Order Manager User Guide

Sterling Platform | January 2022

Confidential & Proprietary Statement

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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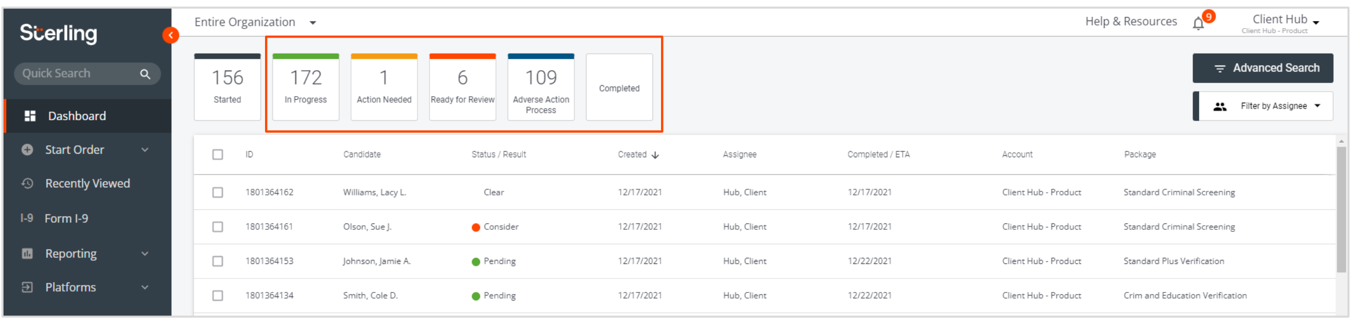
Order Manager

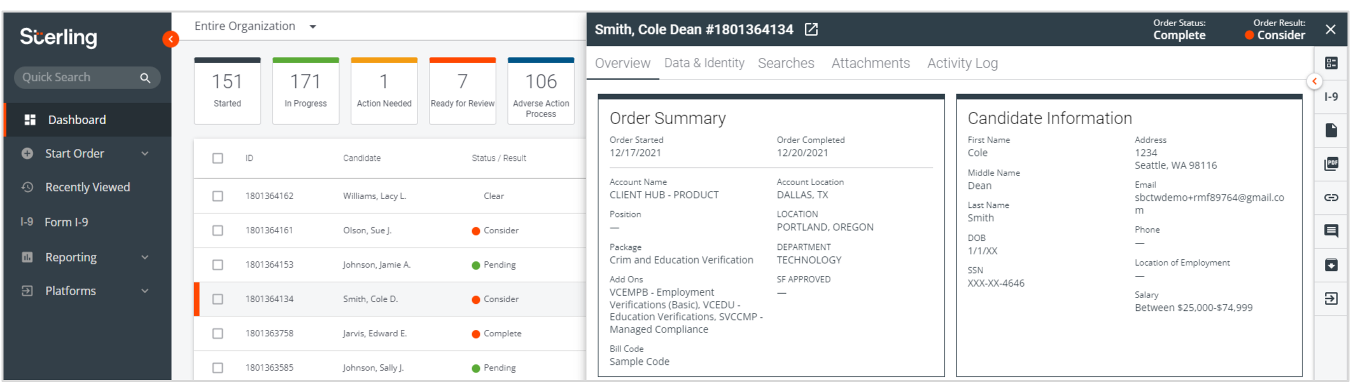
Sterling's Order Manager is a tool that allows you to intuitively interact with and action background check orders for your candidates. Order Manager includes an easy to read format and gives you the ability to process, export, score, and add comments & attachments to orders and/or specific searches. 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

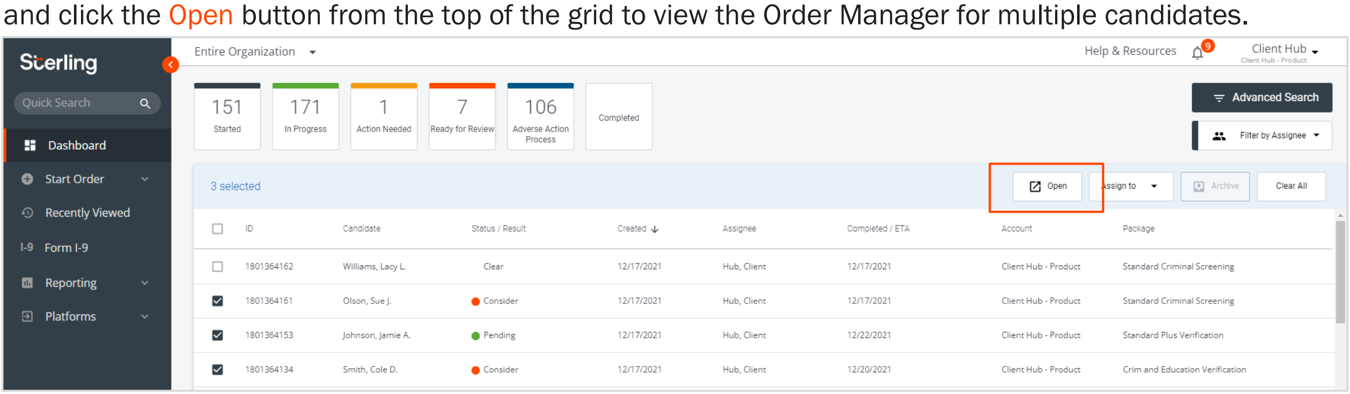
Located at the top of the Sterling Dashboard, there are a series of Order Pipeline tiles that group your orders with Sterling by their respective status/result. If you click on the tiles labelled In Progress, Action Needed, Ready for Review, Adverse Action Process, and Completed, you will be able to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



