

NAPS Background Checks

1920 3rd Avenue North Bessemer, AL 35020
Phone: 866-425-9671, Fax: 866-425-5129

Frequently Asked Questions

Who should utilize this service?

In general, our information is provided to employers or rental property owners/managers who intend to use the information for an FCRA-permitted purpose; namely, employee or tenant screening. Our services are NOT provided to home-based businesses. If you operate your business from your home, you will not be granted access to our services.

Is it legal?

Yes. Landlords and Employers have an absolute right to conduct lawful Applicant Screening in order to identify the best-qualified candidates.

Does it invade privacy?

No. Landlords and Employers can find out about only those things that an applicant has done in his "public" life.

Does it discourage good applicants?

Landlords and Employers who engage in screening do not find that good applicants are deterred. A good candidate understands that applicant screening is a sound business practice that helps a firm's bottom line and is not an invasion of privacy or an intrusion.

Is it cost effective?

Applicant screening will typically cost less than the expenditure of a new employee on his or her first day on the job. It is strange that some firms will spend hours discussing, reviewing, comparing or analyzing data for the right piece of office equipment but will quickly select the cheapest background screening vendor to check out the one person who represents their most important and sizable investments. The bottom line is that problem employees usually cause most employee problems, and your money is well spent to avoid these problems in the first place.

Is it difficult to implement?

No. NAPS, Inc. employs an Internet-based system, which speeds up the flow of information and allows applicant tracking throughout the process in real time. Outsourcing Applicant Screening can be done very quickly and effectively. We can set up the entire program and provide all the necessary forms in a short period of time. NOTE: On-site business inspection must be obtained before ordering reports.

Does it delay the decision making process?

No. Applicant screening is normally done in 48 to 72 hours. Occasionally there may be delays that are out of anyone's control, for example; court closures, clerk assisted searches, vacations, system outages or record retrieval from archived storage. Upfront techniques to reduce delays may include making it clear your firm conducts applicant background screening, detecting "red flags" in an application or perhaps asking questions in interviews that will sort out problem candidates.

How do I know the results are accurate?

A full review of results is conducted before they are reported. Any discrepancy in results is sent back for further oversight before it can be reported.

NAPS Background Checks

How do I conduct a search?

Once your firm's credentialing process is completed and on-site inspection conducted, you may begin searches on your applicants. Any search conducted must have a signed release from the person being checked. Searches may be ordered via electronic interface, email, fax or through our secure website.

Do I Need To Get A Signed Release To Run A Background Check?

Yes. In accordance with the Fair Credit Reporting Act you must have the applicant's express written permission to access any of their background check information when making a decision.

How long does it take to get reports?

In most cases results will be returned in 24-72 hours. Occasionally there may be delays that are out of anyone's control, for example; court closures, clerk assisted searches, vacations, system outages or record retrieval from archived storage. Our daily status reports will keep you updated as to the current status and reason for delay.

How up-to-date is the information I will receive from you?

Our results are gathered directly from the source, at the time of request. We maintain no proprietary database of static information. Going to the primary source every time ensures you receive the most accurate and reliable information possible.

Are there any costs involved in joining your services?

A one-time "On-Site" physical location inspection fee is required to obtain an account with NAPS. Clients must meet the following criteria to gain access.

- Client must agree to have their office inspected by a third party inspector for all locations where Consumer Reports will be delivered. We invoice a one-time inspection fee for each qualified location. (High-volume users may have this fee waived under certain site restrictions) Clients who relocate their office(s) must undergo a re-inspection, conducted at the new address.
- Client must have a secure, commercial office. We cannot provide consumer reports to clients operating out of their homes or in an unprotected office location.
- Client must provide a verifiable and valid business license, charter, tax ID statement, current tax records or articles of incorporation.

What searches should be included for an effective screening program?

To make sure your objectives will be fully met, we recommend a brief telephone consult to discuss your organization's purpose for screening and your desired results. However, for convenience, we have developed some general recommendations that will help you avoid the liability of negligent hiring.

Entry level: SSN, Criminal Record, Driving Record (MVR), Prior Employer Verification, and Drug Screen.

Warehouse / Production: Credit Report, Criminal Record, Driving Record (MVR), Prior Employer Verification and Drug Screen.

Management: Credit Report, Criminal Record, Civil Search, Prior Employer Verification, Education Verification, Driving Record (MVR), and Drug Screen. Additional searches, as appropriate: Education, Credential and License Verification.

Employees never checked before: SSN (or Credit Report on employees handling valuables), Criminal Record, Driving Record (MVR) for Drivers and Drug Screen.

Periodic Checks: A regular check of Driving Records, Drug Screen or Credit Report may reveal changes in behavior that might require some corrective action or attention. - Driving Records should be checked at least twice a year - Credit checks and random Drug Screens at least every three months.

NAPS Background Checks

What If I Decide Not To Hire Or Rent To The Individual?

Then you will be required to follow the FCRA guidelines for taking adverse action against the individual. This is unquestionably one of your most important responsibilities and failure to abide by these requirements may lead to fines and or imprisonment. Visit the compliance area of our website for more detail.

How Long Will Completed Reports Be Stored In Your System?

Web clients may view stored reports as needed. All of our completed reports are stored indefinitely. Non-web client access to previous reports is simply a phone call away.

How does the consumer dispute the results?

Our office is unaware when a client takes adverse action against a consumer. Therefore, when a consumer believes reported information is inaccurate or requires further investigation, they can view our commitment to ensuring their rights are protected under the FCRA by visiting our website www.napsbgc.com for instructions on how to file a dispute.

What is Negligent Hiring?

It is the common term referring to the trend of courts holding employers liable for the acts of their employees. This stems from the concept that the background of the employee contains facts that should have disqualified them for the position in which they were placed. Negligent Hiring is the result of a failure to properly screen employees.

What is Negligent Retention?

Retaining an employee after the employer became aware of the employee's unsuitability, thereby failing to act on that knowledge. Employers can and are being held liable for the willful misconduct of their employees, even if the employee's actions occur outside the scope or place of employment.

A company who has performed a thorough background check is more likely to hire a highly skilled person who will prove to be a tremendous asset or a responsible and reliable tenant. Unfortunately, absent a sufficient background check, that same employer or landlord runs the risk of exposing his or her organization to someone who could ultimately become the organization's greatest liability.