

backgroundchecks.com: Now you know.



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## Common Questions from backgroundchecks.com Customers

## What is a Multi-Jurisdictional Instant Criminal Database?

A [Multi-Jurisdictional Instant Criminal Database](#) 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.

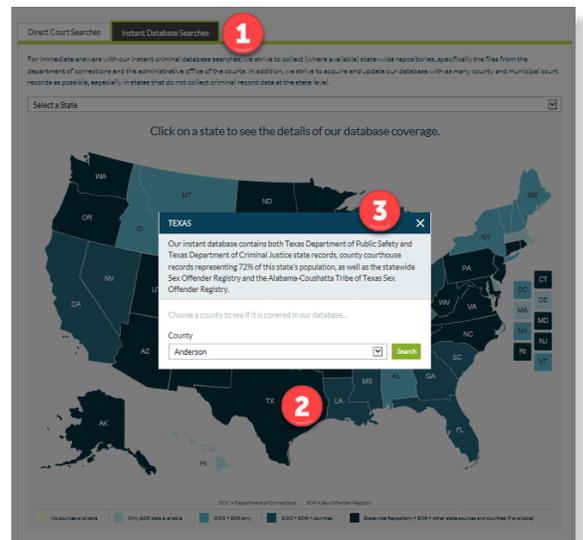
## Why is an instant database search so important?

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 [why an instant criminal database is so important](#).

The [US OneSEARCH](#) and [US AliasSEARCH](#) 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 [Data Coverage Map](#) 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

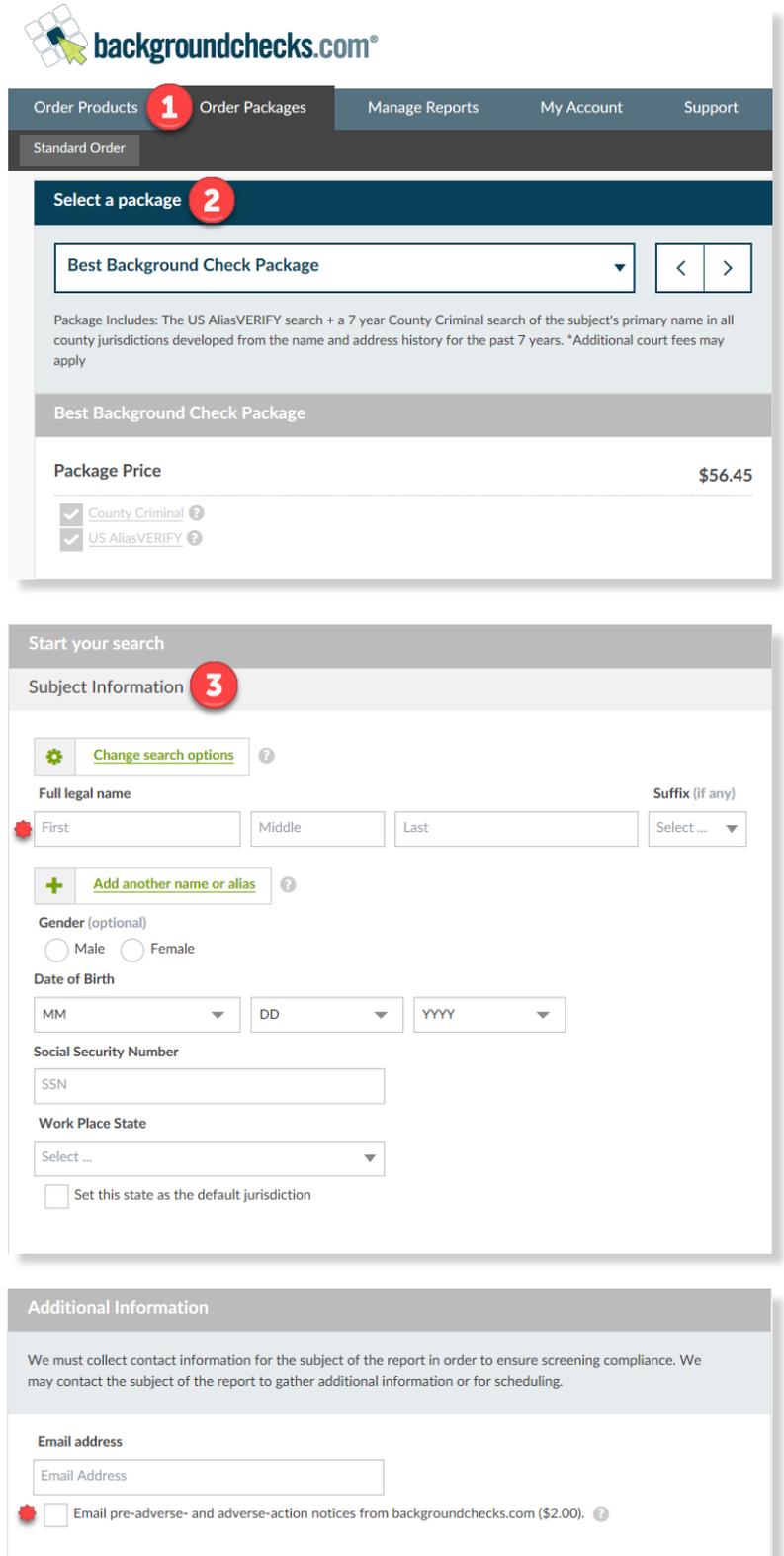
If your account has a preloaded package(s), you'll find it on the Order Packages tab (**Step 1**). Choose a package (**Step 2**) to start your order. All of the services in the package will display under the package title, click the question mark icon next to each product for a full description of the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



