



ELECTRONIC FINGERPRINTING CUSTOMER INFORMATION SHEET FOR HAZARDOUS MATERIAL HAULERS AND SCHOOL BUS DRIVERS EFFECTIVE NOVEMBER 1, 2007



Effective November 1, 2007, Pearson VUE will be partnering with IBT to perform fingerprinting services in the State of Wisconsin.

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.

How much does the fingerprint service cost?

The fees are:

Hazardous Material Haulers	\$37.25 (Pearson VUE fee \$18, FBI fee \$19.25)
School Bus Drivers	\$52.25 (Pearson VUE fee \$18, FBI fee \$19.25, State fee \$15)

Fees must be paid at the time the appointment is made by credit card, debit card or voucher.

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 should be sent 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.

How do I make an appointment?

Hazardous Material Haulers must complete an application and test at the Wisconsin Division of Motor Vehicles (WISDMV). Upon completion of the test, you must wait until the next day to make fingerprint appointment. The WISDMV notifies Promissor/IBT that you have completed the application and test and that you are now authorized to be fingerprinted. *(continued next page)*

School Bus Drivers must complete an application at the Wisconsin Division of Motor Vehicles (WISDMV) and must receive a letter from the WISDMV before they may make an appointment to be fingerprinted. WISDMV notifies Promissor/IBT that you have completed the application and that you are now authorized to be fingerprinted.

You should visit **www.wisconsinfingerprinting.com**, where you will be prompted with step-by-step instructions on making a real-time reservation. You **MUST** have a reservation, walk-in candidates are not accepted.

You may also make an appointment by telephoning Pearson VUE/IBT at **866-416-4896**. Have the following information when you call.

- Your 11-digit product number found on the back of your WI driver's license just above the bar code and/or full name
- The date and test center you prefer

The Pearson VUE call center is open Monday through Friday 7am – 10pm, Saturdays 7am – 4 pm, and Sundays 9am – 3pm (Central Standard Time).

You may make a reservation up to one day prior to the desired date if space is available. Reservations are first come first serve.

How do deaf and hearing-impaired customers make a phone appointment?

Pearson VUE/IBT is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired customers. You may receive assistance by calling **866-416-4896**.

What if I am not authorized to make an appointment?

Each customer is authorized to make an appointment for fingerprinting by the Department of Transportation. If you are not authorized, please contact the Wisconsin Department of Transportation at **608-264-7049**.

How do I change or cancel an appointment?

You should telephone Pearson VUE/IBT at **866-416-4896** at least twenty-four (24) hours before the appointment to change or cancel an appointment. You may not change or cancel an appointment by fax. **If you change or cancel your appointment without proper notice, you will forfeit \$18 of the fee that was previously paid.**

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

If you are otherwise late to or absent from an appointment, and have not changed or canceled the appointment with proper notice, you will be responsible for the appointment fee. 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 test center inaccessible or unsafe, Pearson VUE may delay or even cancel the appointment. You should call Pearson VUE/IBT at **866-416-4896** for information regarding weather delays or cancellations.

What do I bring to the fingerprint appointment?

Bring with you to the test center the following:

- **Wisconsin Photo Driver License is mandatory**
- **Appointment receipt (if available)**

Your fingerprints will not be taken if you do not bring these items. *The test center staff are not permitted to make any exceptions.*

Contact our Customer Support facility at **866-416-4896** with any questions.

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.

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

Visit www.dot.wisconsin.gov/drivers/drivers/index.htm or E-mail driverrecords.dmv@dot.state.wi.us for more information about obtaining a Wisconsin Commercial Driver License.

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
Alternate Fax: 217-793-0141**