) electronically.

Each of these can be configured to use your preferred text.

Criminal Terminology

As law varies greatly from state to state, please consult with proper legal counsel for more detailed interpretation of this information.

These are commonly used criminal terms that may appear on returned results. While this is in no way a complete and exhaustive list, it will provide a basis to cover commonly asked questions in order to make an informed decision in your hiring procedures.

Many of the terms below tell you the disposition of a case, meaning what the outcome was in a criminal case. It is important to know that many of these dispositions are not considered to be convictions, and that "charged with a crime" does not necessarily mean being convicted of the crime that was charged.

Also, entering a plea of "Guilty" does not mean that the person will be convicted. This is often required for entry into a "diversionary" or "deferred adjudication" program, where the court never convicts. Instead, after completion of probation, the charges are considered dismissed, although the dismissal may never be reflected on the court's records.

Term	Definition
Acquittal	Judgment that a criminal defendant has not been proved guilty beyond a reasonable doubt.
Adjudication Withheld	The withholdings of the rendering of a judgment of guilty or non-adjudication of guilt - (non-conviction)
Affidavit	A written statement of facts confirmed by the oath of the party making it, before a notary or officer having authority to administer oaths.
Affirmed	In the practice of the appellate courts, the decree or order is declared valid and will stand as rendered in the lower court.
Answer	The formal written statement by a defendant responding to a civil complaint and setting forth the grounds of defense.
Appeal	A request made after a trial, asking another court (usually the court of appeals) to decide whether the trial was conducted properly. To make such a request is "to appeal" or "to take an appeal". One who appeals is called the appellant.
Appellate	About appeals; an appellate court has the power to review the judgment of another lower court of tribunal.
ARD – Accelerated Rehab Disposition	Common in Pennsylvania - similar to probation however, this sentence has a dismissal and expungement eligibility providing all conditions and compliance's set by the judge are strictly adhered to. Unlike probation - ARD cases are non-convictions.
Arraignment	A proceeding, in which an individual who is accused of committing a crime is brought into court, told of the charges and asked to plead guilty or not guilty.
Arraignment	To bring a defendant before a judge to hear the charges brought against him/her and to enter in a plea.
Bail	Security given for the release of a criminal defendant or witness from legal custody (usually in the form of money) to secure his appearance on the date and time appointed.
Bankruptcy	Refers to statutes and judicial proceedings involving persons or businesses that cannot pay their debts and seek the assistance of the court in getting a fresh start. Under the protection of the bankruptcy court, debtors may discharge their debts, perhaps by paying a portion of each debt. Bankruptcy judges preside over these proceedings.
Bench Trial	Trial without a jury in which a judge decides the facts.

Term	Definition
Brief	A written statement submitted by the lawyer for each side in a case that explains to the judges why they should decide the case or a particular part of a case in favor of that lawyer's client.
Capital Offense	A crime punishable by death.
Case Law	The law as laid down in cases that have been decided in the decisions of the courts.
Chambers	A judge's office
Charge to the Jury	The judge's instruction to the jury concerning the law that applies to the facts of the case on trial.
Chief Judge	The judge who has primary responsibility for the administration of a court but also decides cases; chief judges are determined by seniority.
Circumstantial Evidence	All evidence except eyewitness testimony.
Clerk of Courts	An officer appointed by the court to work with the chief judge in overseeing the court's administration, especially to assist in managing the flow of cases through the court and to maintain court records.
Common Law	The legal system that originated in England and is now in use in the United States. It is based on judicial decisions rather than legislative action.
Complaint	A written statement by the plaintiff stating the wrongs allegedly committed by the defendant.
Contract	An agreement between two or more persons that creates an obligation to do or not to do a particular thing.
Convictions	A judgment of guilt against a criminal defendant.
Counsel	Legal advice; a term used to refer to lawyers in a case.
Counterclaim	A claim that a defendant makes against a plaintiff.
Court	Government entity authorized to resolve legal disputes. Judges sometimes use "court" to refer to themselves in the third person, as in "the court has read the briefs."
Court reporter	A person who makes a word-for-word record of what is said in court and produces a transcript of the proceedings upon request.
Court Supervision	For first offenders in the state of Illinois, a "slap-on-the-wrist" type judgment whereby offender is verbally ordered to remain law abiding with no same or similar offender offenses committed. Fines and court costs may still be imposed. A non-conviction, this has eligibility for expungement.
Credit Time Served	Time spent in jail after the initial arrest but before the court appearance date. If in court, there is an additional order of confinement, this time could be credited to their sentence.
Damages	Money paid by defendants to successful plaintiffs in civil cases to compensate the plaintiffs for their injuries.
Dead Docket	In Georgia - whereby stated attorney decides to take no further action in a case provided defendant remains law abiding with no same or similar offenses. If such an offense should re-occur, the dead docketed case may be revised.
Default Judgment	Commonly in civil litigation's, the uttering of a judgment due to the defendant's failure to answer or appear in court.
Default Judgment	A judgment rendered because of the defendant's failure to answer or appear.

