



CJIS Biographic Verification Requests (formerly referred to as FBI Name Check Instructions)

****Texas DPS does not have authority over FBI CJIS processes and is unable to require the CJIS Division to process any FBI Name Check requests.***

Overview

This document is intended to provide guidance for agencies whose applicants have received a rejected response from the FBI on their initial fingerprint submission. This document will outline:

- The Requirements for the CJIS Biographic Verification Requests (name check request)
- Reject Codes
- Submitting the CJIS Biographic Verification Requests

The CJIS Biographic Verification Requests are time sensitive. To avoid delays we encourage agencies to read this document thoroughly to better understand how to submit these requests for eligible applicants.

The FBI CJIS Division changed their process for FBI Name Checks, known now as CJIS Biographic Verification Requests, in September 2019. The CJIS Division will **only** accept CJIS Biographic Verification Requests for prints that were rejected with the specific reject code "L0008 - Candidate(s) Found" reject code. **All other reject codes including L008 without the "Candidate(s) were found" are considered ineligible for FBI Name Checks.**

The FACT Clearinghouse cannot enable an FBI Rap Back subscription on FBI rejected fingerprint submissions. Any ineligible rejection codes will require an agency to make a decision utilizing Texas criminal history record information.

If an applicant is permanently physically incapable or double amputee please review the Amputee Submission Process for CJIS Biographic Verification.

Requirements for CJIS Biographic Verification Requests

CJIS Biographic Verification Requests can be requested when the fingerprints have been rejected twice for image quality by the FBI's Criminal Justice Information Services (CJIS) Division *and* one of the two fingerprint rejects MUST be a L0008 with the caveat "*The quality of the characteristics is too low to be used, Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s).*" If the underlined language is not included in either of the rejects, it does not qualify for the name check process.

- Two **different** FBI TCNs for fingerprint submissions
 - o The fingerprint submissions **must** be rejected and one of the rejected prints **must** have the "L0008- Candidate(s) were found" message. An example of what this looks like is in the [L0008 - Candidate\(s\) Were Found](#) section.
- The second FBI-rejected fingerprint submission must have been done within **1 year** of the first FBI-rejected fingerprint submission
- The CJIS Biographic Verification Requests must be submitted to the FBI CJIS Division within **90 days** of the second FBI-rejected fingerprint submission
- All fingerprint submissions that have been rejected as L0008 errors with only the caveat: "*The quality of the characteristics is too low to be used*" should be considered the equivalent of receiving a Name Check response of "No record based on descriptive data."

Checking Eligibility and Gathering Information for Request

- 1) Check the message in the FACT Clearinghouse by logging into the DPS FACT Clearinghouse.
- 2) Search the Clearinghouse by name and date of birth or use the APPLICANT_PRINT_REJECT worklist to go to the Applicant Detail page for the individual who received the rejection.

*Please note if the applicant has all 00000000's listed in the APPLICANT_PRINT_REJECT worklist this is a state level reject and the applicant will need to be reprinted.
- 3) Under the Recent Applicant Submissions section, you will see the submissions for the applicants.

- a. Note that some submissions may appear to be duplicated, in these cases the information for the submissions will be the same. The same FBI TCN cannot be used for a CJIS Biographic Verification Request.
 - b. If you do not see submissions, it is likely the applicant was not printed for your ORI. The applicant needs to be printed for your ORI to do a CJIS Biographic Verification request.
- 4) In the submission information, check the FBI TEXT.

SUBMISSION DATE 06/13/2014	
ORI	
NAME	
BIRTH DATE	
DL NUMBER	
MNU	
DPS TCN	05996208800
FBI TCN	E2014
SEX	FEMALE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED .

- a. If this shows "*L0008 - The quality of the characteristics is too low to be used.. Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s).*" Go to the [section L0008 - "Candidate\(s\) Were Found"](#). (below)

FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).
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- b. If this shows "*L0008 - The quality of the characteristics is too low to be used.*" Go to the [section L0008 Without "Candidate\(s\) Were Found"](#). (below)

FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.
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- c. If this shows any other reject code, go to the section [Other Rejection Responses from the FBI](#). An example is below, but the error shown is not the only kind of error possible.

FBI TEXT	L0117 FINGERPRINT IMAGE DOES NOT CONTAIN SUFFICIENT VISIBLE PATTERN AREA IN ROLLED AND/OR PLAIN IMPRESSION BLOCK(S). SEE FINGER(S). 1-10 CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT FOR COMPARISON TO THE CANDIDATE(S).
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- d. If this does not show the FBI TEXT field, the prints were accepted and should not be used for a CJIS Biographic Verification request.