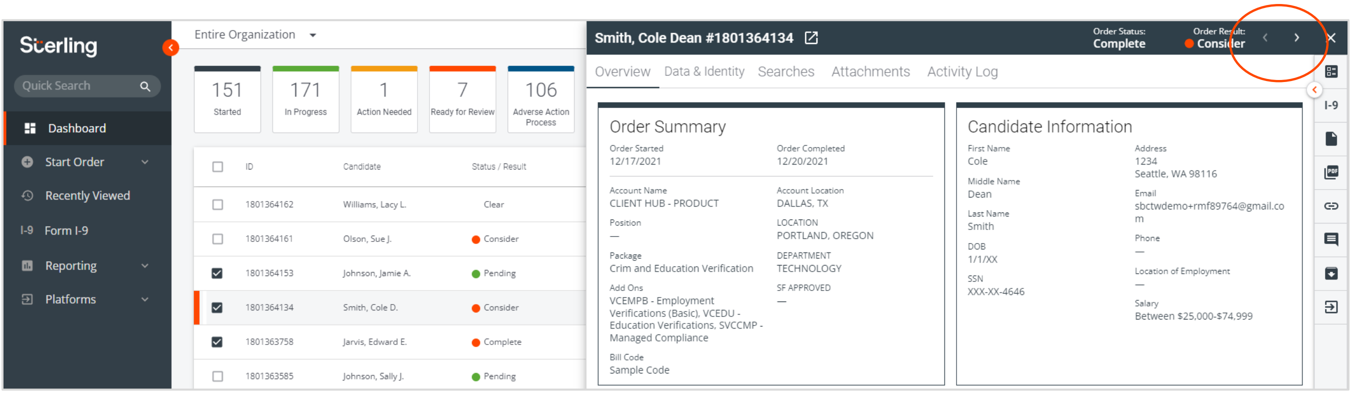
Accessing a Single Report: Directly under the Order Pipeline, you will see the Order Grid. You can click on any individual row in the Order Grid. Once an order is selected, a drawer will slide out from the right side of the screen, and you will be able to view information within the Order Manager for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



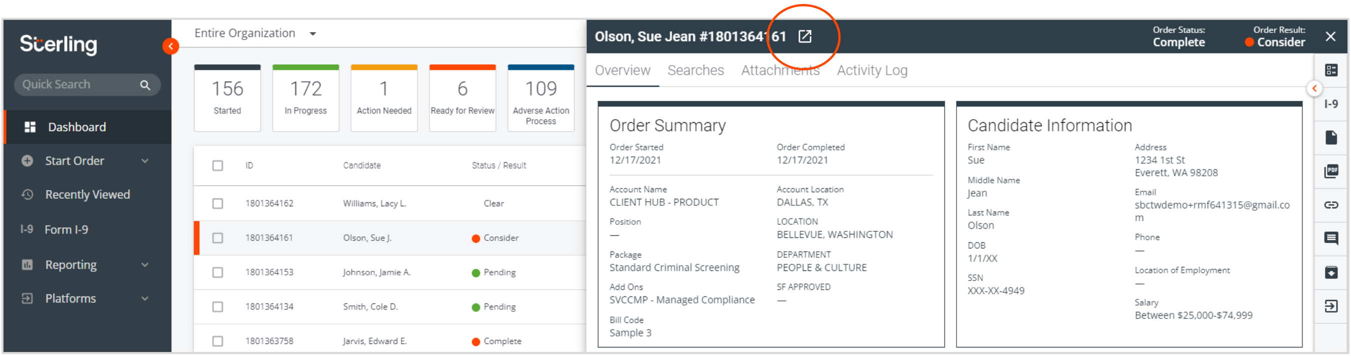
Accessing Multiple Selected Reports: In the Order Grid, you can check the box next to two or more orders and click the Open button from the top of the grid to view the Order Manager for multiple candidates.



