VeriScan Glossary for Hertz

ID Authentication

ID Authentication Overview: Deep dive into the authenticity of a driver's license using the security features on the ID. Can be performed on US and International driver's licenses**.**

Authentication Status: VeriScan's assessment of the authenticity of an ID. Possible statuses consist of: Passed, Failed, Skipped, or Warning. This can be seen in the Authentication report or the Details tab in the VeriScan app.

Authentication Status is Failed: The ID fails authentication performed by VeriScan. When in doubt, try cleaning the ID and rescanning. If the same result, involve your manager and use other tools available (blacklights, ID books, etc.).

Authentication Status is Passed: The ID passes authentication performed by VeriScan.

Authentication Status is Skipped: Authentication was skipped. This typically appears if the ID series does not have the security feature being tested or if the ID series is not yet supported. Try cleaning the ID and rescanning. If the same result, involve your manager and use other tools available (blacklights, ID books, etc.)

Individual ID Authentication Tests

Individual ID Authentication Tests Overview: Every ID series created by government entities has some form of security features. VeriScan runs multiple tests to check if the features match what is expected for that series. Can be performed on US and International driver's licenses.

Address Verification: This test verifies that the address listed on the ID exists. Currently applicable to US IDs only.

Age Verification: Hertz doesn't use VeriScan to validate customer age. Minimum age criteria is built into DASH.

Barcode Readability: If a barcode is expected on the ID series but cannot be read, this test may fail. This is often due to a sticker/dirt/wear and tear that obscures the barcode. Try cleaning the ID and rescanning. If the same result, involve your manager and use other tools available (blacklights, ID books, etc.).

Barcode Security Check: A set of tests performed on the data encoded in the PDF417 barcode or MRZ on an ID.

Cross Match Status: Compares the barcode or MRZ data with the data printed on the ID.

ID Expiration: Compares the expiration date of the ID to the current date to determine if the ID has expired.

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Infrared (IR) Tests: Checks for and analyzes whether the IR marks on the front and back of the ID match what is expected for the ID series.

Spoofing Back: Checks for tampering or reprinting of the back of the ID.

Spoofing Front: Checks for tampering or reprinting of the front of the ID.

Scan Quality: Checks the quality, sharpness, proportions, and lighting of the scanned images.

Template: Determines if the format of the scanned ID is a match to a known template or ID series in IDScan.net's library.

Ultraviolet (UV) Tests: Checks for and analyzes whether the UV marks on the front and back of the ID match what is expected for the ID series. Can fail due to tape/stickers. If it can be removed, rescan. If not, involve your manager and use other tools available (blacklights, ID books, etc.).

Unspecified Subfile: A test on an international ID failed, but the specific test has not yet been mapped to an existing test category.

Void Mark Detection: This test checks if the ID has been invalidated.

Scan Results

Scan Status: The status that appears in the color-coded banner at the top of the scan results screen. Possible statuses consist of: Passed, Failed, Flagged, or Skipped.

Scan Status is Failed: A scan status of Failed will be assigned if the ID fails authentication, fails a DMV or IdentiFraud check, or is an unacceptable ID type.

Scan Status is Flagged: When there is an Alert associated with the scan, e.g., if the visitor is assigned to a group, is present on the alert list, or has a Flagged status on DMV or IdentiFraud checks.

Scan Status is Passed: Authentication passed, and no additional alerts were tied to the visitor who was scanned.

Scan Status is Skipped: Authentication status was Skipped (see *Authentication Status is Skipped* to understand why this might happen) or a manual entry was performed in place of a scan.

Scan Type: The ID type that was scanned (e.g. DL or ID), or if a manual entry or log entry option was used. ID=Identification card, DL=Driver's license, Manual=Manual entry, Passport Card=card sized version of passport.

Unacceptable ID Type: The type of ID scanned is not acceptable for Hertz rental qualification purposes (International Driving Permit, Identification Card, etc.).

Photo Categories

Cropped ID Photo: This is a cropped picture of the individual from the ID just scanned.

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Live Photo: This is a picture taken by a webcam or IP camera of the individual presenting the ID. Hertz does not currently utilize this feature.

Profile Photo: Hertz assigns the cropped ID photo as the profile photo when a visitor's ID is first scanned. It does not auto-update if they get a new ID photo taken if the ID number remains the same.

3rd Party Checks

DMV: Third Party database check that verifies whether the information on the ID matches what is on file with the state's DMV (Department of Motor Vehicles).

IdentiFraud: Third Party Service that aggregates several publicly available identity databases (ex. SSN, OFAC, USPS, telecom) to perform KYC (Know Your Customer) checks.

VeriScan Alerts

Alert List: Used to flag specific individuals not permitted to rent by the combination of their first name, last name, and date of birth, in case they use a different form of ID. Managed by the Fraud/Trust and Safety team.

Calibration Required: Use the calibration card (reusable) that came with the scanner, air divider, and canned air to clean dust from the images. Should be done every 3 months or 3,000 scans, whichever comes first. The admin PIN is required to clear the alert.

Check Your Internet Connection: You may see this message if your computer has been offline for longer than the allowed time. To clear it, close VeriScan, log in to Zscaler, and reopen VeriScan.

Cleaning Required: Use the single-use roller cleaning card. Should be done every 6 months. The admin PIN is required to clear the alert.

Clearing Calibration and Cleaning Alerts: Once the required maintenance is performed, the alert must be cleared from VeriScan or it will continue to pop up (requires the admin PIN, available to Location Managers and Field Technicians).

