

COMMERCIAL INVESTIGATIONS LLC

CI TIMES**OUTSOURCING REFERENCES**

It's 6:00 p.m. and another long afternoon is winding down. You have just spent your day interviewing many candidates for that "all too crucial" position that you have to fill by Friday. You start to review the day's events, and everything seems to be a blur. Faces become numbers, and resumes all start looking the same. You may even start to question yourself. "I think interview number five is surely what we are looking for, but then again, maybe I will find that shining star tomorrow." After all, you do have six more interviews scheduled, and this is on top of your normal day-to-day Human Resources responsibilities. All you know is the clock is ticking and you have to make the right decision...and Commercial Investigations LLC is here to help!

In today's tough economic times, the job market is tight and hiring is limited. There is much more pressure on job seekers to "stay one step ahead of the pack." Many applicants feel they have to exaggerate their resumes just to get ahead. Even honest job applicants are sometimes forced to push the envelope just to stay ahead of the competition. We believe there is a major advantage in outsourcing reference checks to Commercial Investigations, allowing you as an employer to free up valuable time while keeping your expenses low.

A complete and thorough reference check is something our highly trained investigators specialize in. We operate in a call center type environment where we can focus on individual calls, which is very efficient because we are available all day. This setting also allows us the luxury of never missing an incoming call. As mentioned previously, a normal day for any Human Resources Professional is spent juggling many tasks in little time. We pride ourselves on our fast turnaround time.

We have the knowledge, resources and time to follow up and research difficult to contact references.

By outsourcing reference checks to us, you will get a third party who has an unbiased opinion of your candidate. We use a standard set of questions that can be customized, so we always ask the right question at the right time. Another advantage of outsourcing reference checks to Commercial Investigations LLC is that we can identify any warning signs of an applicant who has a less than favorable work history or poor relationships with supervisors. The bottom line is that long term employee retention is something we all want to see as the outcome.

A lot of time and money is spent during the hiring process, from the initial interview of the applicant to the training of your new employee. The question we ask is, "Why replace one individual that didn't work out with another potential bad egg?" At Commercial Investigations LLC, we strongly feel you will have an advantage by outsourcing reference checks to us. Within a short turnaround time, our investigators will work diligently to get you the end results you are looking for, allowing you to free up valuable time to focus on other aspects of your hiring process. The benefit to you is that we can unmask the potentially bad employees before they are hired, and assist you in finding that "perfect fit" your company is looking for before someone else finds them!

Start outsourcing your reference by contacting a CI Representative at 800-284-0906 or info@commercialinvestigationllc.com.

INSIDE THIS ISSUE:

OUTSOURCING REFERENCES	1
CLIENT CLUE: USER SIGN ON: GROUP OR INDIVIDUAL	1
DUE DILIGENCE: DECEITFUL DUE	2
MEET DUE DILIGENCE: LAST "SCENE" FROM DUE	2
ST. PAUL'S CENTER MURDER MYSTERY BENEFIT DINNER	3
INQUIRY SPOTLIGHT: DRUG TEST	3

CLIENT CLUE**USER SIGN ON: GROUP OR INDIVIDUAL**

What is the benefit of having an individual sign-on for each of the users on Clware rather than a group sign-on?

- ◆ One of the most important benefits is security. When an individual user sign-on is used, entries and adjustments to the file can be traced to the specific user. Passwords are not shared and are under better control.
- ◆ With Individual User Sign On the account can be set up so all users can see and maintain the account information for all other users, or selected other users.
- ◆ With the new option of Online Invoices (coming in the near future) an individual sign on is required for user access.

If you want to change your current Group Sign-On to an Individual Sign On, please contact Commercial Investigations LLC today at 800-284-0906 or info@commercialinvestigationllc.com and we will be happy to make these changes.

DECEITFUL DUE

It's been a difficult few years for Due Diligence and his job prospects. He has been trying very hard to obtain employment at multiple organizations but he has consistently been stopped dead in his tracks by Commercial Investigations LLC. When CI first encountered Due, he was stifled from obtaining a position in the administrative offices of Quick Fix Hospital. However, Due was able to land a position with Clean Sweep, a cleaning company, because of an inadequate background check that was performed by another background screening company. Through Clean Sweep, Due was able to work at Quick Fix Hospital as a contractor for a short period of time until the hospital caught on to his deceitful schemes. Following Clean Sweep, Due was subsequently denied positions at Credit Worthy Bank, Tech Valley Medical Center, and The Hungry Children Soup Kitchen. Due even had the gall to apply for a position with Commercial Investigations LLC directly! Because CI discovered that Due had multiple criminal convictions he was quickly eliminated for consideration for the position there as well.

In Due's latest quest for employment, he has applied for a position with The Drugs not Hugs Pharmacy. They have been using Commercial Investigations LLC for a number of years with great success. In order to control costs the pharmacy utilizes a tiered background investigations policy where an applicant will submit to drug testing before the remainder of the background investigation is ordered. If the applicant fails the drug test, the pharmacy does not follow through with the rest of the background investigation which cuts their costs significantly. If the applicant successfully completes the drug test, the company proceeds with the remainder of the background investigation.

