



THE IMPORTANCE OF ACCURACY WHEN ORDERING BACKGROUND CHECKS

When ordering a background check on a potential employee, it is crucial that you provide complete and accurate information.

An order that is missing counties or names or that contains typos or misspellings, not only costs time and money, but may also return false results and could lead to sending a dangerous felon to work.

The following are some tips to make sure background check results are accurate and reliable:

- Before you start an order, take some time to read through the application.
- Look for all names that the applicant has provided; sometimes they will not list an alias on the front page, but will list it on the I-9, or one of the other forms. Check how they sign their name too.
- Look for names they are not providing; sometimes it is in their benefit to omit an alias. Look at their documents. Sometimes a name will be on the social security card or on their work authorization, but not on their ID, or vice versa. Check their resume too.
- Be aware of variations on names. Sometimes they will spell it different than it is in their documents. That qualifies as an alias and you should order both versions.
- Make sure you are using their formal name, and not a nickname. For example, do not request "Chris" if their name is actually "Christopher". It's always a good idea to run their formal legal name as it appears on their government-issued ID.
- Even if they use a potential last name as a middle name, i.e. Gonzalez, Jose Vazquez, you should order it as an alias last name, (Vazquez, Jose).
- Double check the numbers you have entered, a wrong date of birth, or a wrong digit on the driver's license number, can mean we miss a criminal record.

It would be cost prohibitive to search the whole country for criminal records so we have to make every effort to search every county where the applicant has lived, worked, or studied, regardless of the length of time they spent there.

- Check for every city or county they may have listed. This includes their present address, their work history and their previous residence addresses.
- Check for hidden clues to any other place they could have spent time in. This information is usually found in IDs, and resume work locations. I have even seen an applicant not disclose any out of state residences on the application, but then explain on the app that his reason for leaving a previous employment is because he moved to Texas. That means you should also order a Texas background.
- If when you enter a city in Candid, it brings up many different counties, that means that city encompasses all those counties and you must check mark all of them to be added to the order.
- In addition, when reordering a background using the "same product – same applicant" feature, you will have to add aliases, additional counties, and ID# manually, because that information will not automatically transfer to the new order.

Thank you for your cooperation and don't hesitate to contact us if you have any question or concerns.

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