backgroundchecks.com: Now you know.



Common Questions from backgroundchecks.com Customers



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What is a Multi-Jurisdictional Instant Criminal Database?

A <u>Multi-Jurisdictional Instant Criminal Database</u> compiles information from many different jurisdictional sources, including county courthouses, state court support agencies, state and local corrections departments, other government agencies, state sex offender registries, and federal security agencies. The purpose of this kind of database is to get as broad a look as possible into an applicant's criminal history.

Why is an instant database search so important?

Let's start by dispelling the belief that a county criminal history search will do the same job as a Multi-Jurisdictional Instant Criminal Database search. The problem with this reasoning is that it assumes that the subject of the search does not leave the county or counties in which he lives and works. Realistically, in order to exercise due diligence, it should be assumed that if a person went somewhere with any frequency, he/she may have committed a crime there. By this logic, it can't even be assumed that it is safe to simply perform a statewide criminal history search. State boundaries are often as easy to cross as county boundaries.

Furthermore, many Multi-Jurisdictional Instant Criminal Databases include lists such as sex offender registries, national and international exclusion or "watch" lists and more. These are all important tools in your hiring process and they need to be utilized. backgroundchecks.com's instant criminal database includes available data from statewide repositories, including state offender registries, the departments of corrections and the administrative office of courts. In addition, we strive to acquire and update our database with as many county and municipal court records as possible, especially in states that do not collect criminal record data at the state level. Watch our video for more on <u>why an instant criminal database is so important</u>.

The <u>US OneSEARCH</u> and <u>US AliasSEARCH</u> are our two most popular instant criminal database products. Both products include more than 600 million criminal conviction records from over 1,200 individual sources, more than 22 Million photos, Sex Offender Records for 49 states plus Washington DC, Guam, Puerto Rico, US Virgin Islands, and select tribal territories totaling 150+ Sex Offender Registries and over 120 National Security Sources such as the Health and Human Services Department's office of Inspector General Exclusions List, Office of Foreign Assets Control (OFAC) Specially Designated Nationals List, Interpol Fugitives List, Federal Bureau of Investigation's (FBI) Most Wanted List, Food and Drug Administration's (FDA) Debarment List, Office of the Controller of the Currency's (OCC) Enforcement Actions List, and General Services Administration's (GSA) Excluded Parties List.



Visit our <u>Data Coverage Map</u> for state-specific and jurisdiction-specific coverage for our instant criminal database.

What is the client credentialing process and how long does it take to complete?

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. This one-time registration fee helps cover part of the credentialing cost.

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.

The credentialing process is usually completed within 1-2 business days. Failure to respond to credentialing notices or provide requested documentation will delay the approval process and result in service interruption.

How do I order a Background Check?

There are 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. Let's walk through each option.

Package Order

If your account has a preloaded package(s), you'll find it on the Order Packages tab (**Step 1**). Choose a package (**Step 2**) to start your order. All of the services in the package will display under the package title, click the question mark icon next to each product for a full description of the search.

Next, enter Subject Information (**Step 3**) in the "Start your search" section, we require the subject's Full Name, Date Of Birth, Social Security Number, Work Place State and a valid email address. It is very important to provide the subject's FULL first, middle and last name. By omitting a middle name, you are certifying that the subject does not have a middle name which may impact search results.

Select the subject's Work Place State and provide the subject's valid email address.

When you provide the subject's email address, you may also take advantage of our highly recommended email-based Pre-Adverse Action and Adverse Action Notification service.

Our electronic Adverse Action service includes tools to help you comply with your obligations when you take adverse action under the federal Fair Credit Reporting Act based on the report we provide to you. Watch our video on <u>email-based Adverse Action</u> <u>Notification services</u> to learn more.

