

# inside scoop

a supplement to the castle branch news, published monthly

ATTENTION HR MANAGER

EMPLOYMENT SCREENING

April 2009

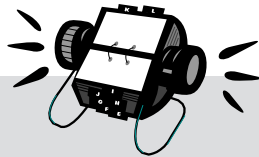


## HOLIDAY SCHEDULE

SUNDAY, APRIL 12TH

### EASTER

CASTLE BRANCH WILL BE CLOSED ON  
FRIDAY, APRIL 10TH.



FOR FURTHER  
INFORMATION,  
CALL 888 - 723 - 4263

## Customer Service

Select **OPTION 1** for general questions regarding results, turnaround times, and requests. Customer Service can also direct you to the appropriate individual or department for any additional employment screening needs.

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## REPORTING THE TRUTH: HOW TO USE CREDIT REPORTS TO MAKE INTELLIGENT HIRING DECISIONS

Castle Branch Employment Screening offers a wealth of information. You can utilize our tools and expertise to make informed hiring decisions. One useful tool is a pre-employment credit report. With an applicant's permission, a Credit Report can be obtained and used for employment purposes.

### What is a "Pre-Employment Credit Report"?

A pre-employment credit report is also known as a "soft" report. This type of report gives you a detailed view of an individual's credit history without making judgements about their credit-worthiness. Procuring a pre-employment credit report allows you to view an applicant's financial habits without affecting their credit score.

### How do I use a Credit Report to make hiring decisions?

Credit Reports are helpful in understanding an applicant's level of financial responsibility. Applicants who handle money or access the company's financial information are prime candidates for a credit check. Castle Branch suggests using Credit Reports in conjunction with a criminal history search to gain a clear view of an applicant's past.

### How do I read a Credit Report?

For a first time user, interpreting another person's credit report can be a daunting task. If requested, we will provide detailed instructions on how to read a credit report, along with a list of commonly used codes and their meanings. We adhere strictly to the FCRA and will provide "A Copy of Your Rights Under the FCRA" to anyone requesting credit reports for employment screening purposes.

### How do I gain access to Credit Reports for employment screening purposes?

Credit Bureaus require that we follow their guidelines when providing access to reports. To protect the applicant from identity theft and/or fraud, Castle Branch must keep several documents on file. These documents ensure reports are requested by legitimate companies in compliance with the FCRA. A list of appropriate documentation will be provided to you when credit access is requested.

A pre-employment Credit Report is a valuable tool for making informed hiring decisions. If you have any further questions regarding Credit Reports, or to request access to these reports, please contact Customer Service at 888-723-4263 extension 1.

## Billing

Select **OPTION 4** for any questions concerning your invoice.

## Drug Testing

Select **OPTION 6** for all questions concerning drug testing, alcohol and drug background checks, and substance abuse policies.

## Keep in Touch

Has your email, mailing address or other contact information changed since you signed on with Castle Branch? Please be sure to let us know!

Contact Customer Service with the new information at your earliest convenience.



## CASTLE BRANCH PAPERLESS DRUG TESTING

Castle Branch is now offering the most convenient and efficient drug testing solution through paperless drug testing. This service is available through select LabCorp locations nationwide.

For a typical drug test, the employer gives their applicant or employee (donor) a pre-printed Custody and Control form to take to the collection site for a drug test. This is not always convenient for the employer, especially those that hire nationwide. With Castle Branch's paperless drug testing, all the donor will need is a registration number.

The process is simple. The employer will log on to a LabCorp website with their username and password. A collection site can be located by the donor's zipcode. LabCorp currently has over 800 sites in the US that offer paperless drug testing, and more are added every week.

The employer registers the donor for a drug test and receives an email confirmation that provides a unique registration number for that donor. The employer simply forwards the email confirmation to the donor with the collection site address.

The employer also has the option to limit the time frame that a donor can report for their drug test, which can greatly improve enforcement of the company's drug testing requirements and turnaround time. If the donor does not submit to a drug test within the company's required time frame, the registration number expires. Employers can easily track compliance because they will receive an email once a donor has submitted their specimen.

To view a demonstration of how the paperless drug testing system works, please go to the following site: <https://www1.gotomeeting.com/register/544143565>. Please note you may be prompted to download a video codec to view the presentation.

With Castle Branch and LabCorp's paperless drug testing, your company will be able to use a web based system that delivers fast drug test results more efficiently and conveniently. Contact a Castle Branch representative at [sales@castlebranch.com](mailto:sales@castlebranch.com) or (888) 723-4263 extension 2 for more information.

### Castle Branch FREE Webinars:

#### *What is a webinar?*

A webinar is a live presentation transmitted over the internet. Simply log on to the web and dial a toll free number for the audio portion.

*Castle Branch Inc is pleased to offer the following free webinars:*

- **Castle Branch Skills Testing -**  
Using Internet-based skills testing to maximize your hiring potential
- **Drug Testing Your Employees -**  
How to implement an effective drug testing program

- **Castle Branch Online Services -**  
Why ordering online increases security and accuracy

- **Oral Fluids Drug Testing -**  
An alternative to urinalysis

- **The Complete Criminal Background Solution -** How to ensure you are ordering a complete and thorough background check

To find out upcoming live dates or to view a recorded version of a webinar, visit [http://www.castlebranch.com/content/services/06\\_news\\_and\\_tutorials](http://www.castlebranch.com/content/services/06_news_and_tutorials)