



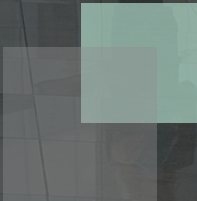
Order Manager User Guide

Sterling Platform | January 2022



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Reduce time-to-hire by managing daily screening tasks with ease

Our modern, intuitive client experience has been redesigned to accelerate hiring decisions

At Sterling, we've made it our mission to provide the foundation of trust and safety our clients need to create great environments for their most essential resource, people.

Sterling is committed to simplifying how people engage throughout the screening process from start to final decision. Based on direct pain points and feedback from HR professionals like yourself, Sterling designed a modern, intuitive, interactive Client Hub and Order Manager to help you manage your daily workload with ease and accelerate time-to-hire.

HERE'S HOW STERLING DELIVERS AN IMPROVED CLIENT EXPERIENCE:

- A modern, mobile-responsive design that's accessible anytime, anywhere
- A permission-based hub allows users to see what orders are relevant to them
- An intuitive order pipeline that's easy to navigate
- Easily assign, unassign or reassign orders and invites in the pipeline
- Conveniently review alerts and updates without ever having to leave your dashboard
- An easy-to-read, actionable Order Manager represents the real-time status of an order and gives you the ability to process, export, score, and add comments and attachments to orders and/or specific searches.

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Order Manager

Sterling's Order Manager is a tool that allows you to intuitively interact with and action background check orders for your candidates. Order Manager includes an easy to read format and gives you the ability to process, export, score, and add comments & attachments to orders and/or specific searches. Once an order has been completed, you can also access the Consumer Report that is provided to the candidate from the Order Manager.

Accessing Order Manager in Client Hub

Located at the top of the Sterling Dashboard, there are a series of Order Pipeline tiles that group your orders with Sterling by their respective status/result. If you click on the tiles labelled **In Progress**, **Action Needed**, **Ready for Review**, **Adverse Action Process**, and **Completed**, you will be able to access the Order Manager.

The screenshot shows the Sterling Order Manager dashboard. At the top, there's a navigation bar with 'Sterling', 'Quick Search', and 'Entire Organization' dropdown. Below this is the Order Pipeline with six tiles: Started (156), In Progress (172), Action Needed (1), Ready for Review (6), Adverse Action Process (109), and Completed. A red box highlights the 'In Progress', 'Action Needed', 'Ready for Review', and 'Adverse Action Process' tiles. Below the pipeline is the Order Grid with columns: ID, Candidate, Status / Result, Created, Assignee, Completed / ETA, Account, and Package. The grid lists several orders, including one for 'Smith, Cole D.' with a 'Consider' status.

Accessing a Single Report: Directly under the Order Pipeline, you will see the Order Grid. You can click on any individual row in the Order Grid. Once an order is selected, a drawer will slide out from the right side of the screen, and you will be able to view information within the Order Manager for your selected candidate.

This screenshot shows a detailed view of a single order for 'Smith, Cole Dean #1801364134'. The top bar indicates the order status is 'Complete' and the result is 'Consider'. Below this are tabs for 'Overview', 'Data & Identity', 'Searches', 'Attachments', and 'Activity Log'. The main content area is divided into two sections: 'Order Summary' and 'Candidate Information'. The 'Order Summary' section includes details like 'Order Started', 'Order Completed', 'Account Name', 'Account Location', 'Position', 'Package', 'Add Ons', and 'Bill Code'. The 'Candidate Information' section includes 'First Name', 'Address', 'Middle Name', 'Email', 'Last Name', 'Phone', 'DOB', 'SSN', 'Location of Employment', and 'Salary'.

Accessing Multiple Selected Reports: In the Order Grid, you can check the box next to two or more orders and click the **Open** button from the top of the grid to view the Order Manager for multiple candidates.

This screenshot shows the Sterling Order Manager dashboard with multiple orders selected in the Order Grid. The 'In Progress' tile now shows 171 orders. The Order Grid has three rows selected, indicated by checked checkboxes in the first column. A red box highlights the 'Open' button at the top right of the grid. The 'Open' button is labeled 'Open' and has a dropdown arrow next to it. Other buttons like 'Assign to', 'Archive', and 'Clear All' are also visible.

