

# VendorSAFE

For Time Warner Cable Providers

## Preferred Background Screening Program

**TWC Security Operations has partnered with backgroundchecks.com to administer the provider representative screening and identification badging process.**

***Our goal is simple:** To help you quickly and cost effectively accomplish TWC background screening standards and procedures required for provider representative screening.*

### **Background Check Packages**

backgroundchecks.com developed custom packages using TWC background screening requirements for criminal records and driving records which include:

#### **Criminal Records**

Check federal, state, county, and local municipal felony and misdemeanor criminal records for all Provider Representative candidates for a minimum of the previous seven (7) years in each jurisdiction that the candidate was known to have resided. Include any provided and developed names and residential addresses during such 7-year period. TWC acknowledges that some jurisdictions have criminal background reporting guidelines limiting scope and duration of records that can be searched or reported and Provider must comply with any such laws and regulations.

#### **Driving Records**

Provider shall review the driving and department of motor vehicle records (“MVR”) for any candidates for Technician, Installer, Direct Sales Representatives, and any other Provider Representative positions that will be authorized to use any vehicle within the scope of his/her work on behalf of TWC.

A one-time online set up fee of \$49.95 will be charged to your credit card.

We also offer multiple package options such as progressive screening and flat fee screening, all of which include our intuitive auto-development technology to help you satisfy initial and renewal screening requirements. Here is a complete list of packaged services:

## Screening Products & Services

<b>US AliasSEARCH The industry's #1 criminal conviction database**</b>	<b>\$8.00</b>
<p>This is a multi-faceted search that combines a search through the industry's #1 criminal conviction database with known aliases sourced from a name and address history based on the subject's social security number. The names searched for include the primary name and other names found in the name and address history for your subject, such as maiden names, previously married names, middle names used as first names, nicknames and other aliases. The primary and alias names will also be used to search the appropriate county, federal and statewide jurisdictions in accordance with TWC background screening standards and procedures required for provider representative screening.</p>	
<b>Name and Address History Report (Included in the US AliasSEARCH)</b>	
<p>Provides a name and address trace based on a given SSN, first and last name.</p>	
<b>SSN Validation (Included in the US AliasSEARCH)</b>	
<p>Runs inquiries against the Social Security Administration (SSA) format information to determine the validity, year and state of issuance, and any irregularities that may exist.</p>	
<b>US Offender OneSEARCH (Included in the US AliasSEARCH)</b>	
<p>Instantly searches over 140 nationwide sources and provides photos when available.</p>	
<b>National Security OneSEARCH (Included in the US AliasSEARCH)</b>	
<p>Provides an instant database search of dozens of national and international lists.</p>	
<b>Driver Record Report* (MVR)</b>	<b>\$1.75</b>
<p>State level driving reports can include records of driving while intoxicated, revoked license, accidents, and minor traffic violations. ** Access to this product requires additional documents and approval which can take up to 3 business days.</p>	
<b>County Criminal*</b>	<b>\$6.75</b>
<p>Access to over 3,100 county courthouses in the United States. Price is per county search.</p>	
<b>Federal Criminal</b>	<b>\$5.95</b>
<p>Search of records located in the US District Courts. Federal violations generally will not appear in either a county or statewide criminal check. Offenses can include kidnapping, drug trafficking, interstate transportation of stolen goods, bank robbery and embezzlement.</p>	
<b>Statewide Criminal*</b>	<b>\$10.00</b>
<p>Real-time search at the statewide courthouse reportedly contains all county records within a given state. There can be instances where a conviction has been recorded at the county level but not at the state level.</p>	
<b>Identification Badge<sup>^</sup></b>	<b>\$5.00</b>
<p>Real-time search at the statewide courthouse reportedly contains all county records within a given state. There can be instances where a conviction has been recorded at the county level but not at the state level.</p>	

\* Court and verification fees may apply.

<sup>^</sup>Plus shipping

\*\* Based on a comparison of the number of sources of conviction data for online criminal conviction databases that make their source list publicly available.

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## Provider Screening Overview

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### **Start Package Order**

Select the appropriate package, enter subject information and upload TWC Checklist along with a copy of a Government issues photo ID. You must upload the required documents to complete step 1.

### **Eligibility and Service Balance Verifications**

Once step 1 is complete, TWC Security Operations will be notified to start their internal eligibility assessment. TWC will conduct eligibility and service balance verifications on all requests. Submissions will remain in an Awaiting Approval status and Providers will incur no expense during this time.

If the provider representative is found ineligible, the process stops.

If the provider representative is found eligible, Providers may proceed with the remaining package elements.

### **Acknowledgement**

Once all of the screening steps have completed, you should proceed to the Acknowledgement step of the package. During this step you are confirming that you have reviewed the contents of the background check and the employee is eligible to work on behalf of TWC. You should not proceed to the acknowledgement step if any portion of the report is incomplete (The US AliasSEARCH, MVR, County, Federal and Statewide criminal checks must have a completed status).

### **Badges**

Ordering the Identification Badge is the final step in the package order. An identification badge may be requested once all screening elements of the background check are complete and the Provider has acknowledged that the provider representative is eligible to work on behalf of TWC. During the badge order step, Providers must supply a valid shipping address and upload a representative photo that meets TWC badge photo standards. All badges must be shipped to a business address. They should not be shipped directly to an employee.

A 7 day temporary badge may be printed and issued to the provider representative while the official badge is processed and shipped. Official badges will be shipped by FedEx ground to the address provided during the badge order process.

### **Certification**

A report certificate will be issued once the entire package is complete and will be available to Providers in their backgroundchecks.com inbox.

TWC Security Operations will have access to view all identification badge templates and report certificates. TWC Security Operations will not have access to view any of the detailed results of the provider representative background check.

### **Support**

We have an experienced Client Relations team available to assist with any questions you may have regarding your TWC VendorSafe account. Our Client Relations Specialists are available M-F, 7:30am-5:30pm CT and can be reached by phone at 866-300-8524 and email at [service@backgroundchecks.com](mailto:service@backgroundchecks.com).

We look forward to a strong business partnership with you!