Term	Definition
Defendant	In a civil suit, the person complained against; in a criminal case, the person accused of the crime.
Deferred Adjudication	Whereby the finds or guilt or not guilty is postponed for a period of time if certain conditions set forth by the judge are complied with. A non-conviction, this type of decision has a dismissal status with no finding of guilt.
Deposition	An oral statement made before an officer authorized by law to administer oaths. Such statements are often taken to examine potential witnesses, to obtain discovery, or to be used later in trial.
Discovery	Lawyer's examination, before trial, of facts and documents in possession of the opponents to help the lawyers prepare for trial.
Dismissed with Prejudice	The dismissal of any action with the understanding that the complainant can sue or file charges again on the same course of action.
Dismissed without Prejudice	Final disposition of a dismissal barring the right to file charges again or sues on the same cause of action.
Diversion Program	The setting aside of criminal prosecution into special programs or educating classes without the stigma of a criminal conviction. If specifications are adhered to, the case is often eligible for dismissal.
Docket	A log containing brief entries of court proceedings.
En Banc	"in the bench" or "full bench." Refers to court sessions with the entire membership of a court participating rather than the usual quorum. U.S. courts of appeals usually sit in panels of three judges, but may expand to a larger number in certain cases. They are then said to be sitting en banc.
Evidence	Information presented in testimony or in documents that is used to persuade the fact finder (judge or jury) to decide the case for one side or the other.
Extradition Policy	The surrendering or transfer of a criminal by one state, city or country to another to answer to charges accused or convicted therein.
Federal Question	Jurisdiction given to federal courts in cases involving the interpretation and application of the U.S. Constitution, Acts of Congress and Treaties.
Felony	A serious crime carrying a penalty of more than a year in prison. However, confinement time varies from state to state.
File	To place a paper in the official custody of the clerk of court to enter into the files or records of a case.
Grand Jury	A body of citizens who listen to evidence of criminal allegations, which are presented by the government, and determine whether there is probable cause to believe the offense was committed. As it is used in federal criminal cases, "the government" refers to the lawyers of the U.S. Attorney's office who are prosecuting the case.
Habeas Corpus	A writ that is usually used to bring a prisoner before the court to determine the legality of his imprisonment. It may also be used to bring a person in custody before the court to give testimony, or to be prosecuted.
Hearsay	Statements by a witness who did not see or hear the incident in question but heard about it from someone else. Hearsay is usually not admissible as evidence in court.
Impeachment	(1) The process of calling something into question, as in "impeaching the testimony of a witness." (2) The constitutional process whereby the House of Representatives may "impeach" (accuse of misconduct) high officers of the federal government for trial in the Senate.