	Manage Reports	My Account	Support
tandard Order			
Select a package 2			
Best Background Check Package	2	•	< >
Package Includes: The US AliasVERIFY searc county jurisdictions developed from the nam apply	h + a 7 year County Criminal sea e and address history for the pa	arch of the subject's prima st 7 years. *Additional co	ary name in all urt fees may
Best Background Check Package			
Deskers Dries			
Package Price			\$56.4
County Criminal			\$56.4
County Criminal US AliasVERIFY			\$56.4
County Criminal US Alfas VERIFY			\$56.4
County Criminal C US AliasVERIFY C			\$56.4
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art your search ubject Information Change search options Change s			\$56.4 Suffix (if any)

ance. We

YYYY

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Female

- DD

Male

Social Security Number

Date of Birth

мм



Depending on your package configurations and included products like direct court searches such as county, federal or a statewide criminal search, our system may **auto-develop known alias names and jurisdictions** where your subject has lived for the past 7 years and automatically add them to your order.

Auto-development works using the subject's social security number to run a name and address history behind the scenes. Review the auto-developed information in each section and add or remove as allowed.

Click Proceed to checkout to place your order.

If you Proceed to checkout without supplying a middle name, we will present a confirmation message. If the subject **does** have a middle name, select "Yes" and we will take you to the middle name field to enter the missing information. If you select "No middle name", you are certifying that your subject does not have a middle name and we will conduct the criminal records as such and you will proceed to the Order Confirmation page.



The Order Confirmation page (**Step 4**) provides you a summary of your order including an average turnaround time and any applicable third-party fees*.

 Examples of third-party fees include county court fees, state motor vehicle fees, statewide repository fees, federal court fees, employer clearinghouse fees, and educational institution clearinghouse fees.

Finally, agree to the terms and click the Purchase button to place your order.

Full legal name				Suffix (if any)
	Middle			Select 🔻
Automatically added from SSN trac Full legal name	ce results 🖶			Remove this alias
	Middle			Select 🔻
Add another name or alia Gender (optional) Male Female Date of Birth 11 - November Social Security Number Our name and address history trac been added to your search. Based excluded from these results.	s a a a a a a a a a a a a a a a a a a a	1976	• Thes esses that are old	e have automatically er than 7 years are
Work Place State Select Set this state as the default j	▼ urisdiction			
County				0
You may add up to 25 jurisdiction(s).			
Dallas County (Automatically added from SSN tr 5 addresses found Reported	ace results)			Remove County
+ Add a County				
Dracood to chookout				

Order Confirmation 🙆			
	Additional court acce	ess, state DMV, o	r employer clearing house fe
	🔶 Avg. turnaround time	🔶 Fees 👔	Price
Best Background Check Package			\$56.45
County Criminal 🔞			
(Primary) (Travis County)	25 Business Hours		\$0.00
(Primary) (Fort Bend County)	23 Business Hours		\$0.00
(Travis County)	25 Business Hours		\$0.00
(Fort Bend County)	23 Business Hours		\$0.00
US AliasVERIFY 🔞			
(Primary)			\$0.00
		Subtotal:	\$56.45
		Total:	\$56.45
Important: By placing this order: You accord our <u>Term</u> : You according receiving the Gomumer Financial Protection Bureach 'Protection Bureach 'Protection the term <u>Certification for Bescer Certification for Bescer Certification for Bescer Certifications fo</u>	se to Users of Consumer Reports ⁴ and ⁴ A Summary of Your Rights s websited. Typose of Engloyments of our Terms. 11 of No Results of our Terms.	inder the Fair	
Edit Your Order	Cancel Order	Purchase	

Self-Order (Applicant Entry Feature)

The <u>Self-Order</u> option allows you to delegate some of the background screening process to your applicant, making the screening process easier than ever. Self-Order invitation options are available on the Package Order tab, choose from: Invite Single Subject, Invite Multiple Subjects or Create a URL.

Let's select Invite Single Subject.

Invite Single Subject (**Step 1**) allows you to send a single invitation to a specific subject for whom you have their

tackg	roundchecks	.com°		Welcome, Bethany (Log out)
Order Products	Order Packages		My Account Support	
	Invite Single Subject	Invite Multiple Subjects	Create a URL Your URLs	
You can use this screen	to send a single invitation	to a specific subject for who	you have their full name, date of birth, and email ad	dress. Subjects invited using this page will immediately

full name, date of birth, and email address. Subjects invited using Single Subject Invitations will immediately appear in your manage reports inbox with a status of "Invited". This status will change to "In Progress" once the subject submits the requested information.

