



## Ahead of the Game

Every year the National Association of Professional Background Screeners (NAPBS) hosts an annual conference. This event is a great opportunity for all attendees to educate themselves on what is new and exciting in the world of background investigations. Michelle, Derek, and Patricia made the journey this year to Baltimore, Maryland to attend the conference. Over the course of three days, they each went to different sessions and learned from experts in the field.

The keynote speaker this year was Matt Beaudreau. Matt works for The Center for Generational Kinetics, and his speech was about crossing the generational divide. He gave great insight on how to promote cross generational work places. Most notably, he helped everyone recognize that each new generation in the work force brings different strengths, values, and communication styles. Keeping this in mind creates the opportunity to step back and really take some time to get to know a little bit more about your co-workers. When we all use our greatest strengths, we produce the best work possible for our clients.

*“When we all use our greatest strengths, we produce the best work possible...”*

After the keynote address, there were dozens of educational seminars to choose from. Our colleagues decided to divide and conquer the events, covering as many sessions as possible. The topics ranged included such things as drug screening, new compliance laws, and creating a good company culture.

It was three days of learning, growing, and meeting other members within the industry. The ultimate goal of attending the NAPBS Conference each year is to keep our finger on the pulse of emerging trends. This is one way we are able to continue providing the best possible service to our clients.

As it turns out, we are ahead of the game! Because we have been in the business since 2004, and have assembled an amazing team of investigators, we are way ahead of the curve. Michelle, our fearless leader, has been involved with background investigations since before they were ‘the cool thing to do.’ She has been able to use her vast experience and knowledge throughout the years to make sure that everything we do is up to date, and well within FCRA guidelines.

As Patricia said, “I was shocked to see how far ahead of most of these companies we are!” Derek commented, “There are companies just implementing polices and ideas that we have had in place since our inception.”

Michelle, Patricia, and Derek came back from Baltimore with a renewed sense of purpose and more information than three people can handle. But thanks to being stranded in the Baltimore Airport for an unexpected seven hours, they were able to come up with a game plan to implement all of the new things they learned. The great news is that we have already implemented some new ideas such as new consent packets, search options, and goals that we are excited about! We will continue to stick to our Mission to “Provide background investigations with industry leading service through creative solutions – one client at a time!”

January 2019

Volume 16, Issue 1

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## Nancy's Revenge

### **Meet Due Diligence...**

#### **Last Scene From Due**

*Fancy Valley and the Four Seasons finally found a great employee to join their team! They had received some tremendous reference interviews from Commercial Investigations LLC and decided Truly would make a good fit. After bringing on Truly, Justin and Duey were even more blown away by her work ethic and initiative. She had solely organized an upcoming company holiday party for their staff and clients. Things had been going so well since the mysterious prank phone calls...*

The Fancy Valley office was glowing red and green when Truly stepped down from the ladder she had been using to hang lights and decorations. Justin walked out of his office and shielded his eyes from the intense lighting. Duey emerged from the office right after him and smiled. "This looks incredible," he exclaimed. "Great job, Truly. It looks like we are all set for the party."

"This might be a bit much," Justin mumbled quietly while kicking a stray ornament on the floor. Duey ignored Justin's Scrooge moment and made his way over to Sue. He wanted to be sure that all the invitations had been received and the RSVPs stated whether their guests would be bringing a guest. "I just want to make sure the caterer has the correct head count." Sue reassured him that everything was all set.



On the night of the holiday party, their office was bursting with colleagues, clients, and many other guests. Holiday music and laughter filled the air. Justin stood quietly in the corner of the room sipping holiday punch while Duey was in the middle of the crowd mingling with clients.

Surprisingly, Rob Berry appeared with a guest that wasn't initially expected. Duey noticed this but thought to himself, "The more the merrier."

Justin was scanning the crowd from a distance and for some reason his eyes kept landing on Rob's date. He thought she looked familiar, but he couldn't quite place who she was. He began sneaking around the perimeter of the office trying to get a closer glimpse of her face.

Suddenly, there was a loud crash and Justin looked over to see Rob's date laughing while dropping a computer on the floor. The light finally hit her face. It was Nancy Reegan, and she was back with a vengeance! Duey shout-

ed, "Nancy, what are you doing here?"

The entire room went silent and shocked expressions covered everyone's face. "Now no one will ever know about my past," Nancy cackled while pointing to the destroyed computer on the floor. "I told you that you would regret the day you fired me!"

Justin shook his head and smirked. He couldn't believe Nancy really thought that smashing one of their computers would completely wipe out all record of her *electronic* background report. He made his way through the crowd and stood in front of Nancy. He smiled at her and simply said, "I'm calling the police." Nancy tried to take off running, but law enforcement showed up just shortly after Sue tackled her to the ground. Everyone watched in surprise as Nancy was pinned just before making it out to the fire escape.