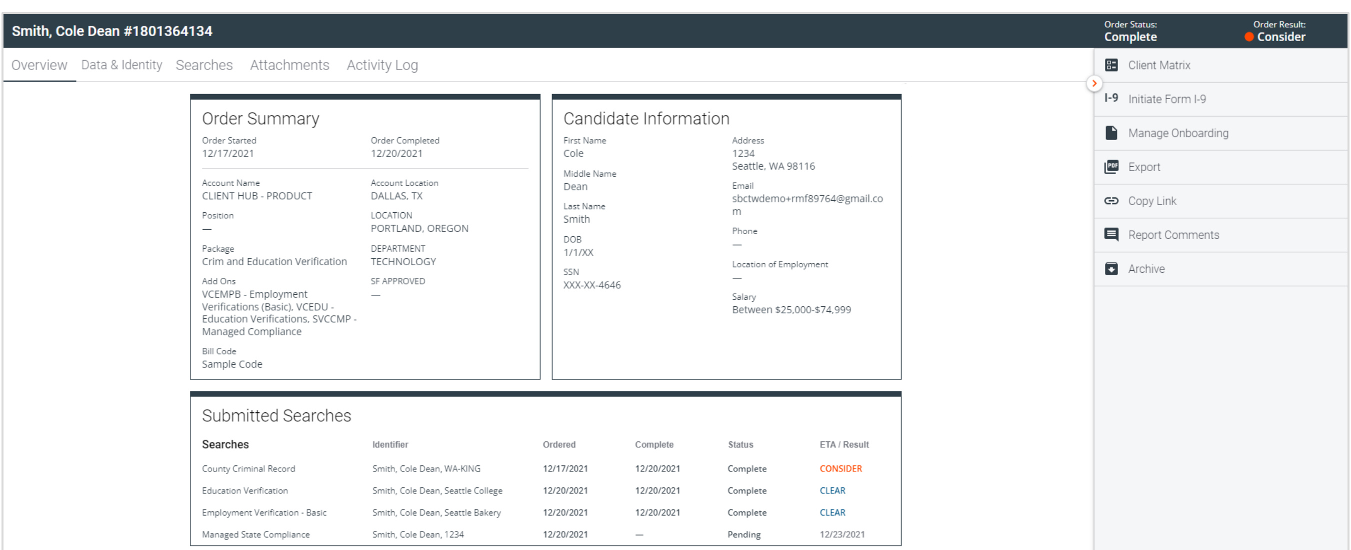
Once the drawer slides out from the right side of the screen, you will be able to toggle between your selected orders using the arrows in the top right corner.



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.

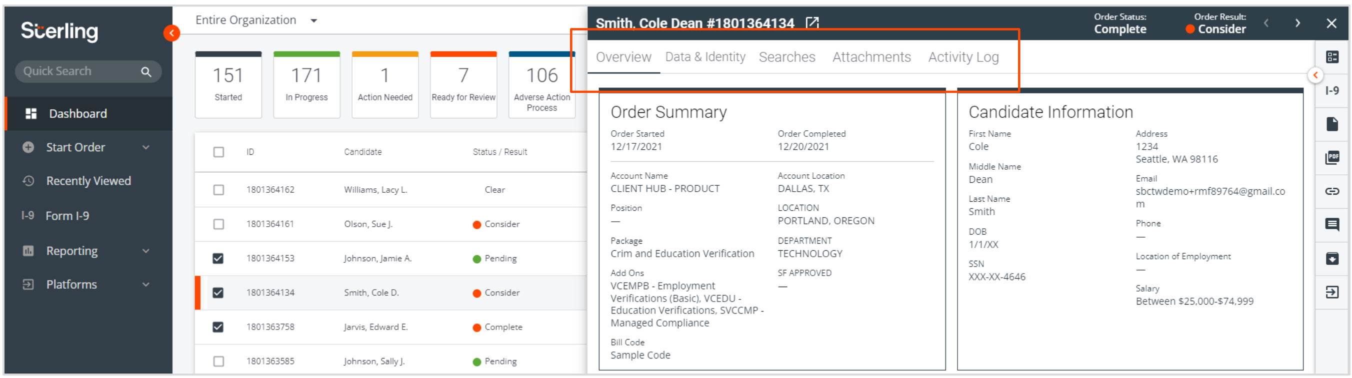


Once the Expand icon has been selected, a full screen view of the Order Manager for that candidate will become visible in a separate tab within the current browser.



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.