Start by selecting a package (**Step 2**) and entering the subject's email address (**Step 3**).

Next you'll need to decide who pays for the report, your organization or the applicant (**Step 4**). You may require the candidate to pay for their own background check where allowed by law. You will be charged for the report if the candidate resides in a states that prohibits them from paying for their own report. *click the link to see a list of jurisdictions with subject pay restrictions

We will determine payment eligibility once the subject accepts the invite and begins submitting information.

For a Single Subject Invitation you are required to Pre-fill some Subject Information (**Step 5**): the subject's full legal name and date of birth.

If you wish, you may enter any of the optional information. Be aware that the subject will not be able to edit any information that you enter. Optional fields will become required when the candidate accepts the invite and begins submitting information.

Best Background Check Pac	kage 2	• < >
Start your search		
nvite Subject 3		
Subject's email address		
Email Address		
Define Payment		
O Subject will pay		
You will assume the cost for paying for it. We will be able information. Click here for a list of jurisdic conditions from having the s	this search if the law in the applicable jurisdiction p to determine this once the subject accepts the inv <u>tions</u> that have regulations that prohibit organizati ubject pay for their own background checks.	prohibits the subject from ite and begins submitting ons under certain
Our organization will pay		
Our organization will pay		
Our organization will pay Pre-fill Subject Information	5	
Our organization will pay Pre-fill Subject Information You must provide the required subjet information. Be aware that the subjet	5 t information below. If you wish, you may enter an t will not be able to edit any information that you o	y of the optional enter.
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In the Compliance section (**Step 6**) you will certify whether or not you provided the candidate with the required disclosure and received proper authorization to obtain a consumer report from us.

If you select **Yes, I certify the above statement**, during the submitting process we will ask the candidate to confirm they received the required notices. If the candidate does not confirm receipt of the required notices, we will present a standardized disclosure message and separate authorization message on your behalf that the candidate must acknowledge and agree to in order to proceed with the Self-Order background check. If you select **No, I do not certify the above**

statement; we will automatically present the standardized consumer notices on your behalf.

Finally, you may preview the Single Subject Invitation and send it to your candidate.

The process of creating a Multiple Subject Invitation and Create a URL is much the same of what we just covered. Watch our <u>Self-Order</u> video to learn more about Multiple Subject and Create a URL Self Order invitations.

Compliance 6	
By selecting "Yes" below, you certify th will obtain from us a consumer report conditions, (2) the subject of this report investigative consumer report as descri- comply with all applicable laws.	hat (1) the subject of this report has received disclosure that Your Company Name or investigative consumer report (or both) as described in our terms and t has authorized Your Company Name to obtain from us a consumer report or ibed in our terms and conditions, and (3) the disclosure and authorization
Yes, I certify the above stateme No, I do not certify the above s	ant tatement
Send Invitation	Preview Invitation

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	Preview Invitation	×
1	To: From: selforder@backgroundchecks.com Subject: Request from Your Company Name to supply information for background check	
Compliance	Dear user name .	
By selecting "Yes" below, you will obtain from us a consum conditions, (2) the subject of	As the next step in your application process with Your Company Name, we need to collect additional information as it relates to processing your background check.	^
investigative consumer report comply with all applicable lav	Below you will find a link to begin that process. Please click on the link or copy the link into your web browser's address bar and follow the instructions on each of the screens to supply the information necessary. This link will expire in 30 days.	
Yes, I certify the abov	https://business2.backgroundchecks.com/unique-invitation-url	
No, I do not certify th	Kind regards, backgroundchecks.com customer service.	~
Send Invitation	Preview Invitation	



Build-Your-Own Report

Now, let's place an order using the build-your-own report approach on the Order Products tab.