Reject Codes

L0008- "Candidate(s) Were Found"

FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.. CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).
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- a) The FBI requires two different rejection TCNs with one of the rejects resulting in rejection code L0008 with the message stating *"The quality of the characteristics is too low to be used. Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s)."* Check that the FBI TCNs with this error code are different from one another.

SUBMISSION DATE 06/13/2014	
ORI	
NAME	
BIRTH DATE	
DL NUMBER	
MNU	
DPS TCN	05996208800
FBI TCN	E2014
SEX	FEMALE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED .

- b) Follow the instructions under [Sending the CJIS Biographic Verification Requests](#) if you already have two **different** FBI TCNs with one reject that includes this reject code and message.

L0008 Without "Candidate(s) Were Found"

FBI TEXT

L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

- a) All fingerprint submissions that have been rejected as L0008 errors with only the caveat: *"The quality of the characteristics is too low to be used"* should be considered the equivalent of receiving a Name Check response of "No record based on descriptive data".
- b) A descriptive data search is performed in conjunction with all fingerprint submissions when they are initially submitted, if the language "Candidate(s) were found" is not included in your L0008 reject response then it does not qualify for the name check process.
- c) **Per the FBI, these records *"should be treated as 'No record based on descriptive data.'* *"A name check request should not be submitted as the CJIS staff will no longer process the name check."*** -July 2019 CJIS Information Letter

The FAST vendor will allow for 3 rejections with this reject code. Contact the FAST vendor to schedule another fingerprinting appointment for the applicant. Criminal Justice agencies may also utilize the hard card or live scan processes (if your agency is set up for live scan applicant transmissions) to submit new fingerprints.

Other Rejection Responses from the FBI

Correctable Reject Responses

The reject codes listed in the table below are considered 'Correctable Reject Responses' by FBI CJIS.

Per the FBI, "The CJIS Division will no longer process a name check for the correctable reject responses below. If an agency receives one of the reject codes...the agency should resubmit better quality fingerprints." -July 2019 CJIS Information Letter

Reject Code	Description
L0116	Fingerprint pattern(s) not discernible
L0117	Insufficient pattern area(s) recorded for identification purposes
L0118	Erroneous or incomplete fingerprint(s) on images: fingers or hands out of sequence, printed twice, missing, and no reason given.
L0185	Rolled and/or plain fingerprint block(s) appears to be from multiple subjects. See finger(s):
L0186	Rolled and/or plain fingerprint image appears to be from multiple subjects. See finger(s):
L0187	Plain impressions are not printed simultaneously and/or same hand printed twice in plains. See finger(s):
L0188	Fingerprint image contains shadowing/gray areas with ridge detail throughout or surrounding the pattern area. See finger(s):
L0189	Fingerprint image contains text and/or lines running through the pattern area. See finger(s):
L0191	Fingerprint images not visible/printed in the plain impression block(s). Unable to determine correct sequence. See finger(s):

Contact the FAST vendor to schedule another fingerprinting appointment for the applicant. The FAST vendor will allow for 4 FBI rejections with any of the above reject codes. Criminal Justice agencies may also utilize the hard card or live scan processes to submit new fingerprints.

Reject Codes Not Listed Above

For any rejected code not listed above, contact the FAST vendor to schedule another fingerprinting appointment for the applicant. The FAST vendor will allow for 4 FBI rejections with any other reject code than the ones specified previously. Criminal Justice agencies may also utilize the hard card or live scan processes (if your agency is set up for live scan applicant transmissions) to submit new fingerprints.

Submitting the CJIS Biographic Verification Requests

- Complete the CJIS Biographic Verification Request form and email it to CJISBioVerify@fbi.gov.
- DPS will not forward these requests.
- The form is available through the TX DPS Secure Site FACT Clearinghouse under Additional Resources, as well as on the last page of these instructions.
- The request must be sent from an agency email address (e.g. @policeagency.gov). Other email addresses, such as Yahoo and Gmail, are considered insecure and will not be accepted.
- CJIS staff will attempt a comparison manually and return an e-mail response indicating ident, non-ident, or a reject. If positive identification, the Identity History Summary {ldHS/"Rap Sheet") will be returned as an attachment to the e-mail.