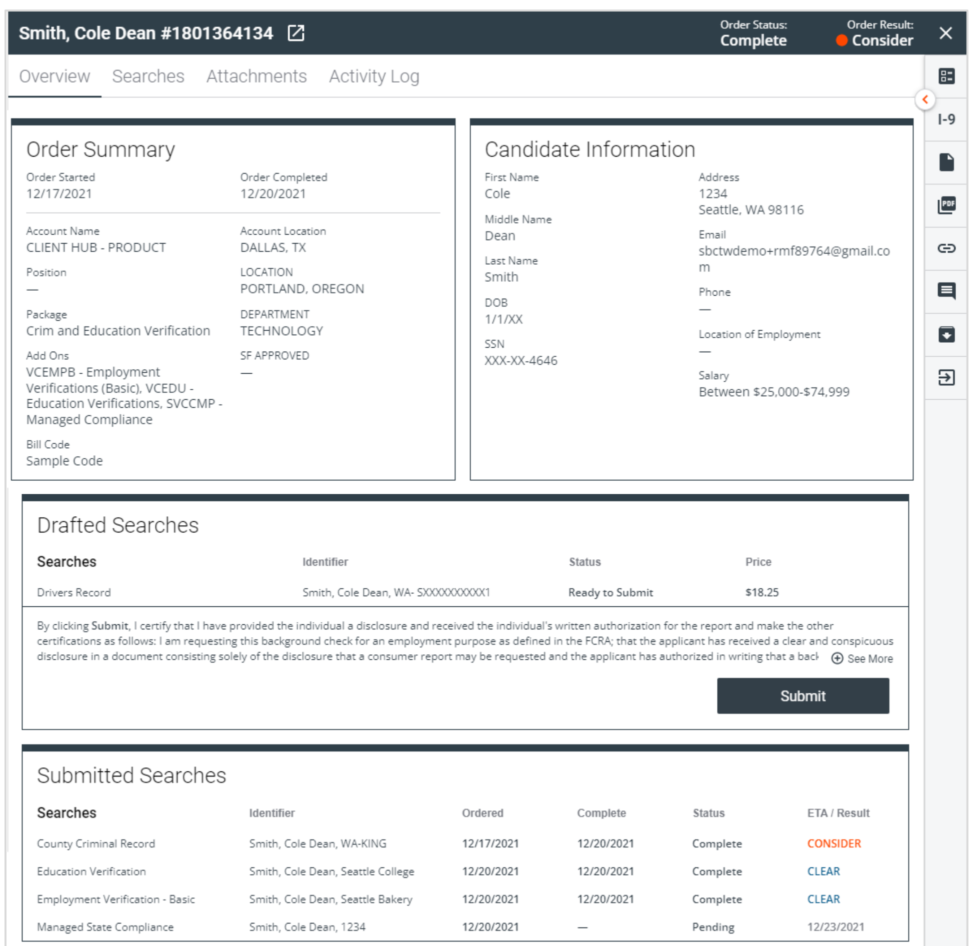


Overview

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.



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.

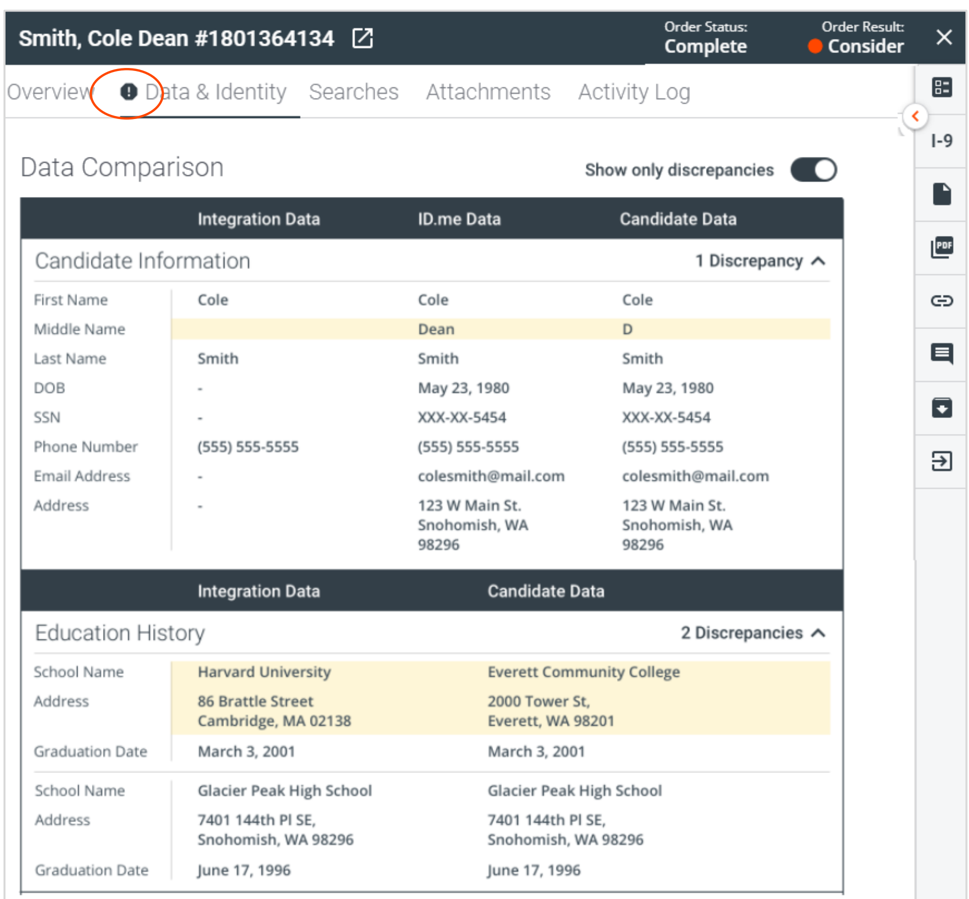
Please Note	Client Hub does not yet support all services being submitted for fulfillment. If the order contains one or more services that are not able to be submitted directly through Client Hub, you will see a View Classic button instead of the standard Submit option. By selecting View Classic, you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