Order Products

The Order Products tab provides step-by-step suggestions for building a comprehensive screening report. You can select services from all steps or skip around to build a report that best fits your needs.

For this order, we'll select the US AliasSEARCH in Step 1, County in Step 2 & Education in Step 3.

Step 1 includes our multi-jurisdictional criminal database searches.

Our proprietary criminal database contains over 600 million criminal conviction records and offers you the #1 criminal conviction database in the industry.

You can choose between instant and verified versions of each search. To select an instant search, uncheck the Verify box.

When you first uncheck Verify, you'll see an important message to **Consider Verification**.

This message is to help you better understand the differences between instant & verified criminal database searches and how that impacts the results of each search. Please carefully review and acknowledge.

Step 2 includes Direct Court searches such as County, Federal and Statewide courts.

With our built-in auto-development feature, we'll help you choose the most appropriate courthouses to search for your candidate. As soon as you enter the subject's social security number, we will in real time and at no charge to you run a name and address history search behind the scenes and recommend what county, state and federal jurisdictions you should consider ordering based on the last seven years of your subject's address history.

Step 3 includes additional reports & verifications.

Select your searches	
Start with a multi-jurisdictional instant c	riminal database search:
US AliasSEARCH - \$29.95 👔	Multi-state OneSEARCH - \$9.95 (2)
US OneSEARCH - \$23.95	Single-state OneSEARCH - \$6.95 👔
Multi-state AliasSEARCH - \$15.95	Offender OneSEARCH - \$6.95
Single-state AliasSEARCH - \$12.95	National Security OneSEARCH - \$7.95 👔
None of the above	
Verify US AliasSEARCH Records - \$3.50 extra	Recommended!
2 Supplement with direct searches at speci	ific courts:
Criminal	Civil
County - \$12.00	County Civil - \$22.00
Statewide - \$10.00	Federal Civil - \$15.00
Federal - \$15.00 🕜	
Canada - \$27.75	
Consider additional reports & verification	ns:
Additional	Financial Records
US OneTRACE - \$3.50 🕜	Credit Report - \$7.00 🔞
Driving Record - \$7.00	Bankruptcy - \$15.00
Drug Screen - \$36.00	
Wants and Warrants - \$15.00 (2)	Verifications
	Employment - \$12.50 🕜
	Education - \$12.50 📀
	References - \$12,50

Managa Poporte

While the searches in Steps 1 & 2 create a solid criminal background check, some positions require scrutiny of other aspects of a person's past and the claims they make on their resume or job application. backgroundchecks.com can help you vet those people by providing a series of additional reports and verification searches.

* You'll also notice that Driving Record and Credit Report are not immediately available for you to order. These services are subject to additional approval, go to Support > Compliance to download the necessary applications.

Next, enter Subject Information in the "Start your search" section (**Step 4**), we require the subject's Full Name, Date Of Birth, Social Security Number, Work Place State and a valid email address. It is very important to provide the subject's FULL first, middle and last name. By omitting a middle name, you are certifying that the subject does not have a middle name which may impact search results.

As soon as you enter the subject's social security number, our system will start auto-developing known alias names and jurisdictions for the past 7 years based on the name and address history. You may remove any auto-developed information or add more jurisdictions before you check out.

Select the subject's Work Place State and provide the subject's valid email address.

When you provide the subject's email address, you may also take advantage of our highly recommended email-based Pre-Adverse Action and Adverse Action Notification service. Our electronic Adverse Action service includes tools to help you comply with your obligations when you take adverse action under the federal Fair Credit Reporting Act based on the report we provide to you. Watch our video on <u>email-based Adverse</u> <u>Action Notification services</u> to learn more.

We must collect contact information for the subject of the report in order to ensure screening compliance. We may contact the subject of the report to gather additional information or for scheduling.						
Email address						
Email Address						
Email pre-adverse- and adverse-action	notices from backgroundchecks.com (\$2.00).					

Complete the Education section and click Proceed to checkout to place your order.



