Introduction

Overview

Enterprise Advantage (EA) is a web-based pre-employment and employee re-screening utility, offering fast, background information to meet your business needs. First Advantage Enterprise Advantage, offers an automated and interactive ordering system, customized screening packages based on position, custom adjudication criteria, flexible reporting options, tiered background screening, timely results, online billing, and accommodating administration functions making Enterprise Advantage a comprehensive solution for any employer's hiring and rescreening program as applicable.

Enterprise Advantage provides maximum accessibility regardless of what type of computer system and/or browser used.

In order to get the most visually pleasing experience, use a monitor resolution of 1024 x 768 or greater and the latest version of the following Java-enabled browsers:

- Microsoft Internet Explorer version 11.0/Edge or higher
- Apple Safari version 9.0 or higher
- Mozilla Firefox version 55.0 or higher
- Google Chrome version 64 or higher

In this Guide

This guide is designed to use as a reference tool for Enterprise Advantage. It describes the process of ordering background checks, viewing results, administrative functions, and online billing. At the end of this guide are frequently asked questions.

Contents

Introduction 1
Overview 1
In this Guide 1
Using Enterprise Advantage 5
Logging into Enterprise Advantage 5
Forgot Password 6
Changing Initial or Expired Passwords 6
Password Guidelines 6
Site Navigation 7
Time Out Notification 7
Dashboard Features 8
Basic Features 8
Order Entry 9
Creating Your Order 9
Order Tab 11
Packages 12
Additional Search Types 13
Data Entry 14
Subject Tab 14
Personal Details 15
Identification 16
Address History 16
Additional Names Section 17
Admitted Charges 17
Additional Information 17
Explicitly Save Order 18
Entering Education Information 18

Entering Employment Information 20
Additional Dates, Locations, and Positions. 22
Entering Motor Vehicle Report Information 22
Using the Public Records Grid 23
Adding Criminal Searches 23
Customized Public Record Selection Grid 24
Limit Number of Public Records Ordered 24
Adding Attachments 24
Using Document Upload 25
Review Order 25
Canceling Order Requests 25
Submitting the Order 26
Under Construction 27
Checkout 28
Duplicate Order Checking 28
Leave in Deferred 28
Confirmation 28
Enterprise Advantage Global Power Search 29
Enterprise Advantage Search Orders 30
Power Search 30
Search Subject 31
.... 31
Additional Search Criteria 31
Search Results 33
View Order Results 33
Using Search Results 33
Status Descriptions 34
Search Results Actions 35
Order Details 36
Order Details Components 37
Order Details Element Level 38

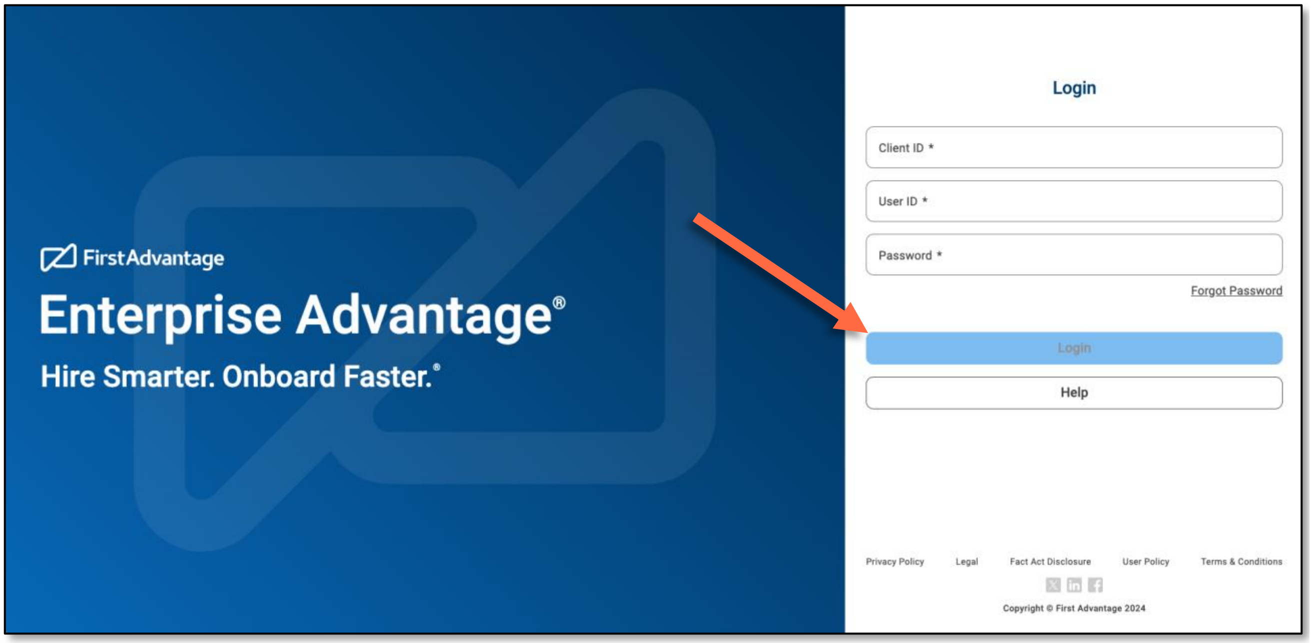
Order Actions 39
Element Actions 39
Process Batch 40
Administration 47
Overview 47
Administration Options 47
User Settings 48
Reset Password 48
Change Your Secret Question 49
Change Your E-mail Notification Preferences 49
Company User List 51
Edit Company Settings 52
Edit General Information 52
Manage Adverse Action Letter Comments 53
Credit Report 54
Print Card Setup 54
Customer Defined Field 1 and 2 Setup 55
Change Order Entry Default Custom Package 56
Billing Information 57
Billing Filtering Preferences 58
Filter/Presentation Options 58
Company Documents 59
View Managerial Reports 60
Viewing and Printing Managerial Reports 60
Frequently Asked Questions 61
Order Entry 61
Order Viewing 62
Billing 63
Administration 64

