Definition

Enhanced data collection methods have greatly improved the efficiency of gathering information required to conduct a background screen. Applicants can easily be directed to portals which can detect errors in certain fields, require certain fields by search type or source, collect signatures on forms, etc. Even so, there are still pieces of data or source-specific forms that are discovered after the background screen has been initiated.

Info Cubic's Applicant Connect offering serves to fill that gap. We strive to ensure your background screening program is efficient, and as hands-off as possible for you. The goal of Applicant Connect is to give you back more of your time by allowing us to work directly with applicants to collect post-order missing information.

Recommended for

Any company that wants to ensure efforts are made to obtain information that could aid in completion of the background screen ordered. This service is especially helpful for companies that conduct any global screening, or verification services such as Education or Employment. These are generally the types of services where a source may require something like an authorization code specific to that applicant, a custom request form specific to them, etc.

Scope

When contracted for Applicant Connect, Info Cubic will reach out to applicants for missing information discovered post order-submission. Missing Information is defined as any piece of information requested by a source that could be obtained from the applicant, and then provided back to said source to assist in the completion of a search.

Methods

Info Cubic's Applicant Connect team will contact an applicant for missing information a total of three times over the course of three business days. They will reach out via email (with portal link to upload missing documents), and a final follow-up text message. Before contacting an applicant, the Applicant Connect team will review the entire applicant order to ensure they are requesting any and all missing information. Attempts will be documented for full transparency. While the attempts are being made, the search will remain In Progress and show a disposition of Missing Information.

Turnaround Time

Customers can expect the first contact to be made within four business hours of information being discovered as missing. Daily attempts will be made for up to three business days. If the applicant is non-responsive or does not provide the requested information, the search will be completed and flagged as Unable To Verify.

Information Required

– Applicant Information: Phone and/or Email

For further details call us today at 1-888-925-0922