



CIware 2.0 Super Tips

July 2017
Volume 14, Issue 3

With most of our clients converted to the new software system, CIware 2.0, there has been a lot of learning going on! Our team has helped partners customize an experience that is tailored to their company's specific needs. We have rounded up five of our favorite super tips to pass along. Hopefully you will enjoy these functionalities and suggest some of your own. We always value your feedback!

1. **Report viewing** – When you click on reports and the list of subjects populates, you can set the list to different default views. For example, you can sort by name alphabetically, order date, status, or last update. As your catalog of applicants becomes longer, there can be an issue with finding recent orders that you are interested in viewing. Another great feature is that you can view your own specific reports, or add in certain team members. Your account administrator can help change these settings for you.



2. **Advanced invoicing reports** – If you or your accounts payable department need to view details in order to approve payment, reports can be run for specific time periods or view all past invoices at any time. A summary or detailed view can be retrieved. If a spreadsheet file would be helpful in your workflow, you also have the ability to view invoice breakdowns that way as well.

3. **Customizing your consent form's required fields** – All fields (other than the few required to run a background investigation) can be made mandatory, non-mandatory, or removed completely. Contact a member of our team to make any of these changes.

4. **Billing identifiers** – It may make sense in your company to use billing identifiers to search for subjects based on different departments or locations. These fields can be made mandatory so members of your departments don't forget to specify the information.

5. **Obtaining information through the applicant quick invite** – Do you sometimes do education verifications, motor vehicle reports, or reference verifications? Your account can be customized to obtain information up front when the subject is completing their consent form. For example, you can choose to acquire a last name the subject has graduated under, past employers, and motor vehicle numbers. This saves valuable time and helps reduce data entry errors. You can choose to move forward with information the subject has entered, or leave it out of the order.

Have you found any favorite tips that others may benefit from? Maybe you have ideas for future enhancements or ways to make your workflow better. Please let us know! We are committed to making your experience as enjoyable as possible. Share your CIware 2.0 super tips, ideas, and wish list items at info@commercialinvestigationsllc.com.

INSIDE THIS ISSUE

CIware 2.0 Super Tips	1
Due Diligence	2
New Office, Same Great Customer Service!.....	3
Spotlight: Fake Diplomas.....	3
About CI	4



The Good, The Bad, and The Perky

Meet Due Diligence...

Last Scene From Due

Duey and Justin started the long hiring process only to get their hearts broken. Their dream applicant, Dee Seiver, was caught lying on her job application. Across town, Rick Mitigation was in the process of losing his job only to be replaced by a familiar face, Rob Berry! Duey and Justin have one more interview lined up. Maybe things are looking up...

The day had come when Due was finally eligible for parole! He had been a model prisoner during his incarceration, which only made sense as he was innocent the whole time. Covering up for Coco's framing of Duey and the thought that he was innocent is what kept him going each day. After being discharged from the prison, he set off immediately to reunite with his son Duey, and see what had become of Clean Cut Clippings.



Duey and Justin were very excited. Sue Perb was just as hardworking and wonderful in person as she had been on paper. She organized the office, set up potential clients, and marketed Fancy Valley and the Four Seasons so well that the clients were rolling in. Between the nicer weather and the summer time season, Duey and Justin were really having a lucrative spring and beginning of the summer. Duey was relaxing at the office in between clients when Sue came running in, face flushed. "Duey, I just got a call from a Rob Berry over at C.O.P.S. He would like you to come in and meet with him to discuss the account. I tried to ask if it could be settled over the phone but he was insistent that he meet you." Sue exclaimed. Duey got out of his chair and looked out the window deep in thought. He was wondering who Rob Berry was, and what he could possibly want to discuss with him. What happened to Rick Mitigation, Duey thought, as he picked up the phone and dialed the all too familiar number to C.O.P.S. After speaking to Rob, the date and time of their meeting was set.

Due had arrived to a very different office than the one he had left six months prior. He knew that Duey had taken over and changed the name, but what he didn't expect was the very clean and organized office complete with a perky receptionist fielding what seemed like a ton of calls. Due greeted her and asked if he could see Duey. "Of course," she chirped and scurried into Duey's office. After a moment,

Duey came running out to hug his father. "I'm so thrilled you're finally out! This is great news, you can help us immediately because I am supposed to meet with someone named 'Rob Berry' over at C.O.P.S. to discuss our account." "Rob Berry?" Duey shouted, "What is he doing at C.O.P.S? What happened to Rick?" "All things I intend to find out this afternoon," Duey announced.