The screenshot shows the backgroundchecks.com interface with three numbered steps highlighted:

- Step 1:** Order Packages. The navigation bar shows "Order Products", "Order Packages" (highlighted with a red circle 1), "Manage Reports", "My Account", and "Support".
- Step 2:** Select a package. A dropdown menu shows "Best Background Check Package". Below it, a description states: "Package Includes: The US AliasVERIFY search + a 7 year County Criminal search of the subject's primary name in all county jurisdictions developed from the name and address history for the past 7 years. \*Additional court fees may apply". The package price is listed as \$56.45. Two services are checked: "County Criminal" and "US AliasVERIFY".
- Step 3:** Start your search. The "Subject Information" section includes:
  - A "Change search options" link.
  - Fields for "Full legal name" (First, Middle, Last) and "Suffix (if any)".
  - An "Add another name or alias" link.
  - Gender (optional) with radio buttons for Male and Female.
  - Date of Birth fields for MM, DD, and YYYY.
  - Social Security Number (SSN) field.
  - Work Place State dropdown menu.
  - A checkbox for "Set this state as the default jurisdiction".

The "Additional Information" section at the bottom states: "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." It includes an "Email address" field and a checkbox for "Email pre-adverse- and adverse-action notices from backgroundchecks.com (\$2.00)".

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.

Middle Name ❗
✕

You skipped the middle name field. We need complete identifying information for this search.

Does   have a middle name?

« Yes
No middle name »

Proceed to checkout

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)

Automatically added from SSN trace results ❗ [Remove this alias](#)

Full legal name

Suffix (if any)

+ [Add another name or alias](#) ?

Gender (optional)

Male  Female

Date of Birth

11 - November

13

1976

Social Security Number

➔

Our name and address history trace found addresses and aliases for  . These have automatically been added to your search. Based on your search criteria, names and addresses that are older than 7 years are excluded from these results. ❗

Work Place State

Set this state as the default jurisdiction

County i

You may add up to 25 jurisdiction(s).

**Dallas County** ❗ [Remove County](#)

(Automatically added from SSN trace results)

5 addresses found | Reported

+ [Add a County](#)

Proceed to checkout

Order Confirmation 4
Additional court access, state DMV, or employer clearing house fees

	Avg. turnaround time	Fees	Price
Best Background Check Package			\$56.45
County Criminal <span style="font-size: 0.8em;">(i)</span>			
<span style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 5px;"> </span> (Primary) (Travis County)	25 Business Hours		\$0.00
<span style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 5px;"> </span> (Primary) (Fort Bend County)	23 Business Hours		\$0.00
<span style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 5px;"> </span> (Travis County)	25 Business Hours		\$0.00
<span style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 5px;"> </span> (Fort Bend County)	23 Business Hours		\$0.00
US AliasVERIFY <span style="font-size: 0.8em;">(i)</span>			
<span style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 5px;"> </span> (Primary)			\$0.00
Subtotal:			\$56.45
Total:			\$56.45

**Important:** By placing this order:

- You accept our Terms.
- You agree that we can charge you for the search even if there are no results.
- You acknowledge receiving the Consumer Financial Protection Bureau's "Notice to Users of Consumer Reports" and "A Summary of Your Rights under the Fair Credit Reporting Act" (which are also available in the Compliance section of our website).
- You make the Employment certifications in Report Certification for End-user Purpose of Employment of our Terms.
- You make the No Resale certifications in Report Certifications for Resale Interest of No Resale of our Terms.

[Edit Your Order](#)
[Cancel Order](#)
**Purchase**

## Self-Order (Applicant Entry Feature)

The [Self-Order](#) 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 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.