Once the drawer slides out from the right side of the screen, you will be able to toggle between your selected orders using the arrows in the top right corner.

The screenshot shows the Sterling Order Manager interface. On the left is a sidebar with navigation options: Dashboard, Start Order, Recently Viewed, Form I-9, Reporting, and Platforms. The main area displays a list of orders with columns for ID, Candidate, and Status/Result. The order for Smith, Cole Dean #1801364134 is highlighted. To the right, a detailed view for this order is shown, including an Order Summary and Candidate Information. The 'Expand' icon, represented by a square with a right-pointing arrow, is circled in the top right corner of the order detail panel.

Accessing the Expanded View: While you are in the Order Manager, you will be able to click the **Expand** icon at the top left of the Order Manager to expand an order into its own tab.

This screenshot shows the Sterling Order Manager interface with a different order selected: Olson, Sue Jean #1801364161. The 'Expand' icon, located at the top left of the order detail panel, is circled. The interface layout is similar to the previous screenshot, with a sidebar on the left and a main area displaying the order list and details.

Once the **Expand** icon has been selected, a full screen view of the Order Manager for that candidate will become visible in a separate tab within the current browser.

The screenshot shows the full-screen expanded view of the Order Manager for Smith, Cole Dean #1801364134. The interface is divided into several sections: Order Summary, Candidate Information, Submitted Searches, and a right-hand sidebar with additional actions. The Order Summary and Candidate Information sections are at the top, followed by the Submitted Searches table. The right-hand sidebar contains links to Client Matrix, Initiate Form I-9, Manage Onboarding, Export, Copy Link, Report Comments, and Archive.

Searches	Identifier	Ordered	Complete	Status	ETA / Result
County Criminal Record	Smith, Cole Dean, WA-KING	12/17/2021	12/20/2021	Complete	CONSIDER
Education Verification	Smith, Cole Dean, Seattle College	12/20/2021	12/20/2021	Complete	CLEAR
Employment Verification - Basic	Smith, Cole Dean, Seattle Bakery	12/20/2021	12/20/2021	Complete	CLEAR
Managed State Compliance	Smith, Cole Dean, 1234	12/20/2021	—	Pending	12/23/2021

Order Manager Tabs

Across the top left of the Order Manager, you will find a series of tabs labelled **Overview**, **Data & Identity**, **Searches**, **Attachments**, and **Activity Log**.

The screenshot shows the Sterling Order Manager interface. On the left is a sidebar with navigation options: Dashboard, Start Order, Recently Viewed, Form I-9, Reporting, and Platforms. The main area displays a summary of orders with filters for Started (151), In Progress (171), Action Needed (1), Ready for Review (7), and Adverse Action Process (106). A table lists candidates with columns for ID, Candidate, and Status/Result. The 'Overview' tab is selected for order #1801364134, showing an 'Order Summary' and 'Candidate Information' section. The 'Order Summary' includes details like Order Started/Completed dates, Account Name, Location, Position, Package, Add Ons, and Bill Code. The 'Candidate Information' section lists personal details such as First Name, Address, Middle Name, Last Name, Email, Phone, DOB, SSN, Location of Employment, and Salary.

Overview

When the Order Manager is opened, you will land on the **Overview** tab by default. This tab will provide you a full summary of everything associated with the selected order.

Order Summary: This section will display a concise summary of the order's basic details.

Candidate Information: This section will display the selected candidate's personal identifiable information (PII), contact details, and location of employment.

This detailed screenshot shows the 'Overview' tab for order #1801364134. The 'Order Summary' section provides a concise overview of the order, including dates, account details, and package information. The 'Candidate Information' section displays the candidate's personal and contact details. Below these, the 'Drafted Searches' section shows a table of searches with columns for Searches, Identifier, Status, and Price. A 'Submit' button is present. The 'Submitted Searches' section at the bottom shows a table of completed searches with columns for Searches, Identifier, Ordered, Complete, Status, and ETA / Result.