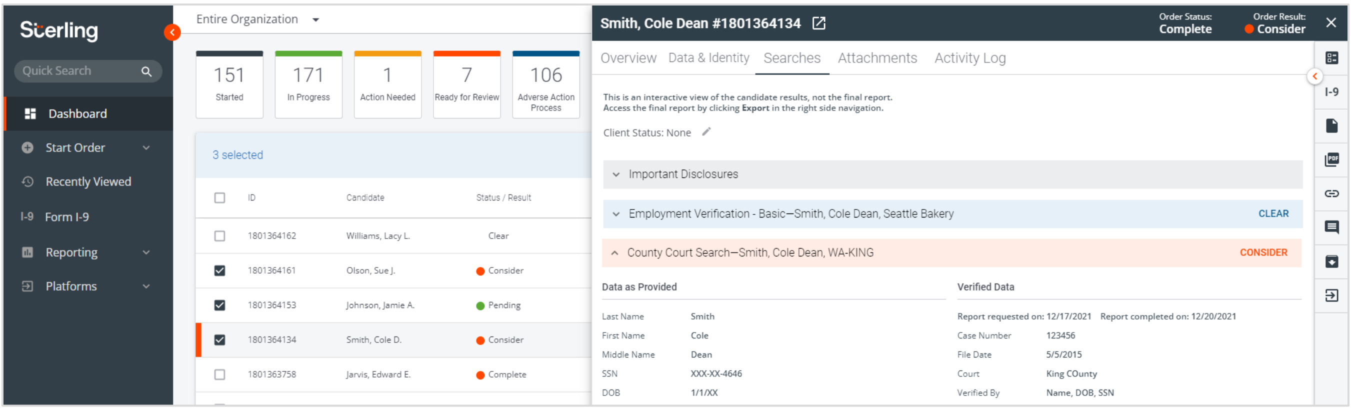
If you utilize Sterling's Identity Verification service, and/or our Data Comparison feature, you will see a Data & Identity tab next to the Overview tab. Clicking on the Data & Identity tab will display the results from the candidate's Identity search, as well as a comparison of the candidate data collected 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.



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.



Color Legend:

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

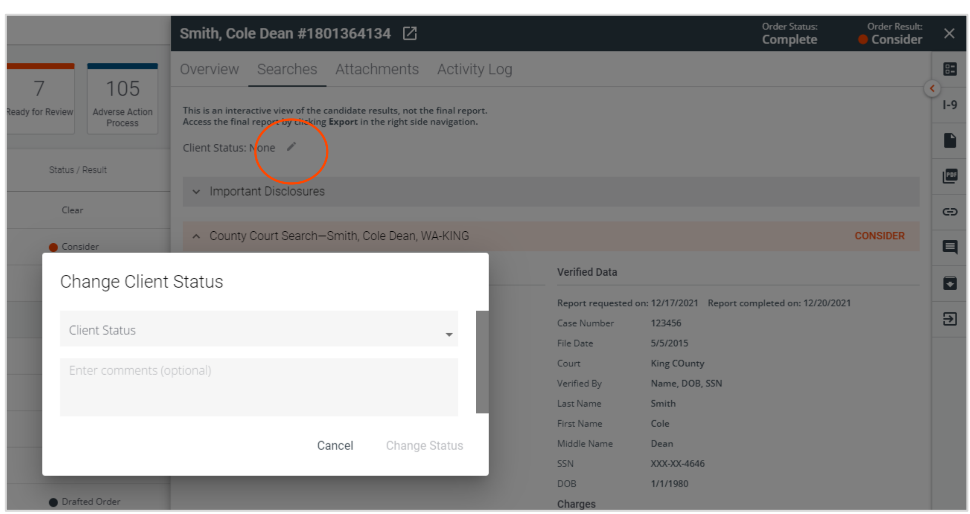
Blue: Searches with a status of Clear, Complete, Hold, Level 1, Clear, and Pass

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

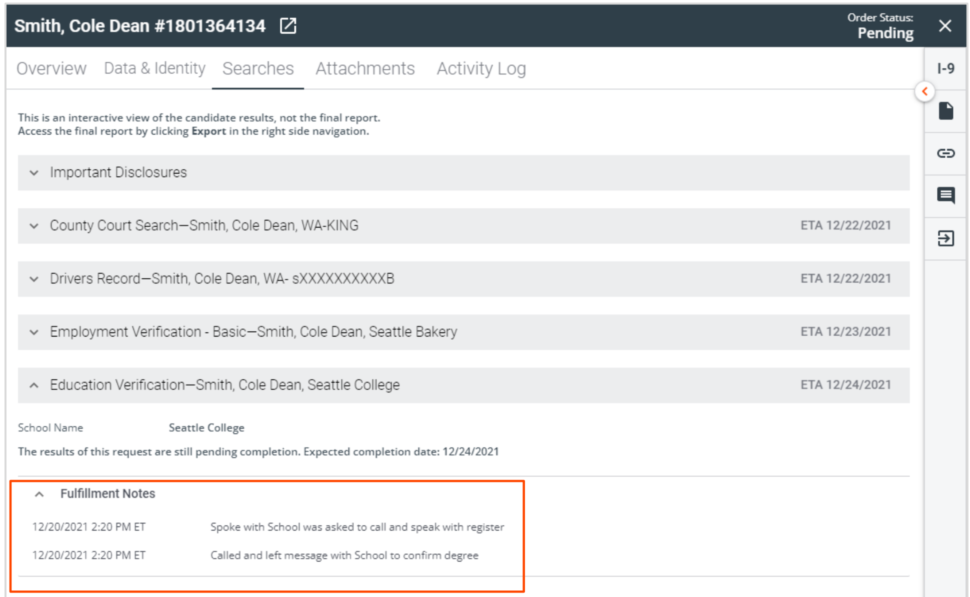
Throughout the Searches tab, you will see that certain items/sections can be collapsed and expanded. You can expand any item/section that is collapsed by default at any time by clicking on it.