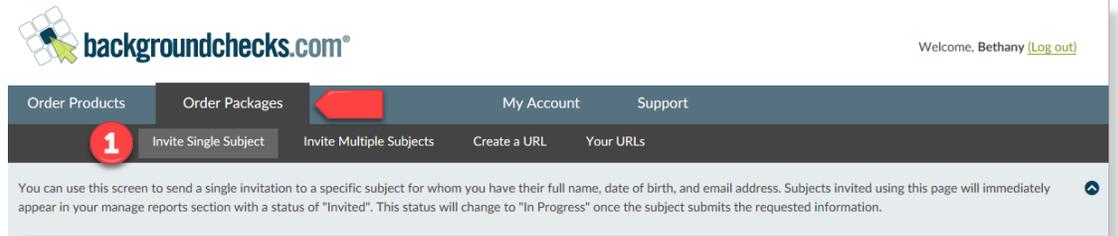
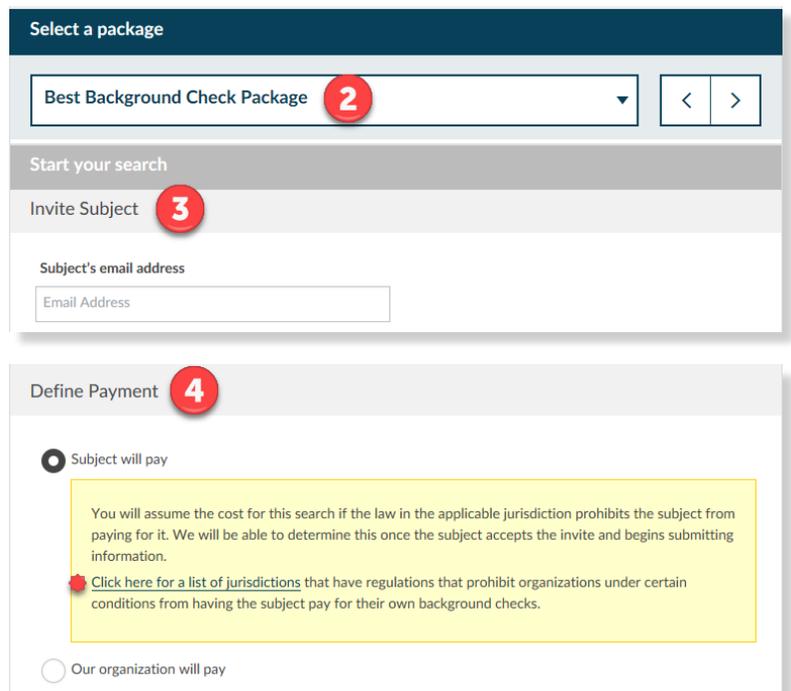
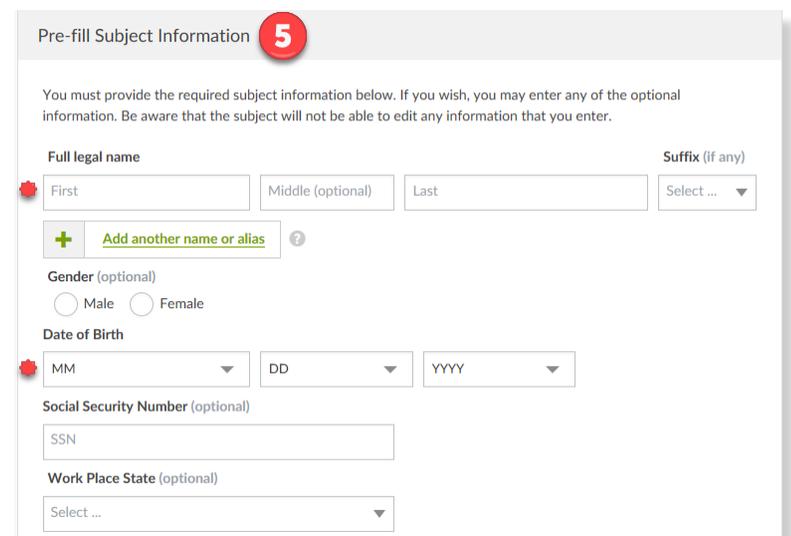
Start by selecting a package (**Step 2**) and entering the subject's email address (**Step 3**).

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.

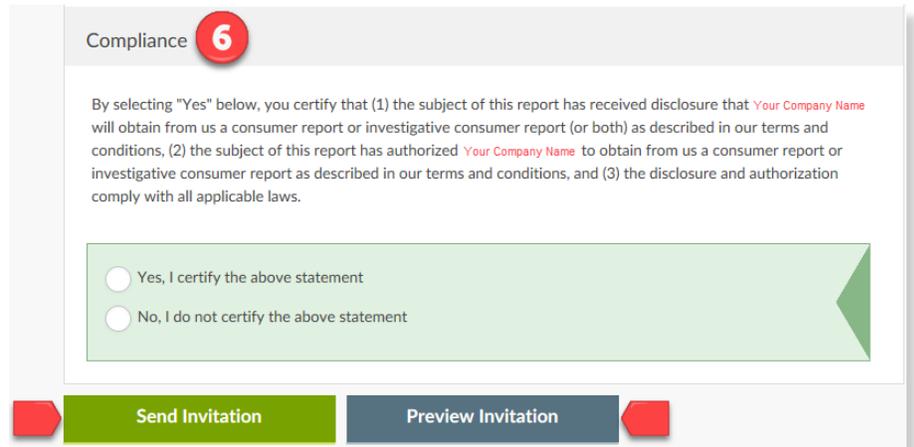




In the Compliance section (**Step 6**) you will certify whether or not you provided the candidate with the required disclosure and received proper authorization to obtain a consumer report from us.

