



Just the Facts

Mission of the BOI:

"Promote public safety by collecting, maintaining, and providing accurate, timely, and complete criminal history information."

Vision of the Newsletter:

"To improve communication and share information between BOI and the Criminal Justice Community."

Mission of the Newsletter:

"To develop an interactive newsletter, which will serve as a vehicle for distribution of information and a forum for addressing agencies' questions and concerns."

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boi_customer_support@isp.state.il.us

Web address:
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CHRI User's Manual:
<http://www.isp.state.il.us/media/docdetails.cfm?DocID=559>

Illinois Compiled Statute Table:
<http://www.isp.state.il.us/services/christat.cfm>

The Purpose for Document Control Numbers (DCN)



The Document Control Number (DCN) is a pre-printed number located in the upper left hand corner of most paper forms. The purpose for the DCN is to provide a tracking number for submissions that get sent by a live scan or a manual fingerprint card. The DCN is assigned by the Bureau

of Identification (BOI) when a new live scan machine is installed at a new site or a live scan runs out of DCN's. Currently, the DCN format begins with an L and has 8 numbers. The DCN is also contained in the Transaction Control Number (TCN). The TCN consist of a live scan ID (such as LS10123) and the DCN (such as L12345678), forming as LS10123L12345678.

The DCN can be assigned by either the live scan machine or the booking system depending on how an agency's system is configured. This number is a very important number for the customer and for the BOI as the tracking number for submissions.

The DCN can also be tracked at the local agency, from the booking through to the final court disposition. Once the subject is booked, the DCN gets assigned to the arrest, will appear on the States Attorney Filing Decision form as well as the Court Disposition form for the Circuit Clerk.

Important reminders:

Some booking systems and live scan machines have a built in mechanism to warn the user when the DCN range is below 100 numbers. When this happens, contact the BOI to get a new range of DCN's. If the live scan machine or booking system does not provide a warning, it is possible that the machine will reuse DCN numbers that will cause errors in the Automated Fingerprint Identification (AFIS) and Criminal History Record Information (CHRI) systems as a duplicate DCN number.

Customer Support for the Criminal Justice World

The Customer Support Unit of the Bureau of Identification consists of 8 staff members, who answer incoming calls, faxes and emails from the public, and criminal justice and non-criminal justice agencies. Questions cover a wide range of topic areas but the most common requests received from Criminal Justice practitioners include:

What are the hours of operation for Customer Support?

Customer Support Contact Information

- Hours: Monday – Friday 8:00am – 4:00pm
- Phone: (815) 740-5160
- Fax: (815) 740-4401
- email: boi_customer_support@isp.state.il.us



For Criminal Justice purposes only, outside normal business hours, please call (815) 740-5206 or fax (815) 740-5170.