- **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.

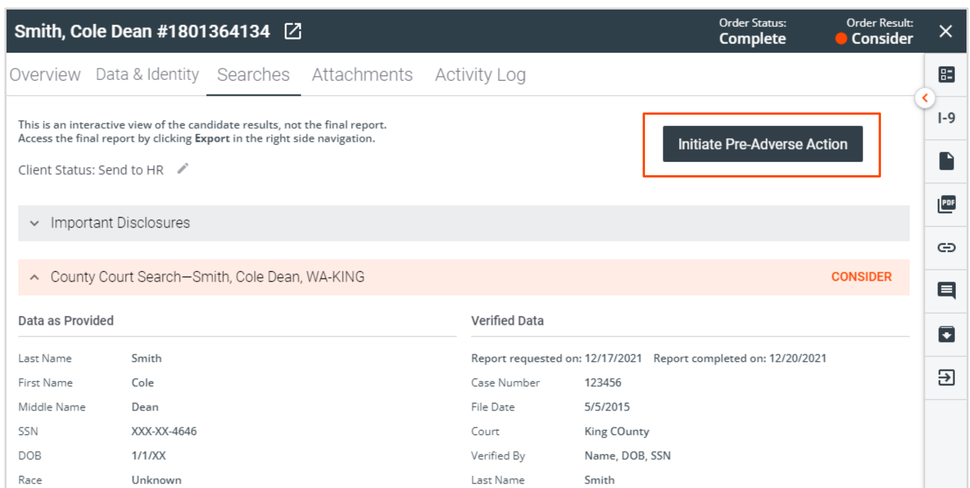
Client Status: If you take advantage of Sterling's Client Status (previously Dispositions) feature, selecting the Pencil icon will allow you to view, assign, and modify the value associated with the order.



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.



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.

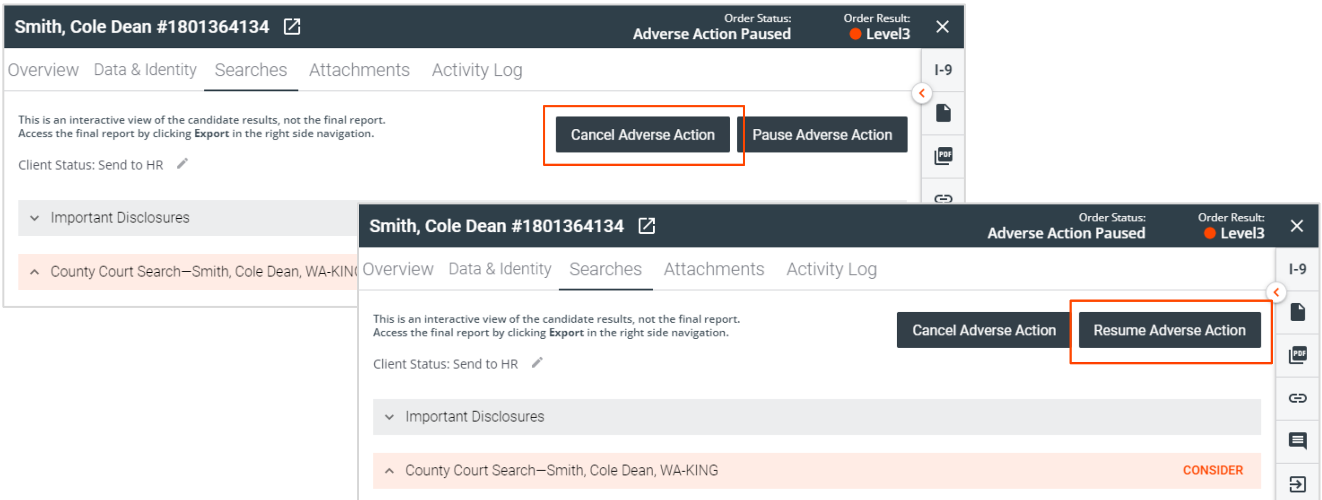


Please Note	Within the Pre-Adverse Action launch form, you will be prompted to confirm candidate data, confirm candidate location of residence (current address), select reason for potential disqualification, enter Location of Employment, include optional comments, and confirm signature. Please refer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