Using Enterprise Advantage

Logging into Enterprise Advantage

Your Enterprise Advantage account is customized to your company's specifications. Certain setup options and available products will vary depending on the account. If you have questions about your account, contact your system administrator or call First Advantage Technical Support for assistance.

The internet address for Enterprise Advantage is enterprise.fadv.com. Typing this address into the web browser will bring you to the **Enterprise Advantage Login** screen.



Follow the steps below to log into Enterprise Advantage.

Step	Action
1	In the **Client ID** field, type the ***Client ID*** provided by the Enterprise Advantage administrator or First Advantage.
2	In the **User ID** field, type the ***User ID***
3	In the Password field, type the password Note: User must obtain initial password from the Enterprise Advantage administrator or from First Advantage. If this is the users first time logging in or the user's password has expired, the **Change Password** screen will appear. See the "Changing Initial" or "Expired Passwords" section for more information.
4	Click Sign In. The FCRA statement displays, Click ***I Agree*** to be brought to the Enterprise Advantage Home Page.

Forgot Password

The initial password is given to users by their Enterprise Advantage administrator. If this is the users first time logging in or the user's password has expired, the user will need to change their password. Users can also change the password whenever they wish via the Administration screen. Users may also contact their Enterprise Advantage system administrator or call First Advantage Technical Support for password assistance.

If you have forgotten your password, you can reset it by clicking on the Forgot Password link. You will need to provide your Client ID, User ID and provide the answer to your secret question.

Changing Initial or Expired Passwords

Change Password

Use the following steps to change an initial or expired password

Note: User must first log into Enterprise Advantage.

Step	Action
1	When the **Change Password** screen appears, enter the current password in the **Old Password** field.
2	Enter the new password in the **New Password** field. See the *Password Guidelines* below.
3	Retype the new password to confirm it.
4	Click ***Submit*** to save the changes.

Password Guidelines

Use the following guidelines when creating a new password:

- Password must be at least eight characters in length
- Password must contain three of the following four types of characters
- Upper case letter A-Z
- Lower case letter a-z
- Digit 0-9
- Special characters: !@#%^( )

Password must not contain:

- Account Number or User ID
- Three of the same characters in succession. (Ex. Aaa,bbb,ccc)
- New password cannot be a previously used password

Site Navigation

Navigation Toolbar

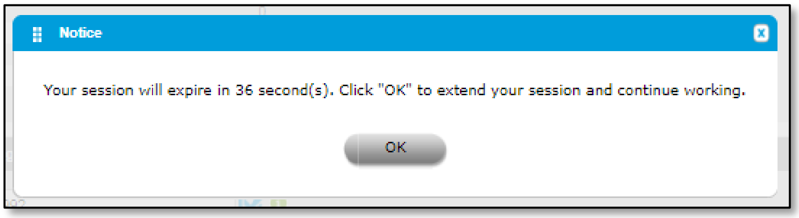
Copyright, Privacy Policy, Legal, Fact Act Disclosure, User Policy, Terms and Conditions, Log Out link, and **Navigation Toolbar** will be universally available in all sections of Enterprise Advantage. Additionally, users always be able to see the **Login Account/Client ID** and **User ID** from every page on the site.

The navigation toolbar on the left hand side of the screen allows the user to navigate through the Enterprise Advantage website. Descriptions of the toolbar options are explained below.

Note: The navigation toolbar options will vary depending on the account and user privileges.

Time Out Notification

For security purposes, Enterprise Advantage uses an inactivity timeout feature. Two minutes prior to the session time out a message will display requiring the user to click ***OK*** to continue. If no input is received from the user before the timer expires, the user session will end.