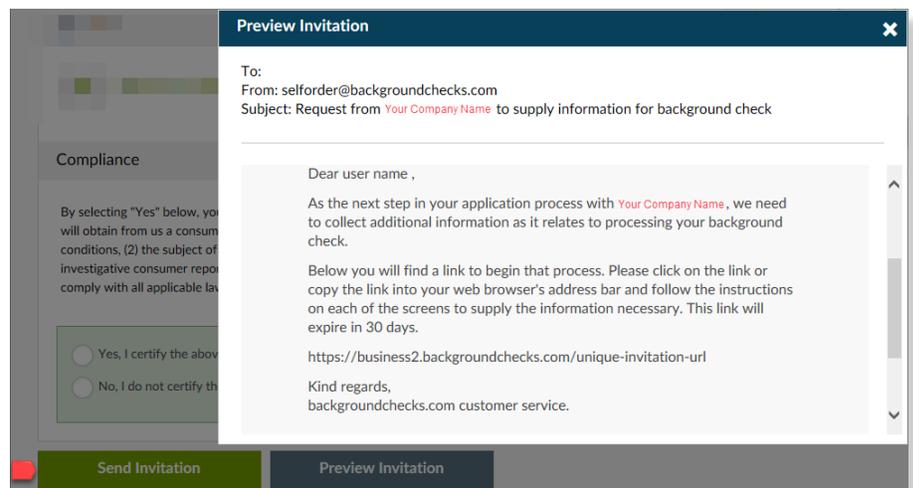
If you select **Yes, I certify the above statement**, during the submitting process we will ask the candidate to confirm they received the required notices. If the candidate does not confirm receipt of the required notices, we will present a standardized disclosure message and separate authorization 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 [Self-Order](#) video to learn more about Multiple Subject and Create a URL Self Order invitations.



The screenshot shows a web form titled "Compliance 6". The text reads: "By selecting 'Yes' below, you certify that (1) the subject of this report has received disclosure that **Your Company Name** will obtain from us a consumer report or investigative consumer report (or both) as described in our terms and conditions, (2) the subject of this report has authorized **Your Company Name** to obtain from us a consumer report or investigative consumer report as described in our terms and conditions, and (3) the disclosure and authorization comply with all applicable laws." Below the text are two radio button options: "Yes, I certify the above statement" and "No, I do not certify the above statement". At the bottom of the form are two buttons: "Send Invitation" (green) and "Preview Invitation" (blue).



The screenshot shows a preview of an email titled "Preview Invitation". The email header includes: "To:", "From: selforder@backgroundchecks.com", and "Subject: Request from **Your Company Name** to supply information for background check". The body of the email starts with "Dear user name ,", followed by: "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." Below that, it says: "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." A URL is provided: "https://business2.backgroundchecks.com/unique-invitation-url". The email ends with "Kind regards, backgroundchecks.com customer service." The background shows the same "Compliance" form from the previous screenshot.

## Build-Your-Own Report

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

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.

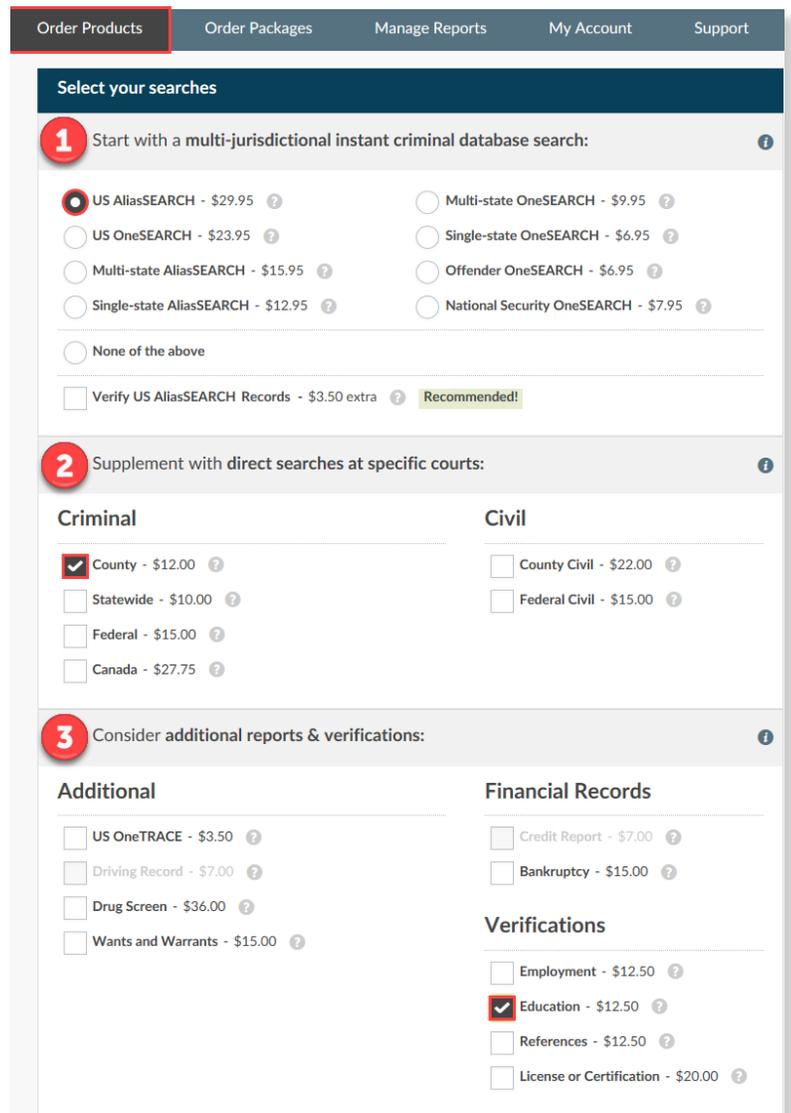
**Step 2** includes Direct Court searches such as County, Federal and Statewide courts.