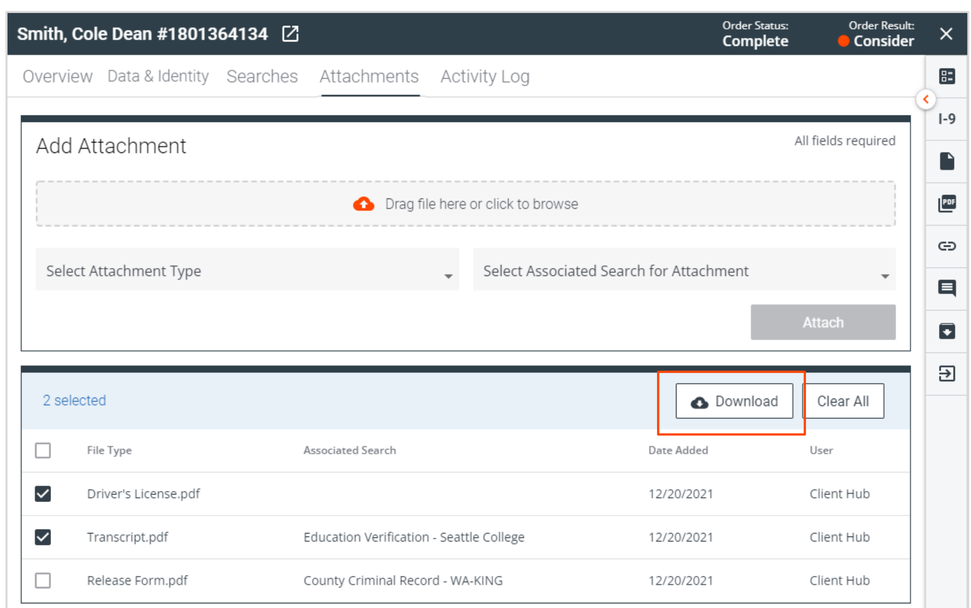


Attachments

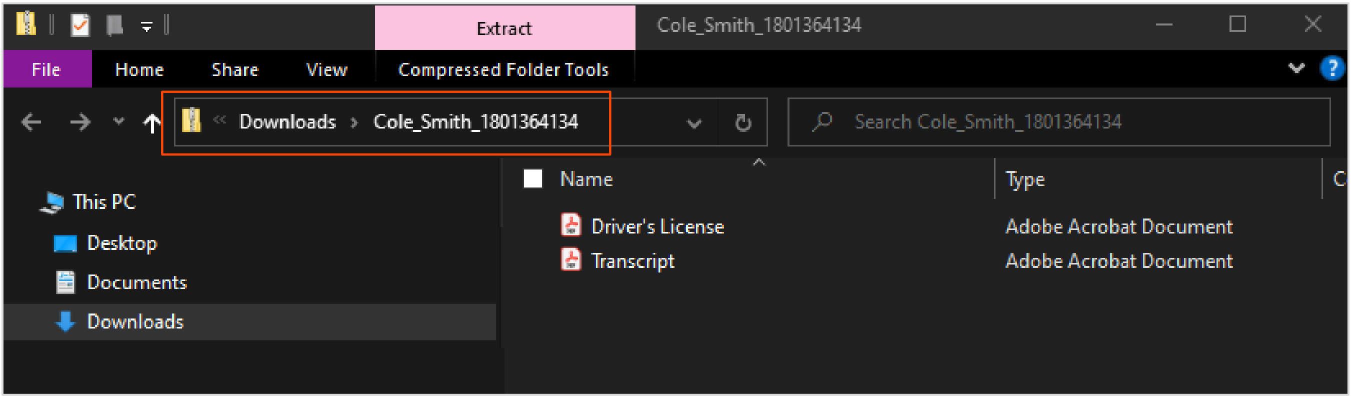
Clicking on the Attachments tab will give you access to applicable files associated with the order. This includes files uploaded by either you or the candidate, supporting search/fulfillment documents, and service specific files (i.e. Drug Screening MRO Review.)

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.