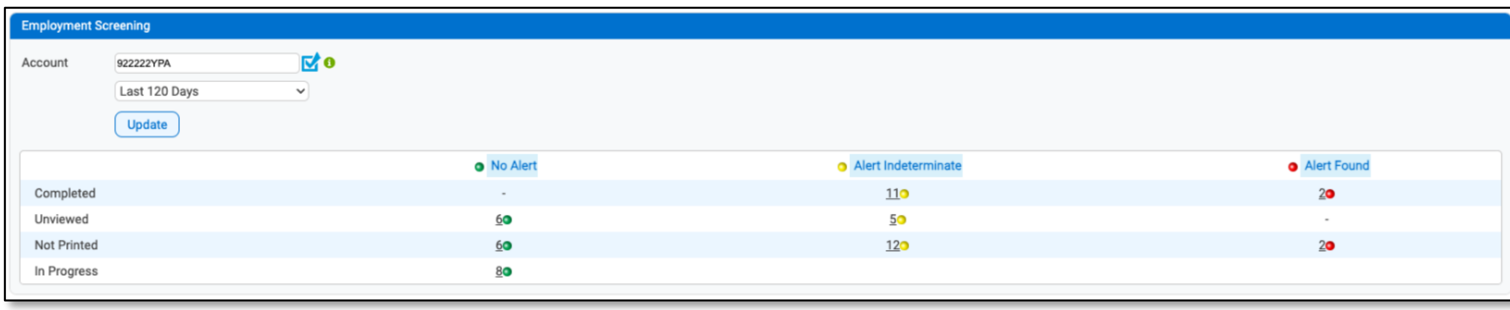
Dashboard Features

Basic Features

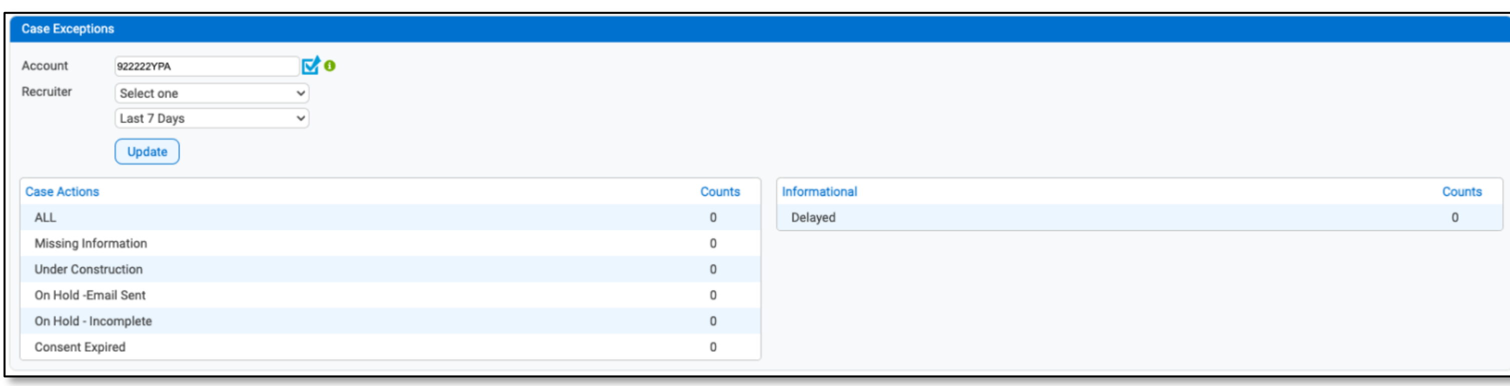
Available from the homepage, the **Employment Screening Dashboard** provides quick and easy access to case results based on predefined queries of “Completed”, “Unviewed”, “Not Printed”, and “In Process” cases. Clicking the numbers next to the red, yellow, and green icons will open a search result containing those cases.

For example:

- The red link under the “Completed” section returns all cases ordered in the last 7 days that are in a “Completed” case status where at least one element has a red flag.
- The yellow link under the “Not Printed” section returns all cases ordered in the last 7 days where at least one element has a yellow flag and that element has not been viewed.
- The green link under the “Not Printed” section returns cases ordered in the last 7 days where all elements have a green flag and at least one of those elements has not been printed.



The **Case Exceptions Dashboard** provides quick and easy access to search cases which require action such as “Missing Information” or “Under Construction” searches. The second column provides access to cases in which an element didn’t follow the standard fulfillment process, such as delays as a result of court closure, holiday, or weather in which First Advantage doesn’t have an estimated completion time for the report.