Driving Privilege Only: This alert will appear if a Connecticut or Delaware *Driving Privilege Only* ID is scanned. This ID is not valid for rental in Florida. Request a second form of identification. Contact your manager if you need assistance.

Group: Used to flag specific visitors using the same ID after you have scanned them. Can only have 1 group per person at a time. Hertz uses only the DO NOT RENT group currently that is managed by the Fraud/Trust and Safety team.

ID Expiration: This alert will appear when the scanned ID document is expired. An ID is considered expired at midnight the following day.

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Interlock Restriction Detected: This alert will appear when the driver's license has an interlock restriction, indicating the driver is required to use an ignition interlock device.

Multi-Scan Alert: Alert given if an ID is scanned multiple times within a short period of time. Just a notification, NOT an indication of pass or fail. Check authentication result before proceeding.

No License Found: This may appear if your software is not logged in with a device login, or if not logged in with Zscaler.

Offline Scan: You may see this alert if your computer is not connected to the internet but is still within the allowed offline time. To clear it, close VeriScan, log in to Zscaler, and reopen VeriScan. Scan results are still valid when offline.

Sticker Detected: This alert will appear when a sticker, tape, or residue is present on the driver's license. Authentication tests and scan results may be negatively impacted.

Unrecognized ID: An ID where the data is not able to be parsed, either due to improperly formatted or undetectable barcode or poor image quality. Try cleaning the ID and rescanning. If the same result, involve your manager and use other tools available (blacklights, ID books, etc.).

Unsupported ID: An ID which can be read but whose advanced security features are not yet supported by IDScan.net's Authentication engine. Try cleaning the ID and rescanning. If the same result, involve your manager and use other tools available (blacklights, ID books, etc.).

VeriScan Document Types

Border Crossing Card: [Learn more.](#)

CAC: Common Access Card. [Learn more.](#)

DL: Driver's License

DRIVER'S LICENSE-Manual: A VeriScan user entered the driver's license information using *Manual Entry* rather than scanning the ID.

Employment Authorization: [Learn more.](#)

Enhanced DL: Enhanced Driver's License. [Learn more.](#)

HC: Health Insurance ID Card

IC: Identification Card. [Learn more.](#)

ICDIP: US Dept of State. [Learn more.](#)

ICHK: Identification Card for Hong Kong. [Learn more.](#)

ID: Identity Document. [Learn more.](#)

International Identity Card: Global Entry and other Country ID Cards. [Learn more.](#)

Log Entry: A VeriScan user found the customer in *History* and used the *Log Entry* button to enter the customer into VeriScan again without scanning an ID.

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Manual: A VeriScan user entered the customer using *Manual Entry*, but driver's license information was not recorded.

Matricula Consular ID Card: [Learn more.](#)

Medical Card: Medical ID Card that includes all state-issued medical marijuana documents.

Passport Card: [Learn more.](#)

Permanent Resident Card: [Learn more.](#)

 VHC: VA Medical ID Card. [Learn more.](#)

Common Terms/Features

Admin PIN: This is required to unlock several features. It is available to Location Managers at the bottom of the dashboard at VeriScanCloud.com. Not shared with non-management operations staff to protect customer PII.

Admin Portal: The VeriScan portal is available to Location Managers, Corporate Security, and Fraud/Trust and Safety to review scanner usage and look up individual scan results at VeriScanCloud.com.

Admin Portal Access Request: Access requests are done via Saviynt by searching for "VeriScan" and selecting your zone. Next step, once approved, is to login once to VeriScanCloud.com. Then submit the location change request form.

ASDK: Authentication Software Development Kit

E-Seek: Manufacturer of the scanners configured with VeriScan software to read and verify the security features of IDs.

IDScan.net: The company that created and maintains the VeriScan software.

IDScan.net Support: Vendor team available at (866) 389-5361 or hertz@idscan.net. to help Hertz employees with issues related to VeriScan and the DL scanners. In addition, a support website is available at idscan.net/hertz where you can submit a ticket and read FAQs.

MRZ: Machine Readable Zone. This 2- or 3-line area is commonly found on passports, passport cards, and various less common ID types.

No Scanner Detected: Need to add the scanner to the VeriScan software in Settings > Devices (Requires the admin PIN, available to Location Managers and Field Technicians).

OCR: Optical Character Recognition - this reads the text from the images of the ID.

Parsing: Analyzing raw data into discrete parts. For VeriScan, this is taking ID data from the barcode or MRZ and breaking it into first name, last name, date of birth, etc.

PDF417: 2D barcode commonly found on the back of IDs.

PII: Personally identifying information is data that can be used individually or together to identify an individual person, e.g., full name, ID number, address.

Profile Comment: A comment users can leave that is tied to the visitor profile rather than only one visit. (Requires the admin PIN, available to Location Managers and Field Technicians). Hertz does not currently utilize this feature.

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Scan ID Number: Found in the lower left corner of the VeriScan software. Used to easily look up a particular scan later without emailing a visitor's personally identifying information (PII).

Tags: Similar to a group, but a visitor is able to have multiple tags. Can be per visit or indefinite. Hertz does not currently utilize this feature.

VeriScan: Software created by IDScan.net designed to authenticate IDs.

Visit Comment: A comment users can leave that is specific to one visit for the visitor. (Requires the admin PIN, available to Location Managers and Field Technicians). Hertz does not currently utilize this feature.

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