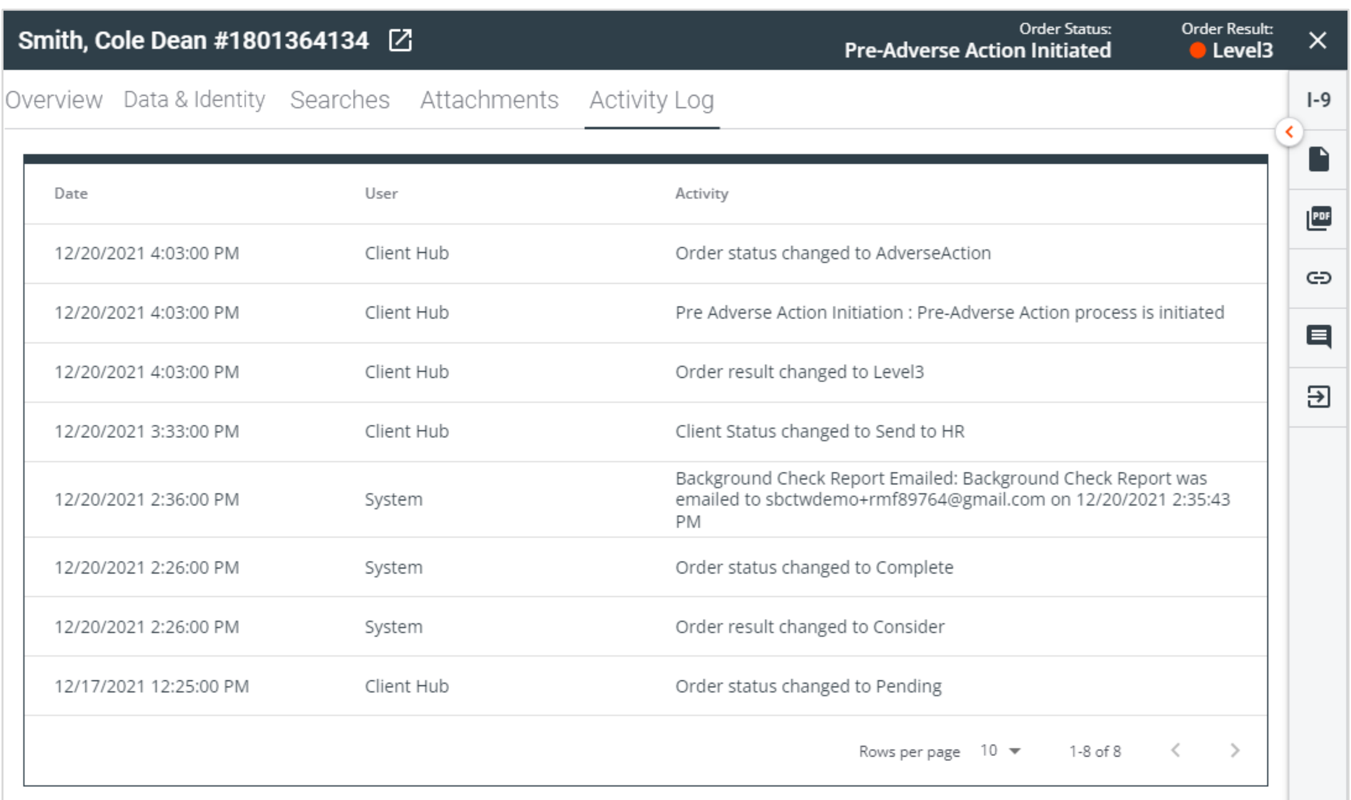


The zip file will be found in your device downloads folder and will contain the naming format of *Candidate First Name_Candidate Last Name_Order ID*



Activity Log

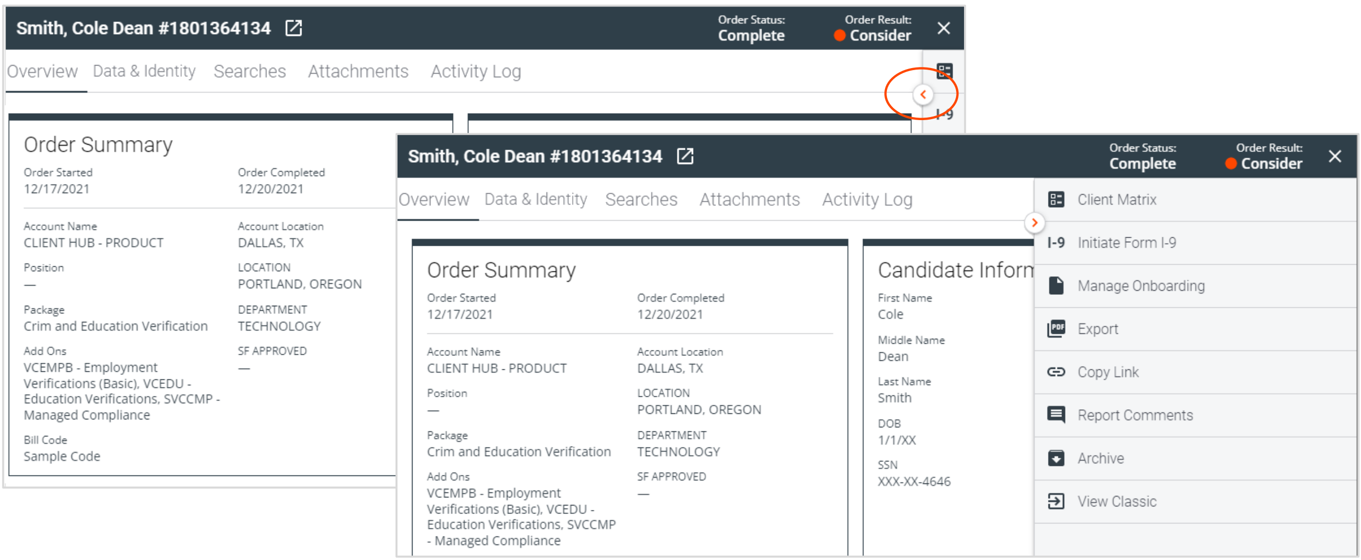
Clicking on the Activity Log tab will allow you to review a comprehensive log of events that have happened with the order. These events include any status changes, result changes, and/or other actions taken against the order. Each event includes a date/time stamp of when the event occurred, as well as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



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.