The Dashboards display results based on the following user security levels:

Security Level	Dashboard Options
My Orders Only or My Alerts Only	The Dashboard will display a count of the number of cases for the user's orders only.
View All Reports or View All Alerts	The Dashboard will display a count of the number of cases for that user's orders only. They will have the option to de-select My Reports Only to display all orders within the account based on clicking the link.
View All Alerts or View All Reports and Multi Account Viewing	The Dashboard will display a count of the number of cases for all accounts the user has access to view. The Account Selection feature will be available for the user to select accounts to update the dashboard within their hierarchy level and lower.

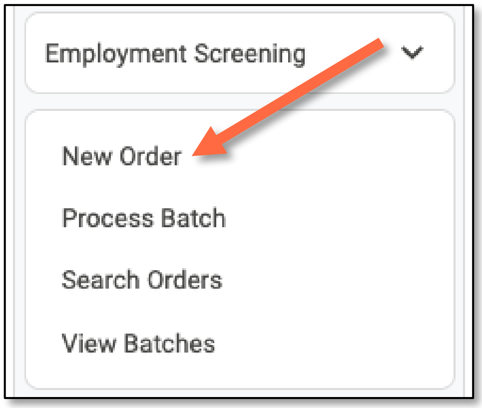
Order Entry

The Enterprise Advantage Order Entry Process follows a step-by-step sequence and will vary depending on the component(s) or package that the user is ordering. For example, if the package does not include an employment verification report, the user will not be required to enter the subject's present and past employment information during the Order Entry process.

Creating Your Order

Getting Started

To begin the **Order Entry** process, click on the ***Employment Screening*** menu tab on the navigation menu on the left side of the page. Select ***New Order*** from the additional options displayed.



Auto Save Order

Enterprise Advantage will automatically save your order every five minutes, as well as when you progress through the tabs. When an order is saved, a message will display indicating that the order was saved, as well as the date and time it was last saved. The following data requirements must be met for the system to auto save.

- The **Order** page must be complete
- The required **Subject** information must be complete and validated based on account setup. Ex. First and Last Name are always required but DOB may be required when ordering certain components.

Selecting Your Order Preference

There are a variety of order options to choose from in Employment Screening, allowing users to order both individual components and defined packages.

- An individual component is a single search component.
- A defined package is one that is developed specifically for your company. Follow the steps below to start the order.

Step	Action
1	(Optional). The information entered into the **Client Reference ID** field is tied to the order and passed through to the billing detail. This information is commonly used to sort or group orders by the information entered. This field may be formatted as a drop down or free text. The field may be required based on account requirements.
2	(Optional) The **Client Reference ID 2** field is used to collect additional data to assist in identifying the order. For example, a location or department code. This field may be formatted as a drop down or free text. The field may be required based on account requirements.
3	(Optional) The **Position Applied For** will require data entered to search for a candidate based on positions available. Or a drop down list of available positions may have been setup based on account requirements. Three options are available: • Free form text field, which captures data, entered to identify the position. • **Position Applied For** drop down list – list is approved by the customer. • **Position Applied For** drop down list with package mapping. **Note:** Depending on account setup, selection of **Position Applied For** may be required in order to display packages. Additionally, the account may only display a list of packages that have been mapped to the position selected.

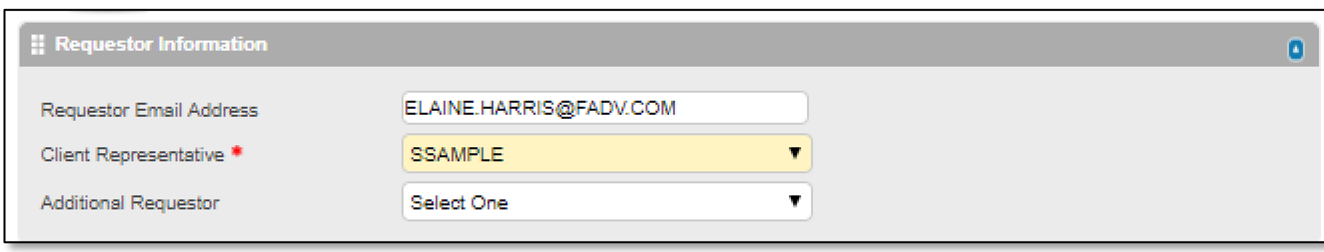
4	Select a ***Package***. **Note:** Packages created by the user, are user specific.
5	Once the ***Package*** has been selected, add on components may be available to select in the **Additional Search Types** field. Highlight the desired option and use the arrow to move the option to the **Selected Search Types** field.
6	Provide the **Salary Information** figures in the local currency for the subject. **Note:** This information is used for reporting US based criminal history convictions greater than 7 years, when permissible.
7	Click ***Next*** to begin entering subject information.

Order Tab

Requestor Information

The **Requestor Information** will be auto-populated with the logged in user's **email address** and **User ID**.

The **Additional Requestor** field can be used if the user wishes another user to receive the completed report notifications.