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.

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.



**Order Products** | Order Packages | Manage Reports | My Account | Support

### Select your searches

**1** Start with a multi-jurisdictional instant criminal database search:

- US AliasSEARCH - \$29.95
- US OneSEARCH - \$23.95
- Multi-state AliasSEARCH - \$15.95
- Single-state AliasSEARCH - \$12.95
- None of the above
- Verify US AliasSEARCH Records - \$3.50 extra **Recommended!**
- Multi-state OneSEARCH - \$9.95
- Single-state OneSEARCH - \$6.95
- Offender OneSEARCH - \$6.95
- National Security OneSEARCH - \$7.95

**2** Supplement with direct searches at specific courts:

Criminal	Civil
<input checked="" type="checkbox"/> County - \$12.00	<input type="checkbox"/> County Civil - \$22.00
<input type="checkbox"/> Statewide - \$10.00	<input type="checkbox"/> Federal Civil - \$15.00
<input type="checkbox"/> Federal - \$15.00	
<input type="checkbox"/> Canada - \$27.75	

**3** Consider additional reports & verifications:

Additional	Financial Records
<input type="checkbox"/> US OneTRACE - \$3.50	<input type="checkbox"/> Credit Report - \$7.00
<input type="checkbox"/> Driving Record - \$7.00	<input type="checkbox"/> Bankruptcy - \$15.00
<input type="checkbox"/> Drug Screen - \$36.00	
<input type="checkbox"/> Wants and Warrants - \$15.00	

**Verifications**

- Employment - \$12.50
- Education - \$12.50
- References - \$12.50
- License or Certification - \$20.00

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 [email-based Adverse Action Notification services](#) to learn more.

**Additional Information**

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 pre-adverse- and adverse-action notices from backgroundchecks.com (\$2.00).

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

**Education**

**IMPORTANT:** Please be sure to put the full name of the educational institution. In particular, be careful with the use of abbreviations that may not be universally known.

Name Used While Attending (optional)

[Proceed to checkout](#)

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](#)

Full legal name Suffix (if any)  
 Middle   Select ...

Automatically added from SSN trace results [Remove this alias](#)

Full legal name Suffix (if any)  
 Middle   Select ...

[Add another name or alias](#)

Gender (optional)  
 Male  Female

Date of Birth

Social Security Number

Our name and address history trace found addresses and aliases for . These have automatically been added to your search. Based on your search criteria, names and addresses that are older than 7 years are excluded from these results.

Work Place State

Set this state as the default jurisdiction

**County**

You may add up to 25 jurisdiction(s).

Dallas County [Remove County](#)  
 (Automatically added from SSN trace results)  
 5 addresses found | Reported

[Add a County](#)