Term	Definition
In Forma Pauperis	In the manner of a pauper. Permission given to a person to sue without payment of court fees on claim of indigence or poverty.
Indictment	The formal charge issued by a grand jury stating that there is enough evidence that the defendant committed the crime to justify having a trial; it is used primarily for felonies.
Information	A formal accusation by a government attorney that the defendant committed a misdemeanor.
Injunction	An order of the court prohibiting (or compelling) the performance of a specific act to prevent irreparable damage or injury.
Instructions	Judge's explanation to the jury before it begins deliberations of the questions it must answer and the law governing the case.
Interrogatories	Written questions asked by one party of an opposing party, who must answer them in writing under oath; a discovery device in a lawsuit.
Issue	(1) The disputed point in a disagreement between parties in a lawsuit. (2) To send out officially, as in to issue an order.
Judge	Government official with authority to decide lawsuits brought before courts. Other judicial officers in the U.S. courts system are Supreme Court justices.
Judgment	The official decision of a court finally determining the respective rights and claims of the parties to a suit.
Jurisdiction	(1) The legal authority of a court to hear and decide a case. Concurrent jurisdiction exists when two courts have simultaneous responsibility for the same case. (2) The geographic area over which the court has authority to decide cases.
Jurisprudence	The study of law and the structure of the legal system.
Jury	Persons selected according to law and sworn to inquire into and declare a verdict on matters of fact.
Lawsuit	A legal action started by a plaintiff against at defendant based on a complaint that the defendant failed to perform a legal duty, resulting in harm to the plaintiff.
Litigation	A case, controversy, or lawsuits. Participants (plaintiffs and defendants) in lawsuits are called litigants.
Magistrate Judges	Judicial officers who assist U.S. District Judges in getting cases ready for trial, who may decide some criminal and civil trials when both parties agree to have the case heard by a magistrate judge instead of a judge.
Misdemeanor	A less serious crime than a felony; usually a petty offense, punishable by probation or less than a year of confinement. Sentencing varies from state to state.
Mistrial	An invalid trial caused by fundamental error. When a mistrial is declared, the trial must start again from the selection of the jury.
Municipal Remand	A downgraded case, sent back to a lower court for further proceedings. These cases are usually felonies that are dropped to a misdemeanor.
No Billed by Grand Jury	Statement that finds insufficient evidence to hand down an indictment against a person accused of criminal charge. (Non-Conviction)
No Information Filed by State	Common in Florida, the abandonment or dropping of a criminal case by the state attorney usually due to the lack of prosecution (evidence).
Nolle Prose	"Not prosecuted;" the ending or dismissal of a criminal case whereby prosecutor decides to proceed no further.

Term	Definition
Nolo Contendere	No contest - has the same effect as a plea of guilty, as far as the criminal sentence is concerned, but may not be considered as an admission of guilt for any other purpose.
Nolo Contendere	"No contest;" a plea entered when defendant does not directly admit guilt or innocence, does not contest the charges filed against him, and puts himself at the mercy of the court.
Opinion	A judge's written explanation of a decision of the court or of a majority of judges. A dissenting opinion disagrees with the majority opinion because of the reasoning and/or the principles or law on which the decision is based. A concurring opinion agrees with the decision of the court but offers further comment.
Oral Argument	An opportunity for lawyers to summarize their position before the court and also to answer the judges' questions.
Panel	(1) In appellate cases, a group of judges (usually three) assigned to decide the case; (2) in the jury selection process, the group of potential jurors.
Parties	Plaintiffs and defendants (petitioners and respondents) to lawsuits, also known as appellants and appellees in appeals, and their lawyers.
Petit Jury (or trial jury)	A group of citizens who hear the evidence presented by both sides at trial and determine the facts in dispute. Federal criminal juries consist of 12 persons. Federal civil juries consist of six persons.
Plaintiff	The person who files the complaint in a civil lawsuit.
Plea	In a criminal case, the defendant's statement pleading "guilty" or "not guilty" in answer to the charges, a declaration made in open court.
Pleadings	Written statements of the parties in a civil case of their positions. In the federal courts, the principal pleadings are the complaint and the answer.
Prayer for Judgment	Popular in the state of North Carolina, this non-conviction judgment is for first offenders whereby offender is ordered by the judge to remain law-abiding with no same or similar violations. Although it is a non-rendering of guilt, court costs or fines may still be imposed.
Pre-Trial Intervention	"pti program," also known as diversion, criminal prosecution is set aside and instead certain programs or education's imposed for the defendant to comply with. A non-conviction, these cases have a dismissal status.
Precedent	A court decision in an earlier case with facts and law similar to a dispute currently before a court. Precedent will ordinarily govern the decision of a later similar case, unless a party can show that it was wrongly decided or that it differed in some significant way.
Pretrial Conference	A meeting of the judge and lawyers to discuss which matters should be presented to the jury, to review evidence and witnesses, to set a timetable, and to discuss the settlement of the case.
Pro Se	A Latin term meaning, "on one's own behalf," in courts, it refers to persons who present their own cases without lawyers.
Probation	A sentencing alternative to imprisonment in which the court releases convicted defendants under supervision as long as certain conditions are observed.
Procedure	The rules for the conduct of a lawsuit; there are rules of civil, criminal, evidence, bankruptcy, and appellate procedure.
Prosecute	To charge someone with a crime. A prosecutor tries a criminal case on behalf of the government.