Order Information

The **Client Reference ID** fields can be displayed in two ways:

- List
- Text Pattern

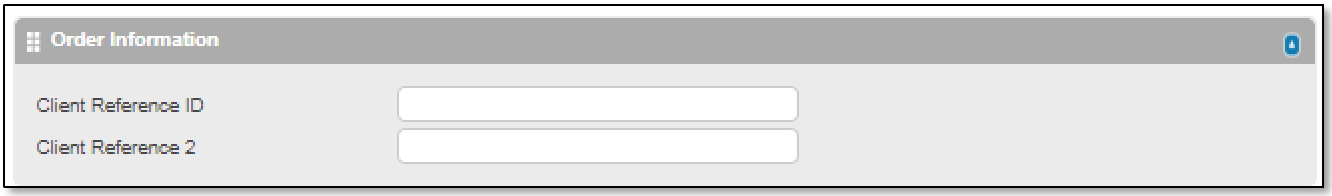
The label for **Client Reference ID** and the format for each entry field are customizable.

Note: The **Client Reference ID** can either be an optional free form text field, or it can be set to be a required field with a specific format.

If the **Client Reference ID** value is 'List', the field will show a drop-down list.

If the format is not 'List' and is a text pattern, the format will appear next to the reference field.

The acceptable formats are: 999-9999
AAA-999 AA/AA 9999 99AA-999AAA MM/DD/YYYY LIST



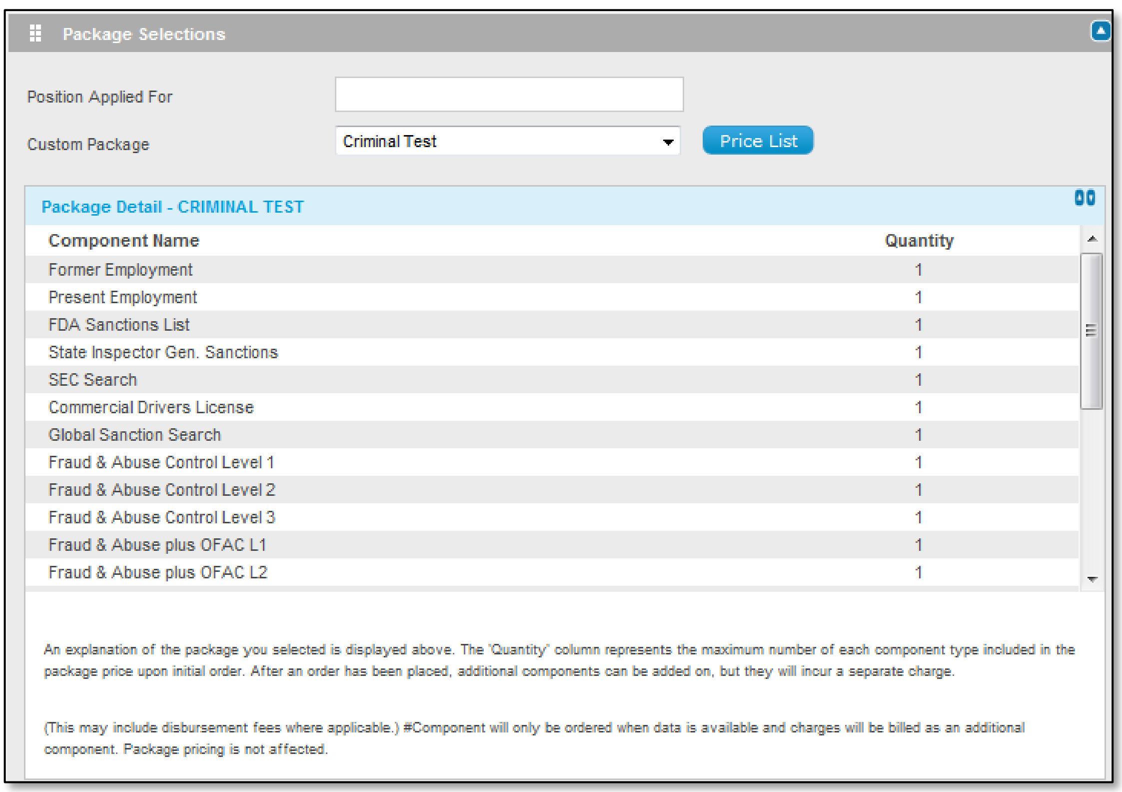
Position/Hire Location

The **Position/Hire Location** gathers information that is used to determine jurisdiction impact on Pre-Adverse Action letters. The ***Country, City***, and ***State*** where the candidate will physically be working should be entered.