If you Proceed to checkout without supplying a middle name, we will present a confirmation message. If the subject **does** have a middle name, select "Yes" and we will take you to the middle name field to enter the missing information. If you select "No middle name", you are certifying that your subject does not have a middle name and we will conduct the criminal records as such and you will proceed to the Order Confirmation page.

Start your search					
Subject Information 4					
Change search options	0				
Full legal name					Suffix (if any)
	Middle				Select 🔻
Automatically added from SSN tra Full legal name	ace results 🌻				Remove this alias
	Middle				Select 🔻
Add another name or ali	ias 🕜				
Gender (optional) Male Female					
Date of Birth	10		407/		
11 - November	13	•	1970	•	
Social Security Number			_		
Our name and address history tra been added to your search. Based	ace found addres d on your search	ses and alias criteria, nam	es for nes and addres	. The	ese have automatically Ider than 7 years are
Our name and address history tra been added to your search. Base excluded from these results.	ace found addres d on your search	ses and alias criteria, nam	es for nes and addres	ses that are o	ese have automatically Ider than 7 years are
Our name and address history trr been added to your search. Base excluded from these results.	ace found addres d on your search	ses and alias criteria, nam	es for nes and addres	ses that are o	ese have automatically Ider than 7 years are
Our name and address history tra been added to your search. Base excluded from these results.	ace found address d on your search jurisdiction	ses and alias criteria, narr	tes for the state of the state	ses that are o	ese have automatically Ider than 7 years are
Our name and address history trr been added to your search. Base excluded from these results. Work Place State Select Set this state as the default County	ace found addres d on your search jurisdiction	ses and alias criteria, nar	tes for the state of the state	. Th	ese have automatically Ider than 7 years are
Our name and address history tra been added to your search. Base excluded from these results.	ace found address d on your search jurisdiction (s).	ses and alias criteria, nam	es for nes and addres	ses that are of	ese have automatically Ider than 7 years are
Our name and address history tra been added to your search. Base excluded from these results. Work Place State Select Set this state as the default County You may add up to 25 jurisdiction(Dallas County (Automatically added from SSN to 5 addresses found Reported	ace found address d on your search jurisdiction (s). trace results)	ses and alias	ues for nes and addres	ses that are of	ese have automatically Ider than 7 years are
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Our name and address history tradition to a search. Base excluded from these results. Work Place State Select Set this state as the default County You may add up to 25 jurisdiction(Dallas County (Automatically added from SSN to 5 addresses found Reported + Add a County iddle Name	ace found address d on your search jurisdiction (s). trace results)	ses and alias	es for nes and addres	ses that are of	ese have automatically Ider than 7 years are

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Does have a middle name?

No middle name »

Proceed to checkout

Where do I view my Reports?

All reports are stored in Manage Reports, Inbox. Depending on your user role, you may also have access to reports ordered by other users on your account. Use the Advanced Search feature to narrow or widen your inbox search results.

backgroundchecks.	.com°				w	'elcome, Bethany <u>(Log out)</u>
Order Products Order Packages	Manage Reports	My Account	Support			
Inbox Certificates Batches						
View: All Read Unread Include Archiv	ved					
Advanced Search						
Select All			Name	T		Search
Subject Result	Status Monitor	Report ID	Order Date •	Certificate	Notes	Actions
SUBJECT'S NAME 6/18/XXXX	Needs Attention	227519692	9/13/2018			Actions 🔻
SUBJECT'S NAME No Criminal Hits	Complete Off	227521221	9/13/2018			Actions Print Archive Send Report Invitation
SUBJECT'S NAME 11/13/XXXX	In Progress	227519916	9/13/2018			Actions 🔻
SUBJECT'S NAME 11/13/XXXX	Invited	N/A	9/13/2018			

Subject serves as the access point to the full report details, click the subject's name to view the report.

Result indicates Criminal Hits or No Criminal Hits where applicable.

Status indicates the report status such as In Progress, Complete or Needs Attention.