**Middle Name**

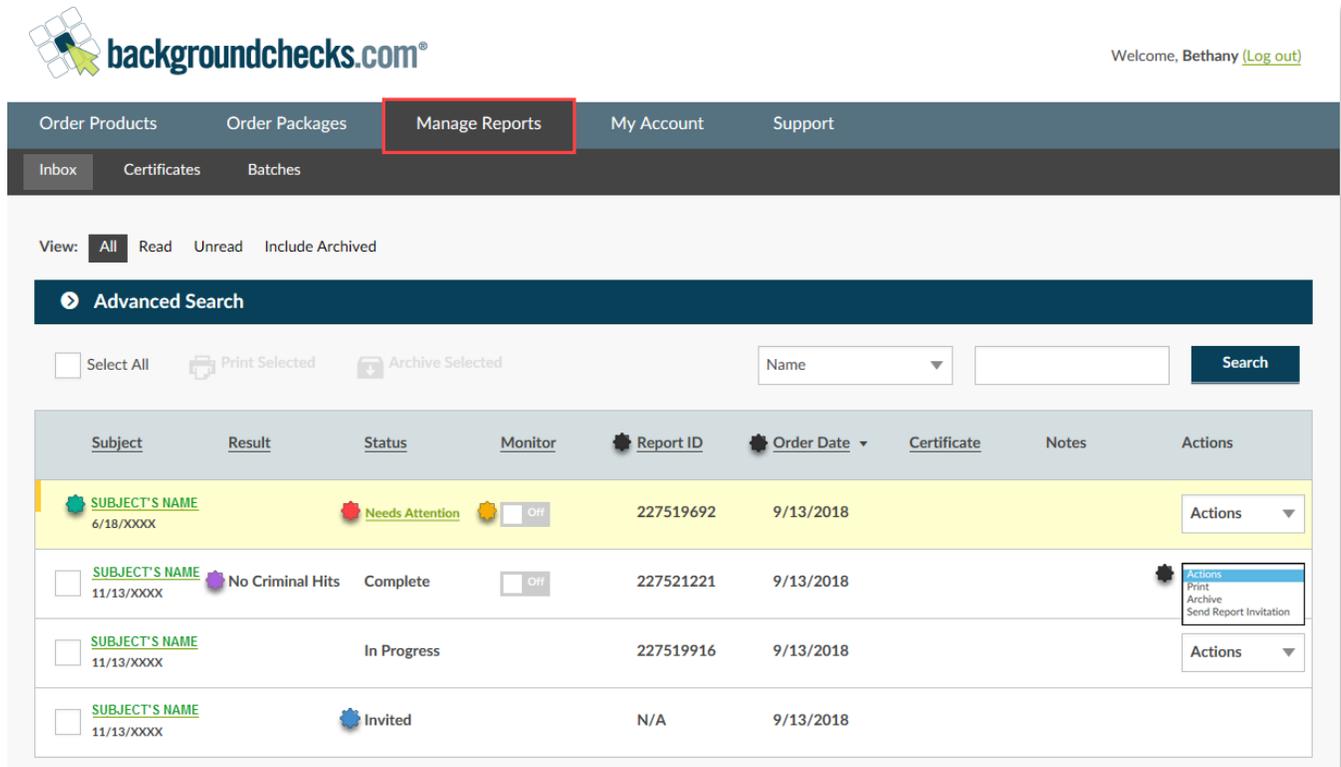
You skipped the middle name field. We need complete identifying information for this search.

Does  have a 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.



View: **All** Read Unread Include Archived

Advanced Search

Select All Print Selected Archive Selected

Subject	Result	Status	Monitor	Report ID	Order Date	Certificate	Notes	Actions
<a href="#">SUBJECT'S NAME</a> 6/18/XXXX		<span style="color: red;">Needs Attention</span>	<input type="checkbox"/> Off	227519692	9/13/2018			Actions
<input type="checkbox"/> <a href="#">SUBJECT'S NAME</a> 11/13/XXXX	<span style="color: purple;">No Criminal Hits</span>	Complete	<input type="checkbox"/> Off	227521221	9/13/2018			Actions Print Archive Send Report Invitation
<input type="checkbox"/> <a href="#">SUBJECT'S NAME</a> 11/13/XXXX		In Progress		227519916	9/13/2018			Actions
<input type="checkbox"/> <a href="#">SUBJECT'S NAME</a> 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 [Criminal Records Selection](#) 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 [Self-Order](#) 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 [Self-Order](#) 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.

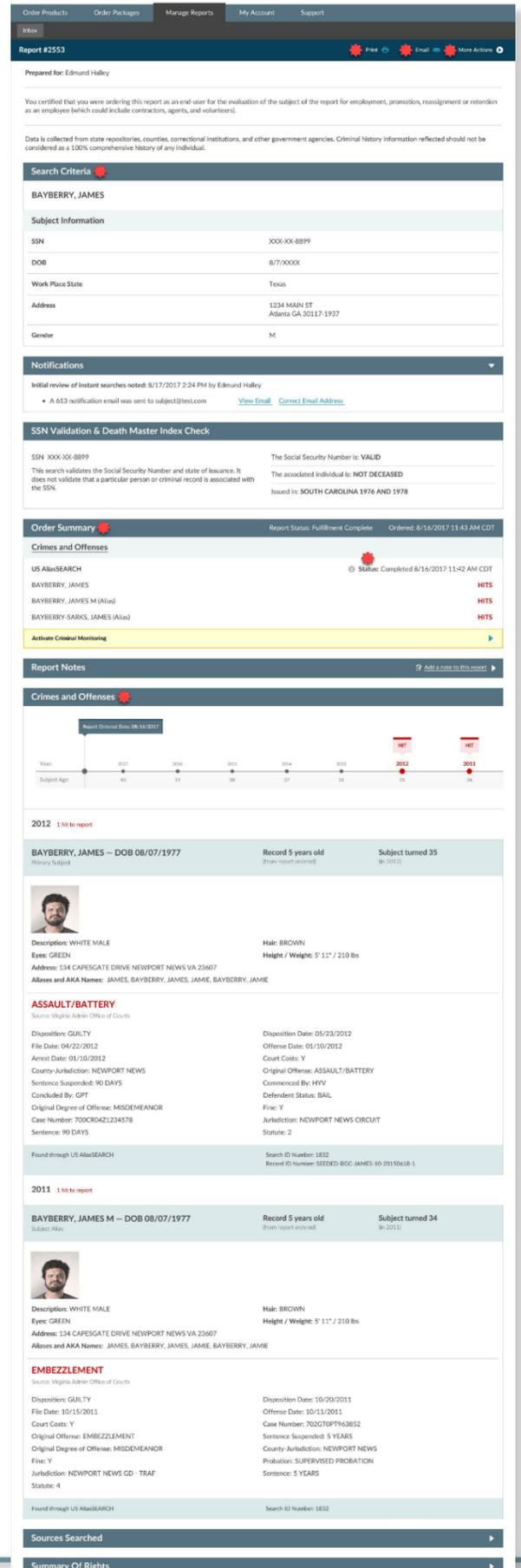
Until a search is complete, all status information is displayed in the summary section.