This could mean bad times for Due having Rob Berry back in his life. He knew that he could cause trouble for both his son's business, himself, and C.O.P.S. Due and Justin went off to handle a client's yard while Duey set off for the C.O.P.S office.

Rob Berry grinned as Duey was announced by his secretary, "Have a seat", he instructed, and Duey complied. "I've been given Mr. Mitigation's old position. Knowing someone in the 'biz' always helps when looking for the perfect position." Standing up and pacing by his large window he went on, "But in a review of the account's and Mitigation's misdoings, I see that he has hired your company to handle the landscaping for C.O.P.S. I know your father and I know his background. For me to correct Mitigation's misdeeds, either your father can't work for you, or we have to end our contract with you. Everything must be above board. The choice is yours." And with that, he sat down at his desk. Duey taking this as a dismissal, thanked Rob for his time and told him he would be in touch with his decision on their contract.

With his mind full, Duey drove back to the office and considered all of his options. What would he do? His father just got out of prison, to save Duey from being there by his own mother's cruel intentions. Due needed gainful employment in order to meet the requirements of his parole, and C.O.P.S. had been one of their best paying clients. Thoughts swirling and his mind made up, Duey arrived back at the office just as Due and Justin were returning. "Well here goes nothing..."

What will happen next with Fancy Valley and the Four Seasons?

Will Duey put his own feelings of right or wrong over a business decision?

What else does Rob Berry have in store for Duey and Justin?

Find out in our next issue!



New Office, Same Great Customer Service!

As some of you may know, Commercial Investigations has moved from Cohoes to Latham at the beginning of April, and we couldn't be more excited about our new digs. A more modern feel, new efficient workstations, and a better phone and internet system makes us fully equipped to help our clients better than ever! Our new space also provides us with more of a team-oriented environment. An open floor plan, updated conference

“We recently invited some of our new friends in the plaza...”

room, and new headsets make communication easier, advanced, and fun!

We've also had a hand full of new co-workers join our team in our new office and the feedback from everyone regarding the new space has been great! It appears we've found the perfect place for us. Our spacious office allows us to have group meetings without getting crowded, and we have plenty of room to grow and add more members to our team!

Spotlight: Fake Diplomas

In our last issue of CI Times, we discussed how roughly 10% of our education verifications come back adverse. It could be something as little as the subject writing their graduation date down wrong, to something as huge as a fake diploma.

It's graduation season and that means that a lot of HR Departments are going to be running and re-running education checks. At Commercial Investigations we have seen our fair share of fake diplomas, so we thought it would be a good idea to share some tips on how to tell if a diploma may be phony.

The easiest way to tell if a diploma is fictitious is if there are misspelled words on the certificate. You would be surprised at how

many people don't spell check. We have also seen subjects submit diplomas to us with married names on them. Note to forger: We know what names you've used before we even start the verification. Spelling of words used in other countries is also a 'favourite' of ours.

Another way to tell if a diploma is legitimate is by looking at the seal on the original document. For example, New York State uses the same Department of Education seal on all of its diplomas. We recently received a diploma with a fake seal on it. The reason we knew it was fake was because it's the same seal used in 3rd grade reading clubs!

Your best defense against a fake diploma is to be vigilant and make sure everything is triple checked. And of course, have CI work our magic for you!



Something super exciting is our centralized location in Latham which allows us to indulge in many great things. Now we can participate in more events, enjoy shorter commutes to work, consume endless caffeine, and discover new food options! We are fueled by teamwork, innovation, and lots and lots of coffee. We're still trying to decide if it's a little dangerous, or completely amazing, having a coffee shop right downstairs.

Speaking of downstairs, for the first time in a long time, we have neighbors! We recently invited some of our new friends in the plaza to our office for a 'meet and greet' breakfast. It was very positive and exciting, acquainting ourselves with those who work in the businesses that surround us. We love to participate in events like this, getting to know people, spreading the word of our company, and of course, good vibes!

All and all, we are so happy and proud to be here and look forward to the future in our contemporary workplace. If you have the chance, please stop by and see us!





A Certified Woman-Owned Private Investigative Agency providing accurate, timely, cost-effective and fully compliant reports - delivered with exceptional client service.



Latham, NY & Harmony, FL USA
Phone: (800) 284-0906
Fax: (212) 937-3858
info@commercialinvestigationllc.com
www.commercialinvestigationllc.com

Your Proactive Truth Partner™



This publication is designed to provide accurate and authoritative information with respect to the subject matters covered. It is distributed with the understanding that CI is not engaged in rendering accounting or legal services.