Searches	Identifier	Status	Price
Drivers Record	Smith, Cole Dean, WA- SX00000000X1	Ready to Submit	\$18.25

Searches	Identifier	Ordered	Complete	Status	ETA / Result
County Criminal Record	Smith, Cole Dean, WA-KING	12/17/2021	12/20/2021	Complete	CONSIDER
Education Verification	Smith, Cole Dean, Seattle College	12/20/2021	12/20/2021	Complete	CLEAR
Employment Verification - Basic	Smith, Cole Dean, Seattle Bakery	12/20/2021	12/20/2021	Complete	CLEAR
Managed State Compliance	Smith, Cole Dean, 1234	12/20/2021	—	Pending	12/23/2021

Drafted Searches: This section will display any searches associated with the order that have not yet been sent to Sterling for fulfillment. This includes any searches that may need additional information before they are able to be submitted.

Once a search is in **Ready to Submit** status, you will see the client certification text appear along with a **Submit** button. The client certification language can be viewed and expanded at any time by selecting the **See More** icon. Selecting Submit will send any drafted search that are in **Ready to Submit** to Sterling for fulfillment, and this search will move into the Submitted Searches section.

Please Note Client Hub does not yet support all services being submitted for fulfillment. If the order contains one or more services that are not able to be submitted directly through Client Hub, you will see a **View Classic** button instead of the standard **Submit** option. By selecting View Classic, you will be redirected to the classic ScreeningDirect Order Editor page to submit these services for fulfillment.

Submitted Searches: This section will display any searches associated with the order that have been sent to Sterling for fulfillment. If you select an individual search within this section, you will be taken to the Searches tab so that you can review the details and/or results of the selected search.

Data & Identity

If you utilize Sterling's Identity Verification service, and/or our Data Comparison feature, you will see a **Data & Identity** tab next to the Overview tab. Clicking on the Data & Identity tab will display the results from the candidate's Identity search, as well as a comparison of the candidate data collected within your Applicant Tracking System and the data that the candidate entered in Sterling's Candidate Hub.

If there is a failed ID verification or a mismatch found in the data submitted by the candidate, an **Alert** icon will appear to indicate that there is a discrepancy for you to review.

Smith, Cole Dean #1801364134

Order Status: Complete

Order Result: Consider

Overview

Data & Identity

Searches

Attachments

Activity Log

Data Comparison

Show only discrepancies

	Integration Data	ID.me Data	Candidate Data
Candidate Information 1 Discrepancy			
First Name	Cole	Cole	Cole
Middle Name		Dean	D
Last Name	Smith	Smith	Smith
DOB	-	May 23, 1980	May 23, 1980
SSN	-	XXX-XX-5454	XXX-XX-5454
Phone Number	(555) 555-5555	(555) 555-5555	(555) 555-5555
Email Address	-	colesmith@mail.com	colesmith@mail.com
Address	-	123 W Main St. Snohomish, WA 98296	123 W Main St. Snohomish, WA 98296
Education History 2 Discrepancies			
School Name	Harvard University	Everett Community College	
Address	86 Brattle Street Cambridge, MA 02138	2000 Tower St, Everett, WA 98201	
Graduation Date	March 3, 2001	March 3, 2001	
School Name	Glacier Peak High School	Glacier Peak High School	
Address	7401 144th PI SE, Snohomish, WA 98296	7401 144th PI SE, Snohomish, WA 98296	
Graduation Date	June 17, 1996	June 17, 1996	

Searches

Clicking on the **Searches** tab will allow you to see and/or action any service(s) that have been submitted for the candidate. The specific details and actions available within this tab will vary depending on your account configuration, order status, and organization's access policies. Sterling categorizes searches results by color to help make it easy to see and navigate search results.

The screenshot displays the Sterling Order Manager interface. On the left is a sidebar with navigation options: Dashboard, Start Order, Recently Viewed, Form I-9, Reporting, and Platforms. The top bar shows the candidate name 'Smith, Cole Dean #1801364134' and tabs for Overview, Data & Identity, Searches, Attachments, and Activity Log. Below the top bar is a summary section with five colored boxes representing different search statuses: Started (151), In Progress (171), Action Needed (1), Ready for Review (7), and Adverse Action Process (106). The main content area shows a table of search results with columns for ID, Candidate, and Status / Result. Three items are selected. Below the table is a detailed view of a search, including a section for 'Data as Provided' and 'Verified Data'.

Color Legend:

Gray: Pending searches and non-search components, such as Important Disclosures.