If the status is Needs Attention, click the link and complete the necessary steps to progress the order. For instance, your report may be in Needs Attention status if the report contains an instant criminal database search like the US AliasSEARCH where you may be required to evaluate criminal records that might be about the subject of your report and make a matching decision. This is called the Criminal Record Selection process. When reviewing these records, you must use common sense and all information that you have to independently confirm that the information below actually relates to the Consumer. You must not take any adverse action based on these records if you have any doubt that the information in the records actually relates to the Consumer. You must not rely on the fact that we have provided you the information in the Report to eliminate any such doubt. Watch our <u>Criminal Records Selection</u> video to learn more about this process.

Invited status indicates that a Single Subject Invitation was sent to the candidate. This status will change to "In Progress" once the subject submits the requested information. Click the subject name to send a reminder or cancel the invitation. Watch our <u>Self-Order</u> video to learn more our applicant entry feature.

Monitor refers to our Criminal Monitoring service that you can add to US OneSEARCH or US AliasSEARCH for an annual fee of \$10.00. We'll scan our criminal database for one year and alert you to any new crimes that appear. After one year you can renew the service for the same low price. Click the Monitor button to activate, cancel or renew an expired monitor.

Report ID is a unique identifier assigned to every report.

Order Date is the when the order was placed.

Actions options will vary by report and may include Print, Archive, and Send Report Invitation. Watch our <u>Self-Order</u> video to learn more our applicant entry feature.



How do I read my Reports?

Click on the subject name in the Manage Reports Inbox to access to full report.

At the top of the report we have highlighted the subject search criteria. You can also, email the report, print the report and customize print settings for each report and download a Dispute Form from the More Actions button.

The order summary shows the status for every search in the report, organized in the categories listed below along with HITS or NO HITS indicators and you can activate a Criminal Monitor on applicable searches.

Until a search is complete, all status information is displayed in the summary section.

- Crimes and Offenses
- Civil
- Verifications
- Driving Record
- Drug Screen
- Financial
- Business
- Other Searches

Additionally, notes entered by our staff appear in the order summary under each respective search. Users can request a status update by clicking the information icon next to a search status, as long as the search is not already complete.

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.

All criminal hits are now displayed in reverse chronological order in one Crimes and Offenses section with each record appearing under the year for that record. Note that this also means that searches which produce no hits will not appear in the results section of the report, only in the order summary.

rder Products Order Packages Manage Reports My Acc	count Support		
		-	
port #2553	븆 P#	t 🙃 🌞 Email 🚥 🤅	More Actions
repared for: Edmund Halley			
ou certified that you were ordering this report as an end-user for the evaluation	of the subject of the report for employm	ent, promotion, reassign	ment or retention
s an employee (which could include contractors, agents, and volunteers).			
Data is collected from state repositories, counties, correctional institutions, and ot	her government agencies. Criminal histo	ry information reflected	should not be
onsidered as a 100% comprehensive history of any individual.			
Search Criteria 🌞			
BAYBERRY, JAMES			
Subject Information			
55N	XXX-XX-8899		
DOB	8/7/XXXX		
Work Place State	Texas		
Address	1234 MAIN ST		
	Atlanta GA 30117-1937		
Gender	M		
Notifications			•
Initial review of instant searches noted: 8/17/2017 2:24 PM by Edmund Halley			
A 613 notification email was sent to subject@test.com View Ei	nail Correct Email Address		
SSN Validation & Death Master Index Check			
SSN XXX-XX-8899	The Social Security Number is: VAL	D	
This search validates the Social Security Number and state of issuance. It does not validate that a particular person or criminal record is associated with	The associated individual is: NOT D	ECEASED	
the SSN.	Issued in: SOUTH CAROLINA 1976	AND 1978	
Order Summary 🌲	Report Status: Fulfillment Complete	Ordered: 8/16/201	7 11:43 AM CDT
Crimes and Offenses	-		
US AliasSEARCH	O Statu	s: Completed 8/16/2017	11:42 AM CDT
BAYBERRY, JAMES			HITS
BAYBERRY, JAMES M (Alias)			HITS
BAYBERRY-SARKS, JAMES (Alias)			HITS
Activate Criminal Monitoring			•
Report Notes		2 Addam	te to this report
Crimes and Offenses 🌞			
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What type of administrative features does my account offer?

