



ELECTRONIC FINGERPRINTING CUSTOMER INFORMATION SHEET EFFECTIVE NOVEMBER 1, 2007



Effective November 1, 2007, Pearson VUE will be partnering with IBT to perform fingerprinting services

in the State of Wisconsin. As of January 1, 2007 all new Private Detectives and Private Security Guards are required to be electronically fingerprinted.

Pearson Vue has been selected as the vendor to provide electronic fingerprinting services in the state of Wisconsin. For more information, please visit Pearson VUE's website located at www.pearsonvue.com and select "Fingerprinting Services", or contact the IBT reservation center at **866-416-4896**. Below are the answers to frequently asked questions.

Is electronic fingerprinting mandatory?

Yes. Beginning January 1, 2007, electronic fingerprinting became mandatory for all new Private Detectives and Private Security Guards. **NOTE:** If you are currently licensed, you are not required to be fingerprinted.

How much does the fingerprint service cost?

The cost for the Department of Justice and the Federal Bureau of Investigation to process your fingerprints is \$38.25. There is an additional \$18.00 processing charge to have your fingerprints scanned and submitted electronically by Pearson VUE/IBT. The total cost is \$56.25. Payment is expected at the time of reservation in the form of major credit/debit card, electronic check or prepaid voucher.

What if I do not have a credit/debit card or check or prefer not to use them?

If a company is interested in establishing a centralized method of managing the fees required for fingerprinting services, IBT offers the option of establishing an escrow account by:

- Complete the "Wisconsin Account Application" which is attached to this FAQ.
- Submit the application and a deposit check payable to IBT covering one month's fingerprinting services to:

**Integrated Biometric Technology
Account Department
1650 Wabash Avenue, Suite D
Springfield, IL 62704**

- Include the following information:
 - Name of employer
 - ORI number
 - Contact person
 - Phone Number
- Upon receipt of the application and deposit check, IBT will assign an account number and notify the requesting company of the same. This account number **MUST** appear on all future checks submitted by the company.

NOTE: Many employers have very similar names. **Failure to include the account number on each check MAY result in your company not receiving credit for the check amount.**

The process will work as follows once the escrow account is established:

- When a candidate is scheduled for an appointment, the proper fee will be reserved to cover the cost of the fingerprint service
- After the candidate has completed their fingerprinting appointment, the reserved fees are deducted from your account
- A detailed list of all candidates fingerprinted and charged to your account will be mailed at the beginning of each month

How are my fingerprints collected?

The process is free of ink and painless. A candidate will be requested to place their fingers on a piece of equipment called a Livescan device. The finger will be rolled and a picture will appear to ensure that the quality of the print is satisfactory; then a digital picture is taken. The process takes less than 10 minutes and ensures that less than 1% of all prints are returned because they are illegible, which is contrary to the ink process where 33% of all prints were returned.

Where are the electronic fingerprinting sites located?

Please see the chart below to locate the center nearest to you:

CITY	ADDRESS	DAYS OF OPERATION	HOURS OF OPERATION
Duluth, MN	Securitas, Inc. 2701 W. Superior Street Duluth, MN 55806	Wed	9:00 am-4:00 pm
Eau Claire	Pearson VUE 3119 Golf Road, Suite 3 Eau Claire, WI 54701	Tues & Thurs Sat	5:30 pm-9:30 pm 8:00 am-5:00 pm
Elm Grove/Milwaukee	Pearson VUE Enterprise Center, 2nd Fl 12700 W. Blue Mound Rd Elm Grove, WI 53122	Wed-Thu Fri-Sat	8:00 am-9:00 pm 8:00 am-5:00 pm
Florence	Florence County Resource Center 3977 US Highway 2 Florence, WI 54121	Tues	9:30 am-3:30 pm
Green Bay	Pearson VUE 2350 University Avenue #100 Green Bay, WI 54302	Mon Tues Wed-Thurs Sat	5:00 pm-9:00 pm 8:00 am-5:00 pm 5:00 pm-9:00 pm 8:00 am-5:00 pm
Hudson	Holiday Inn Express 1200 Gateway Blvd. Hudson, WI 54016	Thurs	9:00 am-4:00 pm
LaCrosse	Pearson VUE 811 Monitor Street, Suite 206 LaCrosse, WI 54601	Tues Sat	12:00 pm-8:00 pm 8:00 am-12:00 pm
Kenosha	ESI Associates 723 58th Street, Suite 101 Kenosha, WI 53140	Tues	10:00 am-4:00 pm
Madison	Pearson VUE 582 Grand Canyon Drive Madison, WI 53719	Mon Tues-Wed Sat	5:30 pm-9:30 pm 8:00 am-5:00 pm 8:00 am-5:00 pm
Marinette	Comfort Inn 2180 Roosevelt Road Marinette, WI 54401	Thurs	11:00 am-5:00 pm
Oshkosh	A Wisconsin Investigation & Process Services, LLD 1212 North Main Street Oshkosh, WI 54901	Tues	9:30 am-3:30 pm
Park Falls	Northway Motor Lodge 1113 4th Avenue South Park Falls, WI 54552	Tues	9:30 am-3:30 pm
Platteville	Country Inn & Suites 630 South Water Street Platteville, WI 53818	Thurs	9:00 am-4:00 pm
Portage	Best Western Resort Hotel 2701 County Road CX Portage, WI 53901	Thurs	9:30 am-4:00 pm