Packages

Package Details

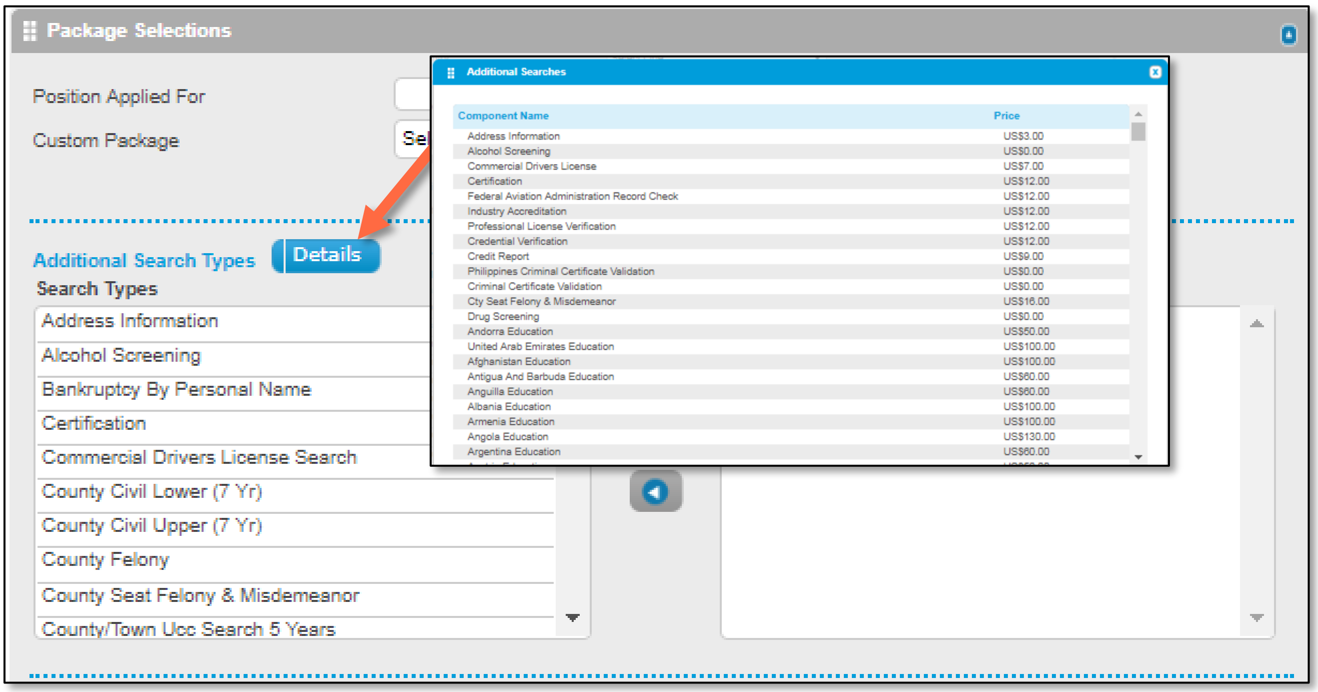
Packages in Enterprise Advantage provide a convenient selection of multiple component combinations. Depending on account settings, users may have the ability to add individual components to a package before the order is submitted. Enterprise Advantage package details can be viewed by selecting the package from the **Custom Package** drop-down. The **Package Detail** window is displayed at the bottom. The Package Detail window will include the components included in the package, as well as the quantity of each component included in the package.



Additional Search Types

Additional Search Type Descriptions

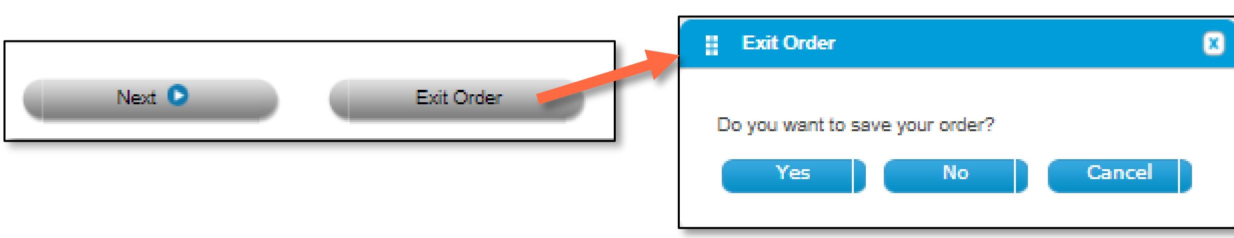
The below figure illustrates common **Additional Search Types** available in Enterprise Advantage. Please note that the search types available to order may vary depending on user account preferences. The price details of the specific types that are available to order for the account can be viewed by clicking ***Details*** on the Order screen.



Exit Order

Exit Order is used to leave order entry. After clicking ***Exit Order***, the user be prompted with a dialog box asking if they would like to save the changes.

- If ***Yes*** is selected, a notification will display that the order has been saved. The user will then be returned to the Order tab or Order Entry.
- If ***No*** is selected, the order will be cancelled and the user will be returned to the Order Entry screen. If the order being edited is a previously created draft order no changes made after the last system auto save or user initiated save will be retained.
- If ***Cancel*** is selected, the dialog box will close and the user resumes entering the order. All data previously entered will remain.



