

# VeriPicReports.com — Agency Questions

*This White Paper answers the questions asked by law enforcement agencies pertaining to VeriPicReports.com*

## **How much will our reports cost in VeriPicReports.com?**

VeriPicReports.com pricing is very simple. VeriPic adds a convenience fee to the amount your agency wishes to be reimbursed for each report. The convenience fee helps offset our costs for hosting the data, indexing your data, handling the billing and credit card fees, and providing customer service for your agency.

## **Does VeriPic pay our agency 100% of the revenue from our accident reports?**

Yes. VeriPic reimburses your agency your normal counter fee for all reports that are purchased through VeriPicReports.com. Your agency will keep 100% of the revenue.



## **How often does VeriPic pay our agency?**

Payments are dispersed by VeriPic on the 25<sup>th</sup> of each month for reports that were purchased from your agency in the previous month.

## **Can citizens still purchase reports in person, paying the normal fee?**

Yes. If a citizen chooses to request reports in person, your agency can still service those requests at your normal fee. Your records department staff can even use the VeriPicReports.com site to find and print the requested report.

## **Our agency's council ordinance only allows our agency to charge a set fee, yet VeriPic charges an additional convenience fee. Do I need to change the ordinance?**

No. Your agency will still receive your set fee for each report from VeriPicReports.com. You can also continue to sell accident reports to citizens at the front counter using VeriPicReports.com and charge the citizen your standard fee.

## **Do the reports include photos?**

Yes, VeriPicReports.com has the option to include photos in the reports. You can charge your normal fee for the photos, whether it is on a per photo basis or a fixed price for the set of photos.



2360 Walsh Avenue  
Santa Clara, CA 95051-1301  
408-496-1200  
888-VeriPic or 888-837-4742  
[www.VeriPic.com](http://www.VeriPic.com)

## How fast will our agency's reports show up after we complete and approve them?

Electronic reports are made available immediately on VeriPicReports.com. Paper reports that are scanned, faxed or electronically sent to VeriPicReports.com are indexed by our staff and will be ready the same day. Some report processing companies require your agency to index your own data but we do not. *We do the indexing work for you.*

## Can our agency track our reports for accountability?

VeriPicReports.com has implemented a powerful Validation System that tracks every report as it moves securely through our preparation process. From the moment your reports are completed, they are encrypted and monitored for safe delivery. We track how long it takes to get through our Validation System and to the main web server.



## Our agency gets FOIA requests from attorneys wanting a copy of all injury accidents. Does VeriPicReports.com service these requests?

Yes. VeriPicReports.com can index the injury codes from your accident reports. We created a special search tool for attorneys so they can purchase injury accidents from your agency. Whether or not you service legal firms is completely your decision; we do not activate this function until you instruct us to do so.

## Our agency files private property accident reports. Can VeriPicReports.com take these types of reports as well?

Yes. Your private property reports will go into the same system as your standard crash reports.

## Can we monitor our report activity?

Yes. VeriPicReports.com is built using a powerful document management system. We provide you with an administrative report to show you how many reports have been uploaded, the users and citizens that have purchased them, and the revenue generated from selling the reports.

## Our road commission sometimes needs copies of our accident reports. Does VeriPicReports.com service them too?

Yes. We will provide your road commission department with free access to your reports.



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# VeriPicReports.com — Security Questions

*This White Paper answers common security questions asked by law enforcement agencies pertaining to VeriPicReports.com*

## Encryption

VeriPicReports.com uses Secure Socket Layer (SSL) technology with 128-bit encryption. This technology protects your data from unauthorized access during transmission.

## Firewall Technology

The VeriPicReports.com servers are placed behind powerful firewall technology configured to provide minimum access and maximum protection. In addition, powerful port scanning tools are in place to make sure that these measures are always operating at maximum efficiency.

## Advanced Logging

Our advanced logging system monitors and records every action taken within VeriPicReports.com. This system not only ensures that your agency is paid for every report viewed, but it also helps us make sure that the site's security perimeter is never breached. In addition to denying access to unauthorized visitors, notification is made to VeriPicReports.com security personnel when any questionable activity occurs.

## Excessive Viewing

VeriPicReports.com monitors each user; our security personnel are notified when an individual user views a large number of reports within a 24 hour time period. This allows us to quickly assess the user's intentions and shut down their account if necessary.

## Physical Security

Physical security is a priority. Being housed at leading collocation facilities, VeriPicReports.com servers are under constant supervision. 24 hour video surveillance, biometric hand scanners, secured equipment cabinets, climate control, fire suppression, and diesel generator backup systems mean that VeriPicReports.com servers are not only secure, but remain in operation, even in the worst conditions.



## Session Timeouts

VeriPicReports.com sessions expire after a specified period of inactivity. This ensures that user sessions left idle are not vulnerable to unauthorized use.

## Strict Password Rules

VeriPicReports.com employs strictly enforced password policies, preventing users from choosing common dictionary words that are open to brute force attacks.

## Failed Login Attempts

VeriPicReports.com diligently monitors login attempts and acts swiftly when consecutive login attempt failures occur. This may be a user who forgot their password, but it could also be a hacker trying to break in. When this occurs, VeriPicReports.com shuts down login access to the user and notifies our security personnel to prevent unauthorized access.

## IP Address Monitoring

All activity within the VeriPicReports.com system is tracked by the originating IP address. The IP address information can be used to not only disable user access, but also track user activity within the VeriPicReports.com system.



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