- 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.



The screenshot shows a web interface for a background check report. At the top, there are navigation tabs: Order Products, Order Package, Manage Reports, My Account, and Support. The main header indicates the report is for Edmund Halley. Below this, there is a confirmation message and a disclaimer. The 'Search Criteria' section lists the subject as BAYBERRY, JAMES, with details for SSN, DOB, Work Place State, Address, and Gender. A 'Notifications' section shows an email notification. The 'SSN Validation & Death Master Index Check' section provides details on the SSN and its validity. The 'Order Summary' section shows the report status as 'Fulfillment Complete' and lists three searches with 'HITS' indicators. A 'Crimes and Offenses' section features a timeline from 2012 to 2013, with specific records for 2012 and 2011. Each record includes a subject photo, description, address, and detailed offense information such as 'ASSAULT/BATTERY' and 'EMBEZZLEMENT'.

## 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.

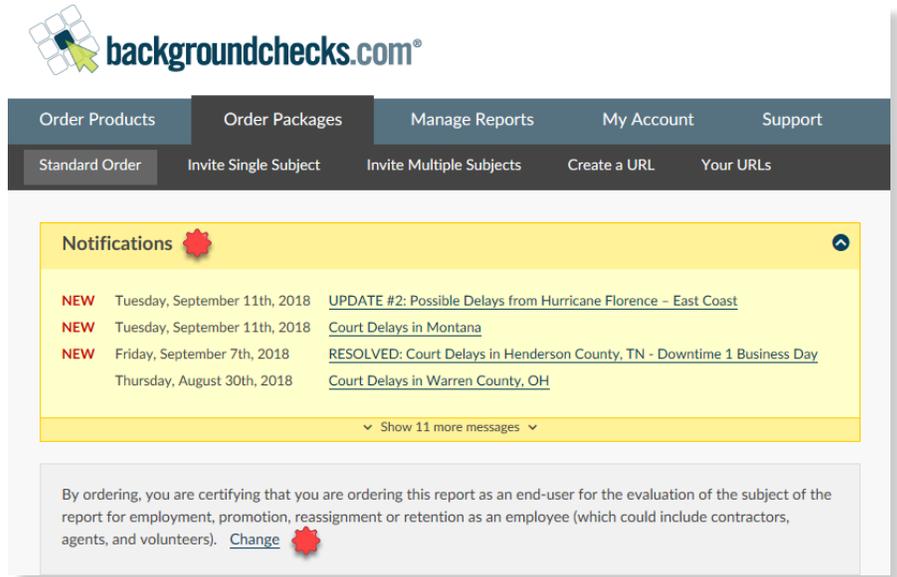
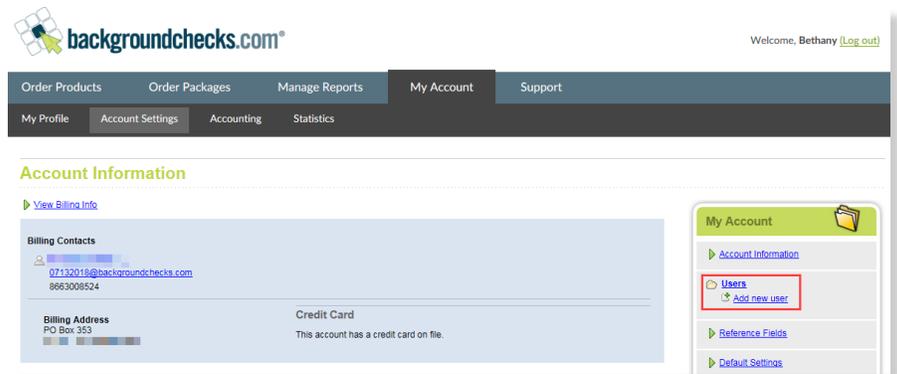
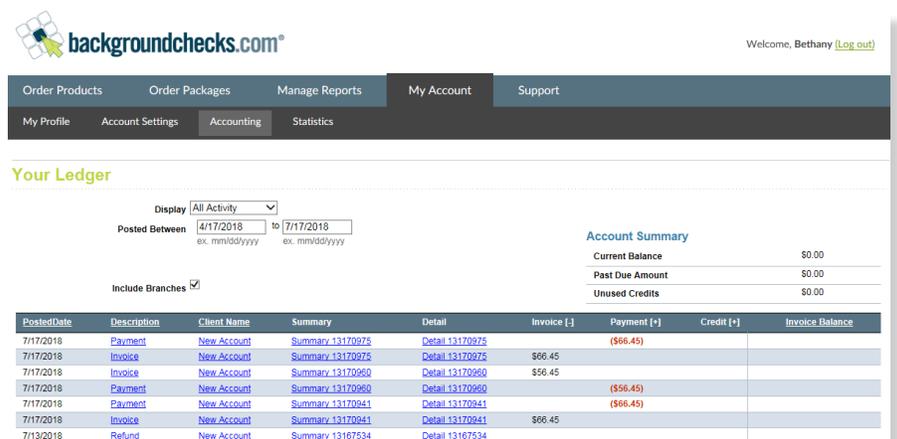
In **My Account** you have access to **My Profile, Account Settings, Accounting and Statistics**.