Blue: Searches with a status of Clear, Complete, Hold, Level 1, Clear, and Pass

Orange: Searches with Level 2, Level 3, Consider, Review, and Unperformable

Throughout the Searches tab, you will see that certain items/sections can be collapsed and expanded. You can expand any item/section that is collapsed by default at any time by clicking on it.

- **Collapsed by default:** Searches that are pending and searches that have a result of Clear, Complete, Hold, Level 1, and Pass will be collapsed by default. Important Disclosures, Required Notices, Report Comments, and non-search components will also be collapsed by default.
- **Expanded by default:** Searches that have a result of Level 2, Level 3, Consider, Review, or Unperformable will be expanded by default, to help draw your attention where it is most needed.

Client Status: If you take advantage of Sterling's Client Status (previously Dispositions) feature, selecting the **Pencil icon** will allow you to view, assign, and modify the value associated with the order.

The screenshot shows the Sterling Order Manager interface with the Client Status dialog box open. The dialog box is titled 'Change Client Status' and has a dropdown menu for 'Client Status' and a text field for 'Enter comments (optional)'. The background shows the same candidate details as the previous screenshot, but with the Client Status dialog box overlaid. The dialog box also has 'Cancel' and 'Change Status' buttons.

Fulfillment Notes (Previously Sticky Notes): At the bottom of each individual search details section, you will see a sub-section called **Fulfillment Notes**. This is where Sterling's Fulfillment team will leave any notes pertaining to an individual search. While the search is pending, this sub-section will be expanded by default for easy viewing. Once completed, this sub-section will be collapsed by default, but you can expand it at any time.

The screenshot shows the Sterling Order Manager interface for a search titled "Smith, Cole Dean #1801364134". The search status is "Pending". The interface includes tabs for Overview, Data & Identity, Searches, Attachments, and Activity Log. A message states: "This is an interactive view of the candidate results, not the final report. Access the final report by clicking **Export** in the right side navigation." Below this, there are sections for Important Disclosures, County Court Search, Drivers Record, Employment Verification, and Education Verification. The "Fulfillment Notes" section is expanded and highlighted with a red box, showing two entries: "12/20/2021 2:20 PM ET Spoke with School was asked to call and speak with register" and "12/20/2021 2:20 PM ET Called and left message with School to confirm degree".

Initiate Pre-Adverse Action, Fair Chance, and/or Individualized Assessment: If you utilize Sterling's technology-enabled Compliance tools, selecting the **Initiate Pre-Adverse Action** button will direct you to the Pre-Adverse Action launch form.

The screenshot shows the Sterling Order Manager interface for the same search "Smith, Cole Dean #1801364134". The search status is now "Complete". The "Order Result" is "Consider". The "Initiate Pre-Adverse Action" button is highlighted with a red box. The interface also shows the "County Court Search" section with a "CONSIDER" status. Below this, there is a table with "Data as Provided" and "Verified Data".

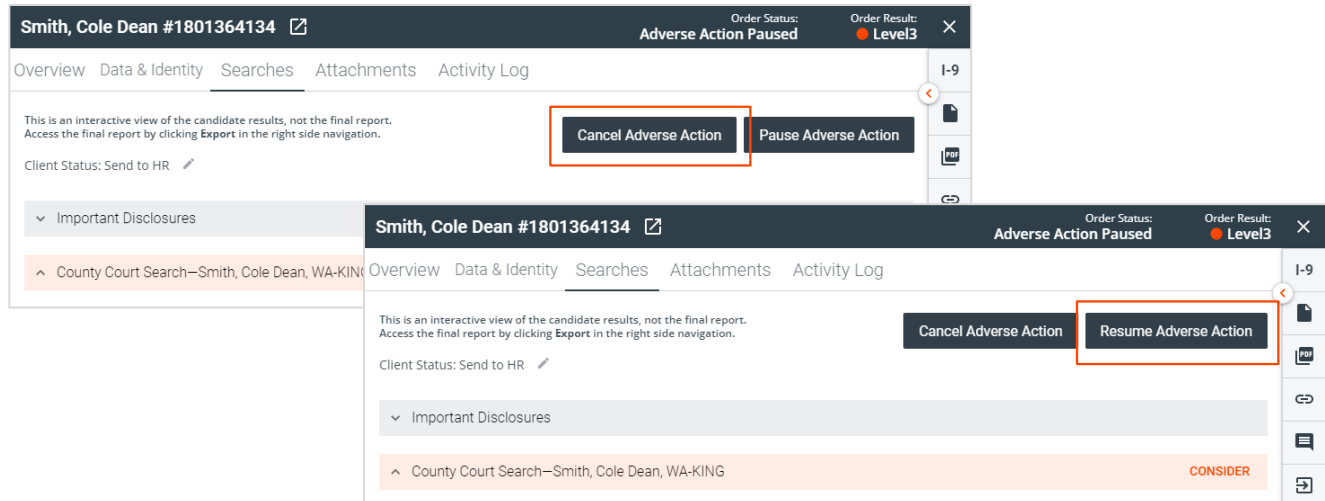
Data as Provided		Verified Data	
Last Name	Smith	Report requested on:	12/17/2021
First Name	Cole	Report completed on:	12/20/2021
Middle Name	Dean	Case Number	123456
SSN	XXX-XX-4646	File Date	5/5/2015
DOB	1/1/XX	Court	King CCounty
Race	Unknown	Verified By	Name, DOB, SSN
		Last Name	Smith

