Chapter 7

Frequently Asked Questions

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Frequently Asked Questions

What is the packageID and why do I need it?

The packageID is a unique identifier in the background screening system that identifies a grouping of different products for customer ordering convenience. It is needed as part of the order request so that the background screening system knows which items need to be ordered and can validate that the package being requested is authorized and available to the client requesting it.

Your ADP Screening and Selection Services Implementation Consultant will work the screening client to ensure they have screening bundles, or packages, configured for their screening needs in the for each packageID. There is no limit to the number of screening packages that can be configured on an account. Each package will have a unique identifier which should be stored in the connector app to associate to the requisitions the client is using.

What is the difference between the "full data pass" and "candidate invitation" options available for ordering background checks through this API?

The **full data pass** option is best for clients who can gather all necessary background screening information in their ATS to initiate an order. This method ensures orders begin processing immediately using the API, rather than having to wait for the candidate to complete their information via the invitation process.

The **candidate invitation** process is best for clients who are not able to gather the necessary information in their ATS. This is often the best option when data such as date of birth or social security number are not gathered in the ATS. Note that additional configuration is required to use this solution, called CandidateLink, and there is an additional fee to utilize this service.

Can this API be used for both US and non-US candidates?

The full data pass option can be used for both US and non-US candidates, however the candidate invitation process is only available for US-based candidates, as the CandidateLink solution can only be used domestically.

Will an order request fail if the Driver's License Number is incorrect?

With the full data pass option, the order request will fail if the Driver's License Number is incorrect and a driving record check is part of the candidate's order. The request will not fail if the screening package does not include a driving record check.