Let's start with the Notifications message board that appears on both the Order Products and Order Packages tabs. The Notifications message board alerts you to jurisdictional delays, court fees increases, compliance and legislation updates and other important information you should be aware of. Click on any notification link to view full details and expand or collapse the Notifications window to suit your needs.

Below the Notifications window you'll see a gray box that lists your current FCRA Certification settings.

If you need to make new FCRA Certification selections, click the Change link and complete the FCRA Certification steps.

In **My Account** you have access to **My Profile, Account Settings, Accounting** and **Statistics**.

Account Settings provides you access to create new users and manage all users.

Accounting provides access to your accounting ledger where you can view invoice details. An invoice is created for every order, no matter your billing method.

For instance, if your billing method is Transactional Credit Card; an invoice will be created for each order placed. If your billing method is Monthly Credit Card; an invoice containing all orders placed within the billing period will be created once a month on the anniversary date of your account registration and payment will be applied automatically using the credit card on file on your account. If your billing method is Monthly Invoicing; an invoice containing all orders placed within the billing period will be created once a month on the anniversary date of your account registration. The invoice is delivered electronically to the billing contact or account holder and payment is due within



15 days after invoice date. You may to pay either by (a) sending a check or money order to our address for payment that is on the invoice, (b) sending a bank draft or wire transfer in compliance with instructions that our finance department provides you, or (c) a manual credit card transaction on our website. Your check or money order must draw on an account held at a U.S. bank and must not have a restrictive endorsement. *Monthly Credit Card and Monthly Invoicing billing methods are subject to approval.



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

Support provides you access to Support Requests and Compliance.

Support Requests provides you the ability to **Submit a Ticket** 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.

Compliance provides resource tools such as sample forms for Disclosure and Authorization. Some of the documents provided in Compliance are sample forms for your use. We provide these as a courtesy and we are not providing legal advice on whether these forms are appropriate for your business use. You should not assume that they are adequate to protect you legally. You should confer with your own attorney to determine whether these forms are suitable for your purposes. By using them you agree that we are not liable for your use of them. Applications for Driving Records and Credit Reports are also located in Compliance.

Client Search Statistics Report



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backgroundchecks.com client relations department is available to respond to your questions from Monday through Friday from 7:30 AM - 5:30 PM Central Time.

A dedicated team has been established to support BackTrack clients in their transition to the backgroundchecks.com platform. Contact the BackTrack for BGC team toll free at: 866.909.8259 or by email at backtrack@backgroundchecks.com.

Printable Forms Some of the documents below are sample forms for your use. We provide these as a courtesy and we are not providing legal advise on whether these appropriate for your business use. You should not assume that they are adequate to protect you legally. You should confer with your own attorney to de whether these forms are suitable for your purposes. By using them you agree that was ern of lable for your use of them. Consumer Report Disclosure The FCRA requires you to give a disclosure to an individual before requesting a background check about the individual for 'employment pury (which may include individual contractors and includes employment actions other than hiring). This is in addition to the authorization below. T allows you to combine this with the authorization, but the safer practice is to separate them. Do not include this in your employment applicatil other document.

Manage Reports

Support

- Consumer Report Authoritzation The FCRA requires you to obtain an individual's written authorization before requesting a background check about the individual for 'employment purposes' (which may include individual contractors and includes employment actions other than hiring). This is in addition to the disclosure above
- Terms and Conditions The Terms and Conditions a user accepts when registering for an account
- The Fair Credit Reporting Act (FCRA) The Fair Credit Report Act.
- Summary of Consumer Rights Under the FCRA Users of Consumer Reports, it is your responsibility under the Fair Credit Reporting Act to provide the applicant a copy of their rights
- Notce to Users of Consumer Reports. Obligations Under the ECRA The following is a summary of the amendments to the Fair Credit Reporting Act and their impact on both providers and end users of consumer reports These changes were effective September 30, 1997 and require both parties to adhere to strict notification guidelines.