Data Entry

User will enter the subject's personal information, current address, Admitted Hits, and Case Special Instructions.

Note: The fields in red are required and must be completed before you can continue with your order.

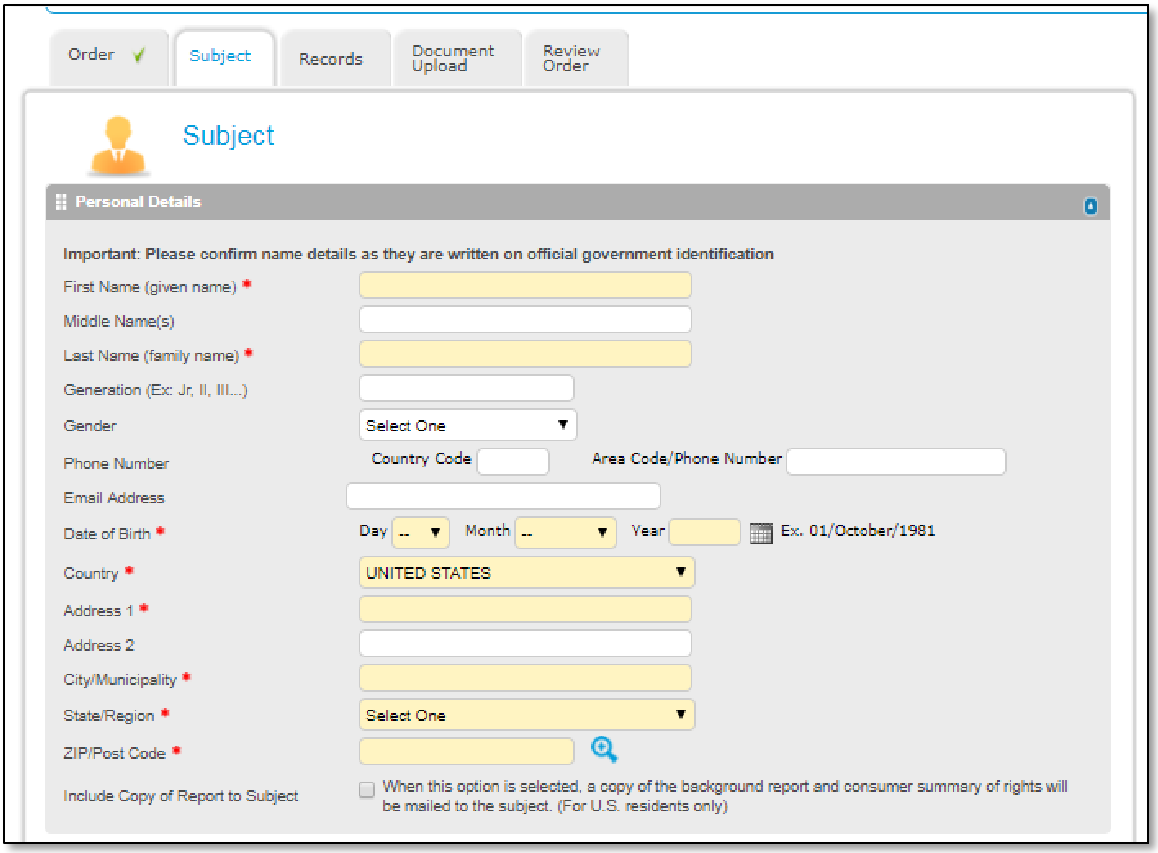
Subject Tab

Follow the steps below to complete the **Subject** tab.

Step	Action
1	(Required) Enter the subject's personal details and current address. **Note:** The City, State, and Zip Code are validated against each other.
2	(Required) Enter the SSN and confirm it; or enter the Global Identification by selecting the Country Government ID Issued By, Document Type (This is dynamic and will differ based on the country selected), and the Government ID Number. 
3	(Optional) Enter any previous addresses. **Note:** If you have more than one address, click ***Add Another*** to add.
4	(Optional) Enter Additional Names, if any. **Note:** If you have more than one alias, click ***Add Another*** to add.
5	(Optional) Enter the Charge, Type, and Description of any Admitted Charges declared by the subject.
6	(Optional) Additional Information. Enter possible information to assist in processing your order.
7	Click ***Next*** to continue in the order entry process.