Please Note Within the Pre-Adverse Action launch form, you will be prompted to confirm candidate data, confirm candidate location of residence (current address), select reason for potential disqualification, enter Location of Employment, include optional comments, and confirm signature. Please refer to our Adverse Action User Guide for more details.

For reports that are in a Pre-Adverse Action status, you will have the ability to Pause, Cancel, and Resume the Adverse Action process by selecting these

- **Cancel Adverse Action:** Selecting **Cancel Adverse Action** will cancel the final Adverse Action letter from being sent to the candidate.
- **Pause Adverse Action:** Selecting **Pause Adverse Action** will put the report into an Adverse Action Paused status. The final Adverse letter will not be sent to the candidate until the process has been resumed.

- **Resume Adverse Action:** Selecting the **Resume Adverse Action** will resume the process and queue the final Adverse Action letter to be sent out at the appropriate time.

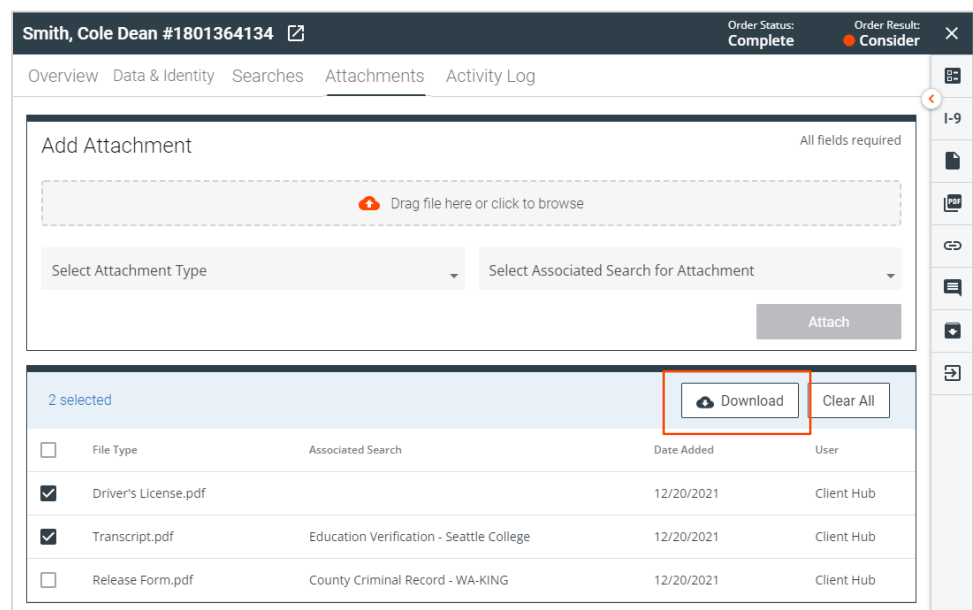


Attachments

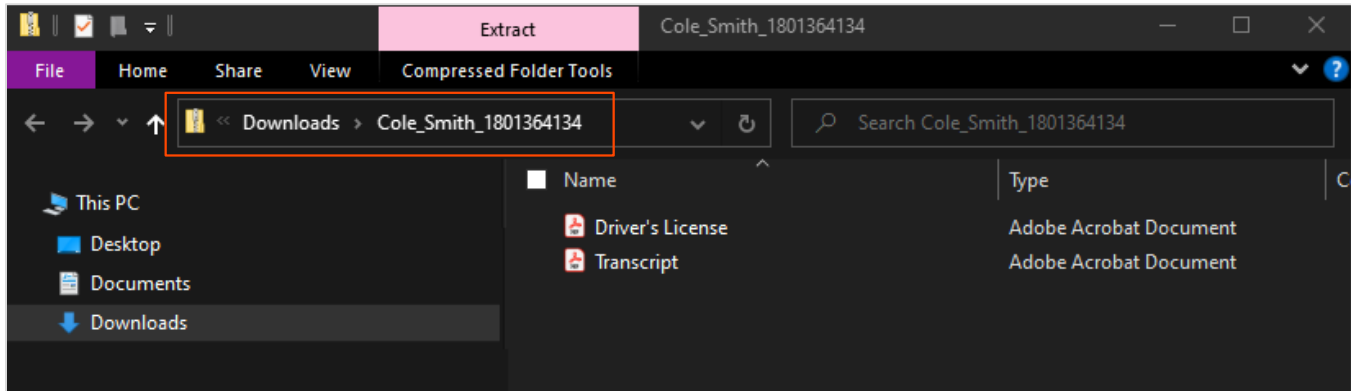
Clicking on the **Attachments** tab will give you access to applicable files associated with the order. This includes files uploaded by either you or the candidate, supporting search/fulfillment documents, and service specific files (i.e. Drug Screening MRO Review.)

You will also be able to upload a variety of file types in this section and attach any uploaded file(s) to a specific search. You can also download a single file or multiple files at one time in this section.