**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.

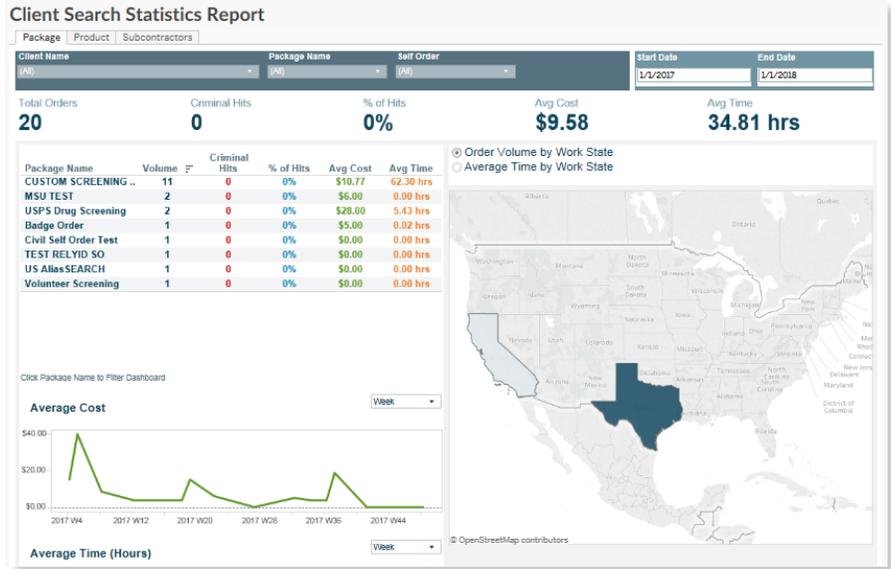
Posted Date	Description	Client Name	Summary	Detail	Invoice	Payment (+)	Credit (+)	Invoice Balance
7/17/2018	Payment	New Account	Summary 13172025	Detail 13172025		(\$66.45)		
7/17/2018	Invoice	New Account	Summary 13172025	Detail 13172025	\$66.45			
7/17/2018	Invoice	New Account	Summary 13172060	Detail 13172060	\$56.45			
7/17/2018	Payment	New Account	Summary 13172060	Detail 13172060		(\$56.45)		
7/17/2018	Payment	New Account	Summary 13172041	Detail 13172041		(\$66.45)		
7/17/2018	Invoice	New Account	Summary 13172041	Detail 13172041	\$66.45			
7/13/2018	Refund	New Account	Summary 13167534	Detail 13167534				

**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.



Order Products | Order Packages | Manage Reports | My Account | **Support**

Support Requests | Compliance

### Support Requests

If you require immediate assistance (during regular business hours) please call us at 866-300-8524. Please check with our [Frequently Asked Questions](#) before posting.

Submit a Ticket | Open Tickets (0) | Closed Tickets (0)

#### Submit a Ticket

\* = Required

Reason \*

Billing

Subject \*

Message \*

Please include any relevant identifiers, such as a Search ID or a Report ID.

Submit Request

Order Products | Order Packages | Manage Reports | My Account | **Support**

Support Requests | **Compliance**

### 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 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.

- [Consumer Report Disclosure](#)  
The FCRA requires you to give a disclosure to an individual 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 authorization below. The FCRA allows you to combine this with the authorization, but the safer practice is to separate them. Do not include this in your employment application or any other document.
- [Consumer Report Authorization](#)  
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 Reporting 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.
- [Notice to Users of Consumer Reports, Obligations Under the FCRA](#)  
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.

## Let us help you!

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](mailto:backtrack@backgroundchecks.com).