CITY	ADDRESS	DAYS OF OPERATION	HOURS OF OPERATION
Racine	Microtel Inns & Suites 5419 Durand Avenue Racine, WI 53406	Wed	9:30 am-3:30 pm
Rhinelanders	Holiday Inn Express Crescent Room 668 W. Kemp Street Rhinelanders, WI 54501	Mon	9:30 am-3:30 pm
Rice Lake	Microtel Inn & Suites 2771 Decker Drive Rice Lake, WI 54868	Tues	9:30 am-3:30 pm
Stevens Point	La Quinta Inn Stevens Point 4917 Main Street Stevens Point, WI 54481	Wed	9:30 am-3:30 pm
Tomah	Microtel Inn & Suites 115 W. Andres Street Tomah, WI 54660	Tues	9:00 am-4:00 pm
Wausau	Pearson VUE 2620 Stewart Avenue, Suite 118 Wausau, WI 54401	Wed Sat	12:30 pm-5:00 pm 8:00 am-5:00 pm
West Bend	Country Inn & Suites 200 Gateway Court West Bend, WI 53095	Thurs	9:30 am-3:30 pm

NOTE: Additional sites will be added. Please be sure to review the Pearson VUE/IBT website for updated information.

How do I change or cancel an appointment?

You should telephone Pearson VUE/IBT at **866-416-4896** or go to our website if you made your original reservation via the internet (www.pearsonvue.com) at least twenty-four (24) hours before the appointment. If you do not cancel your appointment, you will be liable for the \$18 fee at the time you make a new appointment. In other words, the fee for the new appointment will be a total of \$74.25 (\$18 for the missed appointment + \$18 for the new appointment + \$38.25 for the Department of Justice and FBI fee). You may not change or cancel an appointment by fax.

What if I am late to or absent from the appointment?

If you are late to or absent from an appointment, you may be excused for the following reasons:

- Illness (yours, or that of an immediate family member)
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

You must send documentation for excused absences to Pearson VUE within fourteen (14) days of the appointment you missed.

What if there is severe weather?

If severe weather makes the Pearson VUE/IBT facility inaccessible or unsafe, Promissor/IBT may delay or cancel the appointments. Candidates may call Pearson VUE's weather line at **800-274-2615** with questions regarding delays and cancellations.

What do I bring to the fingerprint appointment?

Two forms of signature identification; one must be government-issued identification with a photograph. Qualifying government issued identification includes: state driver's license, state identification card, military photo ID, passport, valid school ID for minor's only.

NOTE: Your reservation must be made in your legal name and your identification must match the reservation.

If you do not present the appropriate identification, your fingerprints will not be taken and you will be held responsible for the fee. The staff at the Pearson VUE facilities is not permitted to make any exceptions.

When do I report to the test center?

Please plan to arrive at the test center **fifteen (15) minutes before the scheduled start time** of the appointment for check-in.

Wisconsin Escrow Account Requirements

Your firm has recently indicated an interest in establishing an account for fingerprinting services with our company. Due to the large number of applicants that our firm processes on a monthly basis, we are not able to extend credit terms for fingerprinting services. However, for those facilities that desire a centralized means of managing the fees accompanied with the fingerprinting requirements, we offer the option of establishing an escrow account.

To establish an escrow account with our company, you must submit a deposit check payable to IBT at the address listed below. This check should include the following information:

- Name of facility
- ORI
- Account Number
- Contact Person
- Phone number (including area code)

The deposit check should be the amount necessary to cover one month's fingerprinting services.

When an employee is scheduled for an appointment, the proper fees are reserved to cover the cost of that applicant's fingerprints. After the applicant has completed their fingerprinting appointment, the reserved fees are deducted from your account. A detailed list of those applicants fingerprinted and charged to your account will be mailed at the beginning of each month.

It will be the responsibility of each facility to ensure that there is always a positive balance in your escrow account and that the account number is listed on each check. Failure to maintain a positive balance may result in applicants not being able to schedule appointments for fingerprinting until the account is returned to a positive balance. Because many facilities have very similar names, failure to include the account number on each check may result in your facility not receiving credit for the check amount.

We appreciate your interest in our escrow account system. If your facility has any additional questions, please call **866-416-4896**.

Please remit draw account payments to:

**Integrated Biometric Technology
Account Department
1650 Wabash Avenue, Suite D
Springfield, IL 62704
Ph: 1-866-416-4896
Fax: 217-547-2121
Alternate Fax: 217-793-0141**

Wisconsin Account Application

Firm Name: _____

ORI: _____

Address: _____

City/State/Zip: _____

Contact Person: _____

Telephone: _____ Fax: _____

Average Monthly Volume Estimate (# of applicants): _____

Deposit Amount: _____

Authorized Signature: _____ Date: _____

Please remit draw account payments to:

**Integrated Biometric Technology
Account Department
1650 Wabash Avenue, Suite D
Springfield, IL 62704
Ph: 1-866-416-4896
Fax: 217-547-2121
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