To download multiple documents at one time, select the checkboxes of the documents you wish to download in the files list, then select **Download**. A zip file will be created with all the selected files.



The zip file will be found in your device downloads folder and will contain the naming format of *Candidate First Name_Candidate Last Name_Order ID*



Activity Log

Clicking on the **Activity Log** tab will allow you to review a comprehensive log of events that have happened with the order. These events include any status changes, result changes, and/or other actions taken against the order. Each event includes a date/time stamp of when the event occurred, as well as the user or system that performed the action.

Smith, Cole Dean #1801364134

Order Status: Pre-Adverse Action Initiated

Order Result: Level3

Overview

Data & Identity

Searches

Attachments

Activity Log

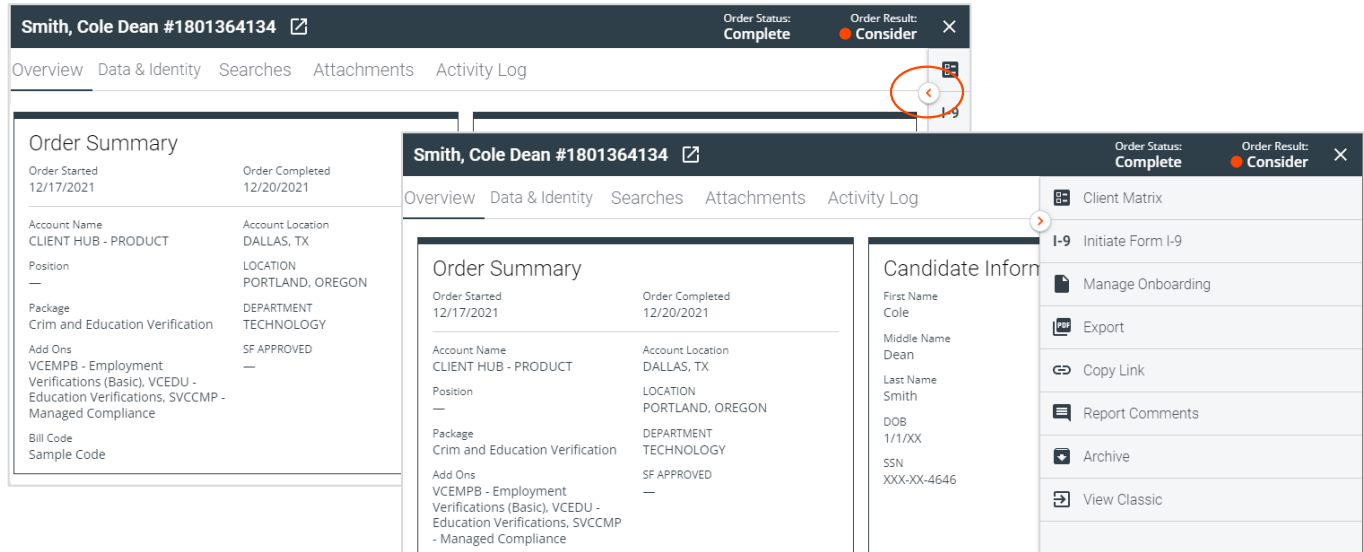
Date	User	Activity
12/20/2021 4:03:00 PM	Client Hub	Order status changed to AdverseAction
12/20/2021 4:03:00 PM	Client Hub	Pre Adverse Action Initiation : Pre-Adverse Action process is initiated
12/20/2021 4:03:00 PM	Client Hub	Order result changed to Level3
12/20/2021 3:33:00 PM	Client Hub	Client Status changed to Send to HR
12/20/2021 2:36:00 PM	System	Background Check Report Emailed: Background Check Report was emailed to sbctwdemo+rmf89764@gmail.com on 12/20/2021 2:35:43 PM
12/20/2021 2:26:00 PM	System	Order status changed to Complete
12/20/2021 2:26:00 PM	System	Order result changed to Consider
12/17/2021 12:25:00 PM	Client Hub	Order status changed to Pending

