



Employment Verification Frequently Asked Questions

- Please describe GroupOne's processes for verification of employment - current and former employees. *Currently, we provide access to the employment verification via our website, www.gp1.com, and an 877 toll free number. The process for verification of employment is as follows: We are given the payroll data in a specified format from the facility. The data is put through a process to make sure each record has a valid job code and facility code. These codes are provided by the facility during setup. The data is then added to the IVR employment verification database.*
- Does employment verification services include the following requests:
 - Foreign adoption
 - New Employer
 - Attorneys
 - Credit/Mortgage
 - Government Assistance
 - I.C.E. Inquiry
 - Other Background checks

During the planning phase of this project, we looked at employment verification forms from a variety of verifiers. We then set our report to provide the most common information that the majority of the forms request. The verifiers that use our service include Attorney Generals Office, Dept. of Human Services for the state in question, Credit/Mortgage lenders and I.C.E. Other background checks are not provided through the employment verification system.

- How does GroupOne secure the data being sent from our facility? *There are currently two secure ways of sending GroupOne data:*
 - *128-bit SSL secure upload page, which is very popular with our other clients.*

- *Using FTP with PGP encryption. This includes a public & a private key. For this option both facilities need the PGP software in order to encrypt & decrypt the files.*
- *What information is verified for current employees vs. former employees? The same information is verified for both. The only difference is that former employees will have a termination date.*
- *What is the recommended frequency of the interface from our facility? We recommend a data upload should be done every two weeks or twice a month depending upon your paycheck frequency.*
- *Once GroupOne receives the interface file, what is the turnaround time for posting the data to the verification system? The turnaround time is typically 24-48 hours.*
- *Please explain the web functionality? A Link for the website is provided on the existing GPI web site. There are 3 different types of users interacting with this new website:*
 - Employee:** To generate a security PIN number.*
 - Verifier:** Verifiers shall be able to access employee's details by entering the security Pin and credit card info. There would be 2 levels of info available for verification. Credit card shall be charged flat fee based on level of access requested.*
 - Level -1:** Employment Verification*
 - Level - 2:** Employment Verification & Salary Details*
 - Government Agencies or Social Services:** No fees shall be collected from them for using application. They would be assigned a special access code to access application.*
- *What is the average turnaround of requests? Web - Level 1 and 2 Instant. 877 number; Level 1 - Instant; Level 2 - via fax 1-5 min.*
- *How is employee data secured? The data is secured, using physical security, such as locked doors and password security. Network security includes firewalls, SSL, and personnel security such as limited access rights requiring proper authentication.*
- *When GroupOne receives a salary update is the year-to-date fields overlaid? No, a new record is created and the historical record is stored.*
- *Are the interval salaries stored individually? For instance, some requestors may want to know what an employee was making at a specific date in time. We provide the most current information only.*
- *What type of help information is available for any automated service provided? (Web, IVR, phone, etc.) We have options on the IVR service to listen to information about the system and instructions on how to use the system. The web service has instructions on each page.*

- Does GroupOne provide decision support for verification requests? *No.*
- What type of special handling is required for written verification of employment?
Normally, if we get a call asking us to fill out a form for verification, we explain our process and let them know that the verification with our GroupOne letterhead can be used in lieu of the form. For wet signatures? If the verifier needs a signature, we would normally instruct them to have the employee take the verification that we provide to the facilities HR department for signature. However, this is a process that we will change. If you facility would like us to sign the forms, have your HR Director send us a note stating that your facility authorizes GroupOne Services to sign the verification employment. The note will need to be on your facilities letterhead.
- Can GroupOne handle multiple job titles for one employee? *No, not unless the facility provides a single job-code that incorporates multiple job titles.*
- How long is a PIN valid? *180 days.*
- Does a PIN expire? *Yes.*
- Is the PIN a one-time use? *No, the PIN can be used as often as needed within 180 days. After 180 days that PIN will not be reused. If an employee has no more use for a PIN call the helpdesk to have it removed.*
- Is termination reason captured? *No.*
- Does GroupOne have the ability to work closely with a Service Center or HR department for verification requests? *Yes. We recommend a point of contact at each facility for special cases and or circumstances.*
- Our facility will have a link to the GroupOne website for verification requests. Is this GroupOne's preferred method of access for verification requests? *Yes.*
- What is GroupOne's process for notifying their clients of future upgrades to their services and systems? *We notify all clients of future upgrades via monthly newsletters and message notices on the web site.*