

VendorSAFE

For Iron Mountain Contingent Workforce Vendors

Required Background Screening Program

Iron Mountain Contingent Workforce Screening

\$84.50*

Multi-Jurisdictional Criminal Convictions Database (US OneVerify®)

Access more than 650 million criminal records from counties, departments of corrections (DOC), administrative Office of courts (AOC) and offender registries from all 50 states, plus Washington DC, Guam, and Puerto Rico. We will also verify criminal matches directly at the source before reporting them, updating the record to match currently available public records, completing incomplete records, and allowing reporting of records that become legally reportable based only on the updated and complete record.

County Criminal*

Access to over 3,100 county courthouses in the United States. Court fees may apply

Statewide Criminal*

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.

Federal Criminal

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.

Drug Screening

5-panel, including checks for Amphetamines, Cocaine, Marijuana, Opiate and Phencyclidine PCP

Iron Mountain Progressive Package

Drug Screening

\$32.00

5-panel, including checks for Amphetamines, Cocaine, Marijuana, Opiate and Phencyclidine PCP

Multi-Jurisdictional Criminal Convictions Database (US OneVerify®)

\$4.00

Access more than 650 million criminal records from counties, departments of corrections (DOC), administrative Office of courts (AOC) and offender registries from all 50 states, plus Washington DC, Guam, and Puerto Rico. We will also verify criminal matches directly at the source before reporting them, updating the record to match currently available public records, completing incomplete records, and allowing reporting of records that become legally reportable based only on the updated and complete record.

County Criminal*

\$7.00 per county

Access to over 3,100 county courthouses in the United States. Court fees may apply

Statewide Criminal*

\$6.50 per state

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.

Federal Criminal

\$5.00 per
district

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.

* Court and verification fees may apply.

Helpful Information

Account Registration

Registering for an account with backgroundchecks.com offers you several benefits and access to a wide range of background check products.

How quickly can register for an account, place an order and access a report?

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 customers register, backgroundchecks.com Credentialing department will contact you to request this information.

What information do I need to register an account?

To register an account you have provide your name, your contact information, the name of your organization and payment details.

User Access Management

Create and manage user access in your backgroundchecks.com account.

Benefits

- Independent control to activate and deactivate user access
- Multiple User Roles
 - Business Admin
 - Highest level of access. Can view all reports ordered by all user roles. User management access. Access to Accounting ledger. Compliance access.
 - Business User
 - Mid-level access. Can view all reports ordered by all user roles.
 - Business Base
 - Lowest level of access. Can only view their reports. No access to Accounting ledger or Compliance.

How to Start

Go to [My Account](#) > [Account Settings](#) > [Users](#) > [Add New User](#)

FCRA Compliance & Compliance Support

If you are using information we provide for "employment purposes" (which includes individual contractors and agents that are not traditional employees), you must follow the FCRA requirements listed below. Before using our services, it is important to educate yourself. One important and well-written document to read is the Consumer Financial Protection Bureau "Notice to Users of Consumer Reports".

Before the check

The background screening process is relatively simple for the applicant. First, you must give the applicant a disclosure form that informs him that you will obtain a consumer report for employment purposes. This disclosure must be separate from anything else, especially your employment application or any release of liability.

Second, the applicant must sign an authorization that permits you to obtain a consumer report for employment purposes.

The disclosure can only either be on a standalone form or combined with the authorization form. But if you combine them, then the combined form must not contain anything other than disclosure and authorization. A good test for this is whether each sentence could begin with either "We hereby disclose to you that ..." or "You hereby authorize us to ...".

The primary purpose these forms serve is to comply with the FCRA. These forms also give the background screening company permission to do the check and may serve as verification to former employers or schools that they are allowed to give information.

Where we obtain information for you based on an interview (for example, reference checks), you must also disclose to the subject that (1) you are obtaining an investigative consumer report, including information about character, general reputation, personal characteristics, or mode of living, (whichever is applicable), and (2) that he or she may obtain a description of the nature and scope of our investigation. If the subject requests that description, you must provide it within five days. Even though this is in the nature of the disclosure, you may want to put this information in your authorization, to protect the "repeatedness" of your disclosure.