Rows per page 10 1-8 of 8

Right Navigation Options

Along the right side of the Order Manager, you will see a navigation bar. This navigation bar will be collapsed by default and show only icons while collapsed. You can expand the navigation bar by selecting the orange **Expand** icon at any time.

As you scroll through the Order Manager for a candidate, the navigation bar will remain at the top of the right-hand side, allowing you to take action anywhere within the Order Manager.



Client Matrix: The **Client Matrix** selection will display different options depending on your account configuration.

- **Change Result:** If your account is configured for Sterling's Client Matrix Application (CMA), selecting **Change Result** will allow you to change the order level result based on your pre-established CMA settings.
- **Change Client Status:** If your account is configured to accept Client Status updates, selecting **Change Client Status** will allow you to change an order's assigned Client Status value without changing the original search result.

Initiate Form I-9: Selecting **Initiate Form I-9** will allow you to seamlessly transition to our Sterling I-9 workflow and initiate an electronic Form I-9 form for the candidate.

- **Review Form I-9:** If a Form I-9 has already been initiated, this option will be titled **Review Form I-9**. Selecting this option will allow you to access the in process Form I-9 for the candidate, review progress, and complete any necessary actions.

Manage Onboarding: Selecting **Manage Onboarding** will allow you to seamlessly transition to the Sterling Electronic Onboarding interface and manage all Onboarding forms for the candidate.

Export: Selecting **Export** allows you to export a copy of the official Consumer Report as a PDF document. This export ability is only available on completed reports.

Copy Link: Selecting **Copy Link** allows you to copy a deep link of the Consumer Report that can be shared with other users in your organization.

Report Comments: Selecting **Report Comments** allows you to enter internal comments that appear within the Order Manager for other users. These comments do not appear on the candidate copy of the Consumer Report.

Archive: Selecting **Archive** allows you to move the order into an Archive state.

View Classic: Selecting **View Classic** will open a new tab within your current browser and take you to the classic ScreeningDirect order editor page.

Accessing Order Manager via Classic

You can access the Order Manager from the classic view of ScreeningDirect. Within the classic ScreeningDirect order editor, you can select **Detail New** or **Summary New**, and making these selections will direct you to the Order Manager.

[<< return to summary](#)

Background Checks: Complete

[Summary New](#)
[Detail New](#)
[Summary Classic](#)
[Detail Classic](#)

<input type="checkbox"/> Name	Account	User	Type	Position	BillCode	Record Source
<input type="checkbox"/> Smith, Jessica Ann	Rachel test Account	Admin,Admin		Engineer		Production
<input type="checkbox"/> Brekke, Casey Mable	Rachel test Account	User1,QA12		Engineer		Production