



Wayne State University

Account Policy

General Policy

- A-Check representatives will reach out to requestors directly if assistance is needed
- A-Check representatives will contact applicant via phone and e-mail if assistance is needed
- A-Check representatives will copy the requestors on any email communication sent to the applicants
- E-Signature authorization forms will be provided via EasyApp submission; if a wet-signature is needed A-Check will reach out to the applicant directly

Registration:

- EasyApp submission; applicants have three full business days to complete invitation
- Package policies: Basic packages are one name and current state of residence. All other packages are all names and all counties from Social Security Trace.
- Do not reach out to candidates to confirm Social Security Number (SSN) if the SSN comes over as all "0's"
- Date of Birth (DOB) Mismatch:
 - Contact candidate to confirm date of birth; if date of birth remains the same do not FCR; if date of birth is updated A-Check will update and notate the file.

For Client Review (FCR) Parameters:

- If there is a completely different name on the Social Security Trace
- If the Social Security Validation reports "deceased"
- If the year of the Social Security Validation does not coincide with the applicant's date of birth
- If the Social Security Trace is returned as a Trace No Hit
- If there is a Date of Birth (DOB) mismatch

Drug Screening:

- Applicants will call in to the Scheduling Center and will be set-up with an online facility
- A-Check will add \$5 eCOC fee to each file
 - Files will be audited on date of EasyApp request submission to ensure the correct email verbiage was requested by the client.
 - Any file with incorrect email template selected will be escalated to Client Relations for immediate attention.
- Applicants have three full business days from the date/time the EasyApp invitation is sent to complete a drug screen collection
- Extensions need to be approved by the requestor; extensions will be approved for an additional three full business days
- If a result is dilute negative the candidate will need to re-test (max two tests total)
- All non-negatives will go to Medical Review Officer

For Client Review (FCR) Parameters:

- Positive drug screen results following MRO review

Records:

- Package policies: Basic package is one name and current state of residence. All other packages are two names, all counties from Social Security Trace.



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- If additional counties are found at the National Criminal Locator level, no approval is needed to add the additional search
- Contact requestor for approval to process any international criminal searches; when a candidate has resided in Canada within the past 7 years, A-Check will automatically process the CPIC search; a notification will be sent to Mary Earhart and the requester advising that a CPIC search will be processed; we will still need approval on additional AKA's for the CPIC search
- A-Check will report according to State Reporting Guidelines; A-Check will report felony and misdemeanor cases
- Applicants will be instructed to provide all driver's licenses within the past 3 years

For Client Review (FCR) Parameters:

- Any record found
- Any pending case information found
- Any open warrant
- Different name or SSN reported on SST (advise recruiter)
- Any adverse information on Credit report
- Any adverse information on MVR

Verifications:

General Policy:

- The use of 3rd party outsourcing is allowed and can be automatically added without approval (including The Work Number and National Student Clearinghouse); except for employment/education history at Wayne State University; A-Check will note and close these periods.
- A-Check representatives may reach out to the applicant for documentation; documentation is required for the begin year and end year
- All documentation must be uploaded to the file
- If there is a pending mail out, fax request with an extended turnaround time, obtain documentation and contact requestor for approval to close pending verification
- All documentation received from the client will be uploaded on A-Check Direct
- If we are unable to obtain the verification directly from the school/employer, after 72 business hours escalate to the requestor for direction on how to proceed
- If no response from requestor after 24 hours, escalate to Mary Earhart
- If a requestor asks A-Check to close a specific education or employment component and they state they have been provided with documentation, A-Check will ask the requestor for the documentation before the employment or education can be closed.

Education Policies

- Verify highest level of education completed; High School and Certifications will not be verified
- Documentation can be obtained if we are unable to verify with the school, if there is an extended turnaround time or discrepancy with the degree/diploma earned
- Documentation obtained will suffice in lieu of verification when the school no longer exists



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- If the school is closed and documentation has been obtained, please note and close
- If the applicant did not obtain the degree/diploma as stated, A-Check will attempt to verify dates of enrollment and credits/units earned towards degree
- A-Check will not verify education history for Wayne State University

For Client Review "FCR" parameters:

- If the degree cannot be verified
- If documentation is obtained
- Discrepancy in degree earned
- If the school is closed or no longer in existence

Employment Policies

- Basic package is one employer, all other packages are up to two employers within the last 7 years; applicants will be instructed to provide their current employer and employer with the longest period of service
- When there are discrepancies with the verification, please reach out to the applicant for clarification/documentation
- If we have faxed or mailed a request and we have documentation; A-Check will contact requestor for direction on how to proceed
- A-Check will attempt to verify salary; if not available do not contact applicant
- A-Check will not ask employer any work performance questions
- A-Check will verify periods of unpaid internships
- A-Check will not verify periods of employment for Wayne State University
- If the employer is closed and documentation has been obtained, A-Check will note and close

Current Employment Policies

- A-Check will always confirm with the candidate before reaching out to their current employer
- A-Check can contact the current employer with permission from the applicant
- If the employer is listed on "The Work Number" and applicant states "Do Not Contact", do not verify – A-Check will ask candidates for documentation and will note/close component

Self-Employment Policies

- If the applicant is self-employed, the acceptable forms of documentation are the 1040 Schedule C and 1099 only

For Client Review "FCR" parameters:

- If employment verified is off by 6 months to the negative or more
- If there is a salary discrepancy exceeding \$1,000.00 annually
- Position verified is different than what applicant has provided
- If the applicant states "not to contact current employer"
- If the employer is closed or no longer in existence
- If documentation is provided



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Do Not Mark the Following as For Client Review:

- If salary cannot be verified

International Policies

- A-Check will reach out to requestor for approval to conduct international verifications
- A-Check will close the verification if documentation has been received and will re-open the verification once the employer/institution responds

Quality Control:

- Requestors will be self-adversing through A-Check Direct
- If an MVR returns invalid A-Check will reach out to the applicant directly

Re-investigations

- Applicants will be initiating reinvestigations
- Notify requestor via email when an applicant initiates a dispute

Re-Checks

- Re-checks are permitted with approval from requestor

Escalation Policy:

- If there is no response from applicant after 48 hours, escalate to requestor
- If no response from requestor after two attempts (within 48 hours), escalate to requestor's Director (please reference table below)
- If no response from Director after two attempts (within 48 hours) or the requestor's Director is not listed below, escalate to Mary Earhart
- If there is no response from Wayne State after 24 hours, escalate to Client Relations
- If asked to deviate from the account process, contact Client Relations who will contact Mary Earhart

| Requestor | HR Director | HR Director's e-mail & phone: |
|------------------|--------------------|--|
| Robin Collins | Keyantee' Davis | 313-577-4901 |
| Kellie Lauder | | fm9044@wayne.edu |
| Gary Morden | Tarry Paylor | 313-577-7707 cz2413@wayne.edu |
| RaShan Duckworth | Brian Wittenberg | 313-577-9313 |
| Sherry Pruitt | | eu0615@wayne.edu |
| Lindsay Lince | Diane Dailey | 313-577-8561 bk5634@wayne.edu |
| Chelsea Henson | Lila Asante-Appiah | 313-577-6519 fk1260@wayne.edu |



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Section V - Invoicing:

- Invoicing will be paid by PO# (provided to A/R)

Section VII – Questions:

Any questions regarding contacts, pricing, service offerings, etc. can be directed to Client Relations & Cynthia Woods who will communicate to Alicia Pendleton at Wayne State University