Before the decision

At least five business days before making an adverse decision based on our report, you must provide the subject a copy of our report and the Consumer Financial Protection Bureau's "Summary of Your Rights Under the Fair Credit Reporting Act".

On the decision

When you make an adverse decision based on our report, you must:

- Notify the subject of the decision
- Notify the subject of our company name, address and telephone number
- Notify the subject that we did not make the decision
- Notify the subject that they can get another free copy of the report during the next 62 days
- Notify the subject that they can dispute any inaccurate or incomplete information in the report with us

In addition, many states (especially California) have additional requirements concerning your use of our services.



backgroundchecks.com provides forms online and assists you with compliance. Our customers have access to a dedicated Compliance area in our web based order system. Amongst others the following compliance support is available

- Sample disclosure forms
- Sample authorization forms
- [FTC summary of rights](#)
- Sample pre-adverse action notices
- Sample adverse action notices
- An overview of FCRA employer obligations
- An overview of how the Driver's Privacy Protection Act of 1994 impacts the use of motor vehicle reports in consumer investigations

Email based Pre-Adverse Action & Adverse Action Notifications Service

With backgroundchecks.com's email-based Pre-Adverse Action and Adverse Action Notices, clients can easily navigate the adverse action process and can rest easy knowing that FCRA compliance has been achieved.

Benefits & How to Start

- Eliminates the compliance headache of handling this process manually on your own
- Only charges clients when an email communication is sent
- Allows users to provide custom email templates for use
- Is environmentally-friendly
- Provides regularly scheduled status reports via email to alert users to items needing their attention

During the report order, in the box labeled Additional Information, simply provide the applicant's email address and select the checkbox indicating you want us to "email pre-adverse action and adverse-action notices from backgroundchecks.com" – it's that simple.

How it works

Pre-Adverse Action Notification:

- Reports containing potentially adverse information will be listed as "Needs Attention" in the account's Inbox. The user will then review the report and select Pass, Hold, or Withdrew.
- If the user selects Hold based in whole or in part on the report findings, backgroundchecks.com will send an electronic pre-adverse action letter to the subject of the report at the email address provided.

Adverse Action Notification:

- After a minimum of 5 days have passed since the pre-adverse action notification was sent, the subject's report will again be listed as "Needs Attention" in the account's Inbox. The user will again review the report and select Pass, Fail, or Withdrew.
- If Fail is selected, backgroundchecks.com will immediately send the adverse action letter to subject of the report at the email address provided.



Average Time Service

backgroundchecks.com is committed to providing swift time service on all of our product offerings. Criminal screening such as direct county, federal and statewide searches have an average time service of 3-5 business days and we go to great lengths to meet and exceed the average turnaround time for every search, when possible.

Please note, there will always be exceptions that may result in extended delays such as limited access courts. For instance, some courts provide limited access to indices or record information is restricted by court policy. Common name searches may also contribute to delays. These access restrictions and other contributing factors may create delays that exceed our 3-5 business day average and although we are at the mercy of the court; we make every effort to obtain estimated completion dates from court clerks which we proactively notate on the report for our clients to see. In addition to our proactive report notifications, you can also request a status update by clicking the "Request Status" link provided on every search in the report. This status request is sent directly to the Research team and they will respond as soon as possible and within 1 business day.

Let Us Help You!

backgroundchecks.com's US-based Client Relations team can assist with any questions you may have in registering your account, placing orders, accessing and understanding reports as well as activating powerful value-add features such as Self Order-applicant entry and email based Pre-Adverse Action and Adverse Action Notification services.

Client Relations is available from Monday through Friday from 7:30 AM – 5:30 PM CT. Please feel free to contact us to schedule a live training session. We can be reached by phone at 866-300-8524, by email at service@backgroundchecks.com or by submitting a support request in the Support section of your account.