In addition, the pharmacy has been using CI's new Electronic Chain of

Custody form for drug testing which is beneficial for many reasons. First and foremost, the electronic form is paperless which significantly reduces employer time maintaining and organizing the paper forms. Also, because the forms are generated electronically, an applicant can receive the form via email rather than returning to the hiring office at a later date. The electronic forms also provide an enhanced level of tracking as the client can enter their email address and be notified when the test is completed as well as when the results are available. Lastly, the electronic forms also offer the option of being notified if the applicant fails to complete the test.

The Drugs not Hugs Pharmacy was interested in hiring Due and sent him for drug testing on a Monday morning. After Due completed the drug test, the pharmacy received an email notification that it was completed and CI delivered the results the very next day. Due tested positive for marijuana and was consequently denied employment. The pharmacy strictly forbids drug-use because of the nature of their business and they promptly mailed Due his pre-adverse action notice. Once Due received the letter and saw that Commercial Investigations LLC was involved, he knew that he would need to look elsewhere.

Check in with Due in our next issue to see if he's finally able to evade Commercial Investigations LLC!

For more information on tiered Background Investigations, please contact your CI representative at 800-284-0906 or info@commercialinvestigationsllc.com.

To Be Continued . . .



MEET DUE DILIGENCE

Last "Scene" from Due

In Due's last appearance in CI Times, he attempted to obtain a volunteer position with the Hungry Children Soup Kitchen. He was once again exposed by Commercial Investigations LLC, this time by their new inquiry — Origin: www.commercialinvestigationsllc.com/files/newsletter112010.pdf

In the current edition, we meet up with Due as he is once again stifled by Commercial Investigations LLC when he attempts to get a job at The Drugs Not Hugs Pharmacy. The electronic drug testing chain of custody form and Commercial Investigations' LLC tier background investigations were both instrumental in a timely report and in controlling costs.

To see Due's past reports, view his page online at: www.commercialinvestigationsllc.com/duespage.

Read previous issues of CI Times to see the full details of Due's life at: www.commercialinvestigationsllc.com/Newsletter.

ST. PAUL'S CENTER MURDER MYSTERY BENEFIT DINNER

In July, Michelle and Valerie attended the Murder Mystery Benefit Dinner to support St. Paul's Center which is located in Rensselaer, New York. The Center offers mothers a safe haven and transitional assistance to independent living to support themselves and their children.

The Murder Mystery Dinner was a great opportunity to practice our detective skills. The plot unfolded very slowly with many suspects to investigate. The dinner guests at each table collaborated as a team and had to solve the murder. The team's questioned the suspects, examined clues, and tried to figure out the motives to solve the crime. At one point our team members had various suspects and submitting our solution to the crime was a challenge. It was an enjoyable and memorable event promoting an organization that needs our community support.

It was a honor to support an event that offers resources to women and families in our region. St. Paul's Center improves our community in a humanistic way.

St. Paul's mission is:

"With the strong belief in the dignity and value of every human life, the mission and purpose of the St. Paul's Center is to provide a warm, nurturing, home-like environment where each mother will have the opportunity

to become equipped and empowered to make a successful transition to independent living and to a better life for herself and her children. "

Commercial Investigations LLC (CI) is dedicated to serving Non-Profit Organizations Worldwide. CI assists employers and volunteer organizations with protecting their clients, employees, and overall businesses through their Background Investigations. For more information visit our website at www.commercialinvestigationllc.com or call us at 800-284-0906.



**St. Paul's Center
Rensselaer NY 12144**

COMMERCIAL INVESTIGATIONS LLC

A LICENSED PRIVATE INVESTIGATIVE AGENCY

Dedicated to providing innovative Private Investigative solutions to its clients and working with them to develop tailored services that meet their needs.

Services provided include:

BACKGROUND INVESTIGATIONS

CI provides accurate, timely, cost-effective and fully compliant reports delivered with exceptional client service.

CONSULTING SERVICES

CI assists you in implementing a compliant background investigation process as well as providing assistance in implementing in-house procedures.

www.commercialinvestigationllc.com

info@commercialinvestigationllc.com

Troy NY 12180

Phone: 800-284-0906

Fax: 212-937-3858

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.

∞ INQUIRY SPOTLIGHT ∞

DRUG TEST

Over time, a drug testing policy can reduce turnover and increase both productivity and employee morale. Following are examples of situations that may warrant drug testing and could be outlined in your drug free workplace program:

- ◆ **Pre-Employment:** A proactive approach to your applicant screening process and an effective means for deterring undesirables from applying.
- ◆ **Pre-Promotion:** An effective means to maintain a drug free workplace and decrease the chance of promoting someone who is using or abusing drugs.
- ◆ **Annual Physical:** Test employees during annual physicals to refer current users for assistance or disciplinary action as stated in your drug free workplace policy.
- ◆ **Random:** An effective way to promote employee safety and security, and to protect property and equipment.
- ◆ **Post-Accident:** Test to determine whether accidents are drug or alcohol related, deterring workers' compensation claims and increasing safety.

CI's DRUG TEST inquiry is an effective and necessary component of a thorough background investigation. CI has access to over 12,000 drug testing labs throughout the US. CI's standard drug test consists of a nine panel screen which identifies amphetamines, cocaine metabolites, marijuana metabolites, opiates, phencyclidine, barbiturates, benzodiazepines, methadone and propoxyphene.

If your organization would like to establish a drug testing policy, contact CI to help you implement a program that is consistent, compliant, effective and affordable.

Please contact a CI representative at 800-284-0906 or info@commercialinvestigationllc.com for more information on CI's Origin™ inquiry, or to add this inquiry to your current requests.