

Social Distancing Live Scan Fingerprinting

We are one of few vendors approved by the D.O.J. to use this technology.

It requires specifically modified software designed for our Covid-19 challenges.

As such, the DOJ has implemented a new fingerprint capture method for Live Scan in order to reduce the amount of time and physical contact between the applicant and the live scan operator while continuing to provide fingerprint based background checks to California citizens in need of employment, licensing or certification. This technology is a fingerprint capture method that allows the live scan device to submit flat impressions of an applicant's fingerprints rather than rolled impressions. No physical contact is required for this option.

Advance request is required. Subject to availability. Additional processing fees apply. For more info or to add this option call us at 800-310-8511.

Prevention Measures

1. We make every attempt to set up outdoors when possible. (At the technicians discretion, we are unable to setup outside in raining or wet weather.) Garage setup is an option as we are equipped with everything necessary.
2. Your technician will wear a face mask. (You may request for the technician to also wear a face shield.)
3. **IF** services are rendered in doors, shoe covers are available. (Upon request, for technician use)
4. One set of disposable gloves per applicant. (Polyethylene, nitrile or latex, please inform us of allergies **prior**)
5. Disinfectant sanitation of our equipment in between every use.
6. Your technician may request to take your temperature using a **NON-CONTACT** forehead infrared temperature thermometer. This is strongly suggested however **NOT** mandatory.
7. Keeping at least 6 feet of distance at all times until the start of the actual fingerprinting.

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designed for our Covid-19 challenges. **Additional** processing fee's apply. Advance request is required. Subject to availability.

For more info click here or to add this option call us at [310-750-4550](tel:310-750-4550)

Prepare For Your Appointment

1. Print and complete each of your Live scan request forms (2-3 copies) [310-750-4550](tel:310-750-4550) for any questions. **(We do not provide these. Check with requesting agency.)**
2. Have a [valid I.D](#) and method of payment ready (If you have not Paid in full). **(NO COPIES, TEMPORARIES, PICTURES OR EXPIRED I.D.'S ACCEPTED, only a number of approved United States issued I.D.'s may be accepted)** We are accepting Credit, Debit with credit logo and Venmo currently. Cash is discouraged during this time but is an option.
3. As a CDC recommendation we do **REQUIRE** the use of a face mask that covers **mouth and nose** when your technician arrives. Any one who is unable to wear a mask due to a medical condition of any kind will need to find another vendor that may assist. We do **REQUIRE** masks.
4. If you are not ready when the technician arrives, you will need to reschedule. Fees are associated with you missing your appointment Terms.

TERMS, DEPOSITS & CANCELLATION

By scheduling with us, you agree to our terms.

As apart of one of our [Covid](#) procedures we are currently accepting payments in advance to minimize contact time and expedite appointments. In the event the total can not be paid in advance, a deposit is required. We accept Venmo, debit or all major credit cards. NO REFUNDS are issued for any reason. Re-schedules and credit invoices may be offered. Refer to cancellation time frames below. Cancellation fees may apply.

In the event a deposit was taken vs. the payment in full, it will be deducted from the total of your services. We accept cash, all major credit cards, venmo onsite. Processing fees may apply to credit card payments.

Quotes are provided upon request only, as documents and details must be provided to us in order to determine pricing. Live scan request forms can be uploaded directly to us for a quote by [clicking here](#). (ATTACH live scan request form, DOES NOT NEED TO BE COMPLETED, we do not need personal info to provide you with pricing. Blank form is fine.) We are a specialty mobile company in that we travel to you. Fees are associated with our services. Fee's consist of onsite & setup fees, rolling fees, government fees.

Rejected Fingerprints- In the unlikely event that the D.O.J or other government agencies reject fingerprints, we offer complimentary re-roll & priority scheduling. (Travel fees may apply)

Request for live scan service form- Please direct all questions regarding completing your live scan application to your requesting agency prior to your appointment. In the event your applications reject for the purpose of but not limited to different variations of your name not matching or fitting, fees may apply to process and submit another application.

We require 48 hour cancellation for individuals, 7 day Cancellation for groups 2-4 and 14 day Cancellation for groups of 5 or more. Rescheduling or credit invoices may be offered. Failure to comply will result in Cancellation fees which will vary based on the quantity and services scheduled. A new deposit will be required for an additional booking.

Parking- We always attempt to located free parking when it permits. We take in to consideration the city laws, time limits and distance to walk as we carry our equipment to your appointment. Any parking fees will apply to your total.

If you neglect to have any of the documents or identification required, we must refuse service and you will lose your deposit. Additional penalties may apply.

It is important you are ready at the time we arrive to the appointment. Waiting fees will apply if, but not limited to, you are not there, not available or not ready to get started when we arrive. No exceptions. \$100.00 rate per hour prorated will be added to your total. We keep a tight schedule as it is our absolute priority that we make it to every appointment in a timely manor. We very likely have scheduled appointments after yours.

No Shows and or missed appointments for individuals or groups more have Cancellation fees that will vary starting at \$150.00 for individuals and going up for groups of 2 or more. There are no refunds under any circumstances. NO REFUNDS DURING THE COVID-19 PANDEMIC UNDER ANY CIRCUMSTANCES.

A credit may be issued for a future use with no expiration in some circumstances. Third-party payments are accepted however applicants are responsible for all services rendered and/or cancellations.

WE RESERVE ALL RIGHTS.