



Verification Protocols

Definitions

Verifying Party

Any person, department or third-party service whose purpose is to verify official personnel, educational or licensure records.

Valid Attempt

Defined as, but not limited to:

- Any contact with the Verifying Party
- Leaving a message for the Verifying Party
- Awaiting results, requested via fax, email or Web service, from any third-party verification provider
- A request for release or additional information from Client

Valid Telephone Number

Number provided by the client or a working number retrieved from any of the following sources, including but not limited to:

- An internal Verifying Party Database
- Directory assistance
- Various commercially available databases
- Internet search engines/websites (e.g. Google)
- Secretary of State / State Board of Education Websites

Order On Hold

Any order, per Client request, that remains in progress and not closed per protocol. Work of said orders will cease until Hold is Released by Client.

How Verification Works

Standard Process

Following the establishment of Valid Telephone Number:

- One Valid Attempt is made each business day with three Valid Attempts being made within a maximum of 72 business hours

- Immediately following the third Valid Attempt, additional research is conducted in an effort to obtain an alternate Valid Telephone Number
- If an alternate Valid Telephone Number is located, additional Valid Attempts will be made using alternate Valid Telephone Number
- If an alternate Valid Telephone Number is not located, 24 hours following a fourth Valid Attempt, by Quality Assurance, order will be closed or placed On Hold

Closing Exceptions

Orders may remain open in excess of the 24 hours following aforementioned third Valid Attempt, if warranted under the following situations:

- On Hold per Client request
- Institution temporarily closed (e.g. holiday school closing)
- ETA of results provided by Verifying Party
- Verifying Party contact is sick/on vacation or has indicated a delay in retrieving results
- Request made by Client
- Conditions beyond our control (e.g. natural disaster)