"Well, this will certainly be on her next criminal background investigation," Duey said as the police took Nancy out in handcuffs.

Justin noticed Rob trying to creep out, silently. He blocked his exit just in time. "So tell me Rob," Justin mused. "What was your motive in bringing Nancy here? What point are you trying to make?" Rob looked at him, nervously and shrugged, "I just wanted to ruin your stupid party, I guess." Justin shook his head and moved so Rob could run away like the coward he is.

Truly, Duey, and Justin apologized to their remaining guests and finished cleaning up. Duey knew Sue was exhausted after taking Nancy down, so he told her to head home. "I'm sorry the lovely party you put together didn't turn out so well, Duey said." Truly exclaimed, "Are you kidding? That was awesome! Nothing that interesting ever happened at my last job," Plus, I just figured out why I keep waking up to trash cans all over my yard!"

Justin looked out the window and let out a laugh. "I wonder what crazy adventures the New Year will have in store for us," he said while they continued cleaning up the smashed computer.

*What will the New Year bring for Fancy Valley?*

*Is Nancy finally gone for good?*

*Is Fancy Valley's contract with COPS In jeopardy, again?*

**Find out in the next issue!**

## New Year and New Upgrades!

As we say hello to a brand new year, we're excited to announce some new upgrades! In our commitment to innovation, and with keeping our clients in mind, our team at Commercial Investigations LLC is releasing another upgrade to our software! These changes are exciting, and we know you will really enjoy them! So, without further ado, here is what is coming to a Cware platform near you.

The first exciting update is for the applicants. Whether they are using the applicant quick invite (a feature that has always been in place), or using the unsolicited portal link, they will now be able to save their progress while filling out their information online. That's right, no more frustration over having to switch computers or smartphones, or running out of time to complete the application. Applicants can save their progress and will be sent a clickable link via email to continue where they left off. It's a feature we're very excited about! All they will have to do is answer some verifying questions and they can return to where they were in their process. It's so exciting! Sometimes it's the simple things, right?

In addition, clients utilizing the applicant quick invite will now be able to see the invitation status along with all other pending and completed report lists. Yes, the list that allows you to review your pending or completed investigations will now also have the status of the applicant quick invite. There will be no need to hunt around or flip from tab to tab. You will now be able to see who has responded to the invitation, in addition to the status of your other orders, all in one convenient location!

The biggest and most exciting innovation in this round of upgrades belongs to the preadverse and adverse action process. The software will now allow you to send out preadverse and adverse action notices in a trackable email, without leaving the software. Let's look a little more in-depth into the process. When prompted by the user, the software will email the preadverse action letter, a copy of the

The logo for Cware v2.0 features a large, stylized 'C' in grey with a red swoosh above it, followed by the word 'ware' in black and 'v2.0' in a smaller black font.

report, NYS article 23-A, and FCRA Summary of Rights. If it is left unopened for a specified amount of days, then an alert will be sent to the end user. At that point, it may be a good time to follow up with a snail mail version to ensure the applicant receives it. However, if they do open the email and are not disputing any information on their report, you will have the luxury of sending the adverse action via email as well. You will also receive an alert if this second email remains unopened. This enhancement is simple, trackable, and very convenient!

Lastly, we even have a few new features we've been wanting on the back end of the software. These improvements will allow us to get the background investigations completed even faster than before!

We can't wait for you to try out the new features! Be sure to look for announcements regarding the new upgrade very soon, and of course, we wish you a very Happy New Year!

### Spotlight: CI's Guide to Resolutions

Reflecting with humor on insights gained from true encounters in 2018, CI Investigators have translated lessons learned into helpful goals for 2019. Here's to an Awesome New Year and an Awesome New You!!

#### Early to Bed - Don't Monkey Around

When describing a subject's supervisory abilities, a reference added, "I wish he'd stop going out for runs at 2 AM. He got chased by a bear the other day and had to climb on top of the monkey bars at the park to get away."

#### Address Problems with Proper Attire

When asked about a subject's approach to addressing problems, the reference indicated that the subject, "dresses very modestly, never wears anything provocative, and..." The Investigator quickly cut off the clear misunderstanding, "Oh no! Please...Sir...Allow me to repeat the question!"

#### Avoid Potty Politics

A subject who actively engaged in political protests all around the country, acquired an extensive record of arrests associated with each protest. When asked about her criminal charges, she proudly announced, "INCOMMENDING!!!" and added with cheer, "Incommoding is my favorite charge! It sounds like someone tipped over a port-a-potty while camping."

#### Love Thyself

When asked if a subject had any shortcomings, a reference emphatically replied, "Yes, she is too self-less and she needs to take more time for self-love and margaritas!"

#### If All Else Fails, Take a Selfie

When CI was unable to verify a subject's employment after ongoing exhaustive efforts, the subject "alleviated all doubt" by sending us a photograph of himself holding the company's Employee Handbook.



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