

**PROCEDURAL GUIDANCE MESSAGE**

Name and Grade of Action Officer MSGT DAMIAN M. ARMIJO				Office Symbol RSOPA		Series Number 602		Signature of Action Officer			Review Date	
	To	Action	Initials/Date		To	Action	Initials/Date		To	Action	Initials/Date	
1	RSOP/ CCU	CORD	RSOP _____ CCU _____	5				9				
2	RSOC/ CCU	CORD	RSOC _____ CCU _____	6				10				
3	RSO/ CCU	APPR	RSO _____ CCU _____	7				11				
4	RSOPA	X-MIT	_____	8				12				

**FROM:** HQ AFRS/RSO

**SUBJECT:** Credit Check Procedures

**TO:** All Operations

1. Effective 4 Mar 02 there will be a slight change in credit check procedures due to a change of contractors. Our new contractor is K-LAK. The credit checks you are used to seeing will not change. The only changes involve new user identification (user ID) and passwords as well as a new WEB site to access the Employment Insight (Credit Check). The attachment to this PGM gives detailed instructions on how to access the site as well as contact numbers for help with your user IDs and passwords.
2. All squadrons are required to use this site exclusively. This WEB site is easily accessed and makes running your credit checks much simpler. However, only those who are authorized access with a user ID and password may run credit checks. Each credit check costs the Air Force \$3.90 and AFRS is billed monthly for these charges.
3. AFRS/RSOPA (Standards) will perform a monthly audit of all accounts to ensure we are not being billed for multiple credit checks on the same applicants. Credit checks will only be run on applicants.
4. AFRS Help Desk is your point of contact to request or delete access to the K-LAK account.

////////SIGNED////////

JAMES R. HOLADAY, Colonel, USAF  
Chief, Operations Division

## INTERNET CREDIT CHECK PROCEDURES

1. You can access and pull reports from the following WEB site:  
<http://www.k-lakcorp.com> (Save this home page as a "favorite" for future use!)
2. A globe with K-LAK pops up (home page). Scroll down and click on "Order Reports"
3. An Employment Credit Check screen appears.
4. Fill in the standard credit check information. (Example: Name including Suffix/Generation, address, social security, and date of birth). Do not add any products. We already get them with our credit checks.
5. Click on "*Submit*"
6. When you see your report on-line, click on "*print*" in your browser or click on "*File*" then print.
7. To exit, click on "*Logoff*" or exit your Internet Browser.

### Points to remember:

If you do not enter information within a two to three minute period, K-LAK will log you off the site. This is for your security as well as K-LAK's. K-LAK abides by the FCRA regulations, which states you must have a Permissible Purpose to pull a credit file.

Toll free numbers for access problems are: 1-888-690-8161 or technical help at 1-800-735-1070 (ask for Bonnie). After 5:00 p.m. or call the following toll free pager number at 1-888-920-9921.

You'll need your username and password for assistance. If you're still unable to clear up the matter, contact AFRS/RSITC (Help Desk) at DSN 487-2251/5097 or commercial 210-652-2251/5097. To *activate* or *deactivate* a user account, call the help desk as well. ***They are the only ones authorized to do so.***