Term	Definition
Quashed	To overthrow, to make void, annul. As an example, "to quash a warrant or case."
Record	A written account of all the acts and proceedings in a lawsuit.
Remand	When an appellate court sends a case back to a lower court for further proceedings.
Reverse	When an appellate court sets aside the decision of a lower court because of an error. A reversal is often followed by a remand.
Sentence	The punishment ordered by a court for a defendant convicted of a crime.
Sequester	To separate. Sometimes juries are isolated from outside influences during their deliberations.
Service of Process	The service of writs or summonses to the appropriate party.
Settlement	Parties to a lawsuit resolve their difference without having a trial. Settlements often involve the payment of compensation by one party in satisfaction of the other party's claims.
Sidebar	A conference between the judge and lawyers held out of earshot of the jury and spectators.
Statute	A law passed by a legislature.
Statute of Limitations	A law that sets the time within which parties must take action to enforce their rights.
Stay of Execution	The delay in issuing a sentence until a future time, generally allowed in appealed or erroneous proceedings cases.
STET	Common in Maryland "Put on the shelf" the setting aside of judgment or further proceedings of a case for a period of time pending certain specified conditions set forth by judge are adhered to.
Subpoena Duces Tecum	A command to a witness to produce documents.
Subpoena	A command to a witness to appear and give testimony.
Summary Judgment	A decision made on the basis of statements and evidence presented for the record without a trial. It is used when there is no dispute as to the facts of the case, and one party is entitled to judgment as a matter of law.
Summary Judgment	A decision made on the basis of statements and evidence presented for the record without a trial, usually when there is no dispute in effect.
Suspended of Imposition of Sentence	A sentence (usually jail) that the judge allows the person to avoid serving, providing certain conditions and/or specifications are strictly adhered to.
Temporary Restraining Order	Prohibits a person from an action that is likely to cause irreparable harm. This differs from an injunction in that it may be granted immediately, without notice to the opposing party, and without a hearing. It is intended to last only until a hearing can be held.
Testimony	Evidence presented orally by witnesses during trials or before grand juries.
Tort	A civil wrong or breach of a duty to another person, as outlined by law. A very common tort is negligent operation of a motor vehicle that results in property damage and personal injury in an automobile accident.
Transcript	A written, word-for-word record of what was said, either in a proceeding such as a trial or during some other conversation, as in a transcript of a hearing or oral deposition.
True Billed	An indictment; a statement made by a grand jury that finds sufficient evidence against an individual to proceed with a case.

Term	Definition
U.S. Attorney	A lawyer appointed by the President in each judicial district to prosecute and defend cases for the federal government.
Uphold	The decision of an appellate court not to reverse a lower court decision.
Vacated	To render of no effect a judgment decision, order or case.
Venue	The geographical location in which a case is tried.
Verdict	The decision of a petit jury or a judge.
Voir Dire	The process by which judges and lawyers select a petit jury from among those eligible to serve, by questioning them to determine knowledge of the facts of the case and a willingness to decide the case only on the evidence presented in court. "Voir dire" is a phrase meaning "to speak the truth."
Warrant	A written order directing the arrest of a party. A search warrant orders that a specific location be searched for items, which if found, can be used in court as evidence.
Warrant	A written order by a judge directing any law enforcement personnel to arrest the party.
Witness	A person called upon by either side in a lawsuit to give testimony before the court or jury.
Writ of Certiorari	An order issued by the Supreme Court directing the lower court to transmit records for a case for which it will hear on appeal.
Writ	A formal written command issued from the court, requiring the performance of a specific act.

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