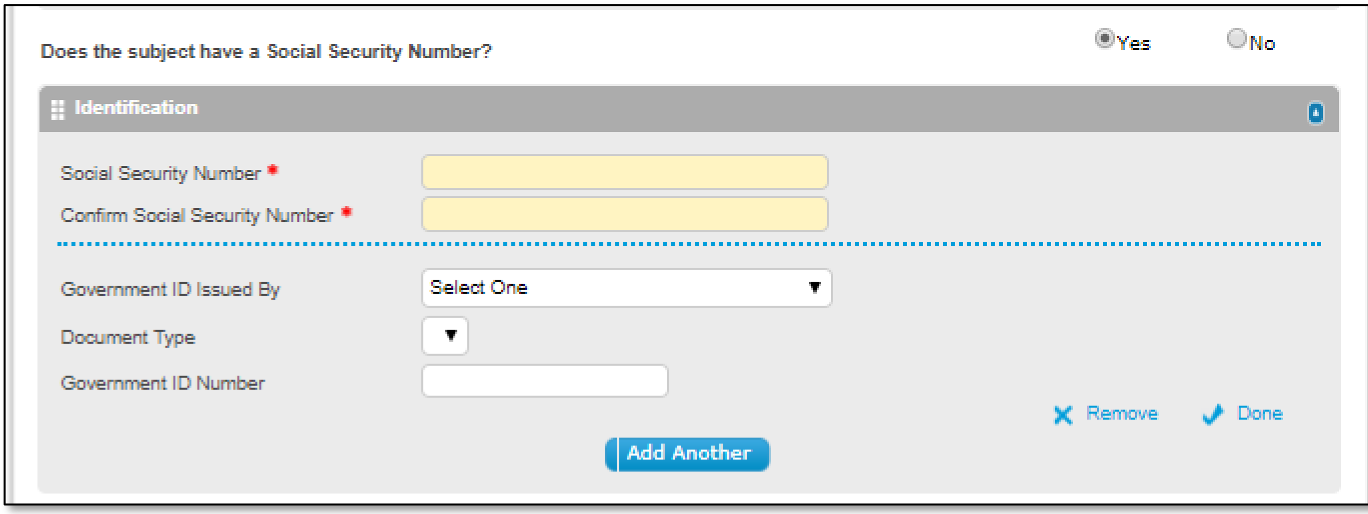
Personal Details

User will enter the subject's personal details and current address.



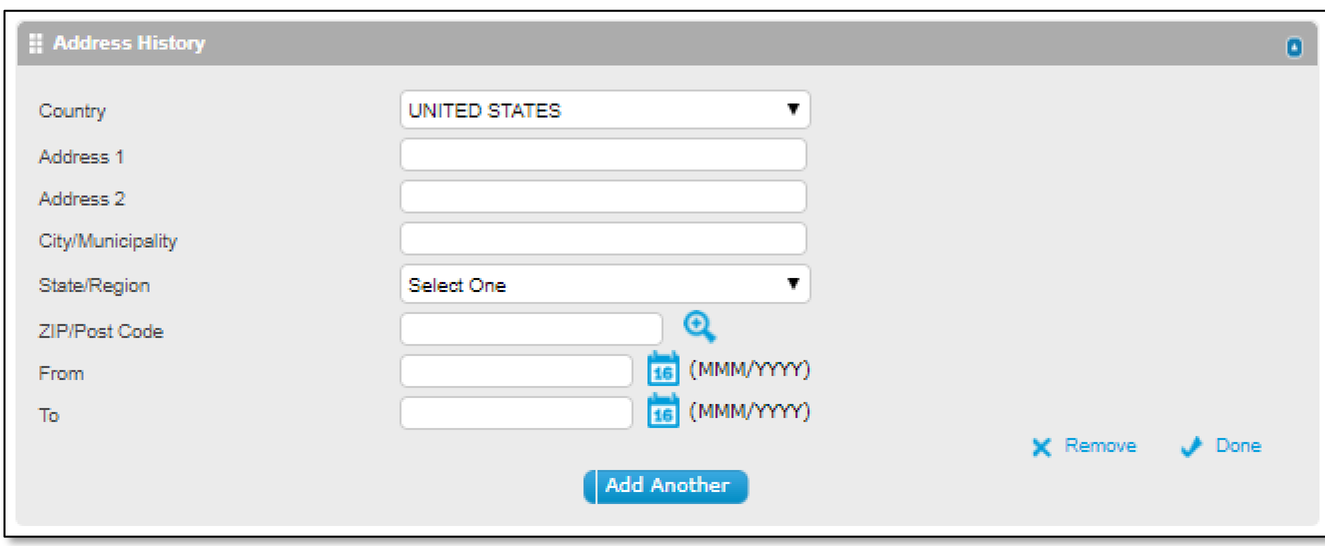
Identification

The information that is collected for validation changes based on the candidate's history. For example, if the candidate has identified they are currently residing with the US their **social security number** should be supplied with the ability to identify if they do not have one. If the subject does not have a social security number, enter their Global Identification by selecting the Country **Government ID Issued By**, **Document Type** (this is dynamic and will differ based on the country selected), and the **Government ID Number**.



Address History

Enter any previous addresses. Click ***Add Another*** to add additional addresses.

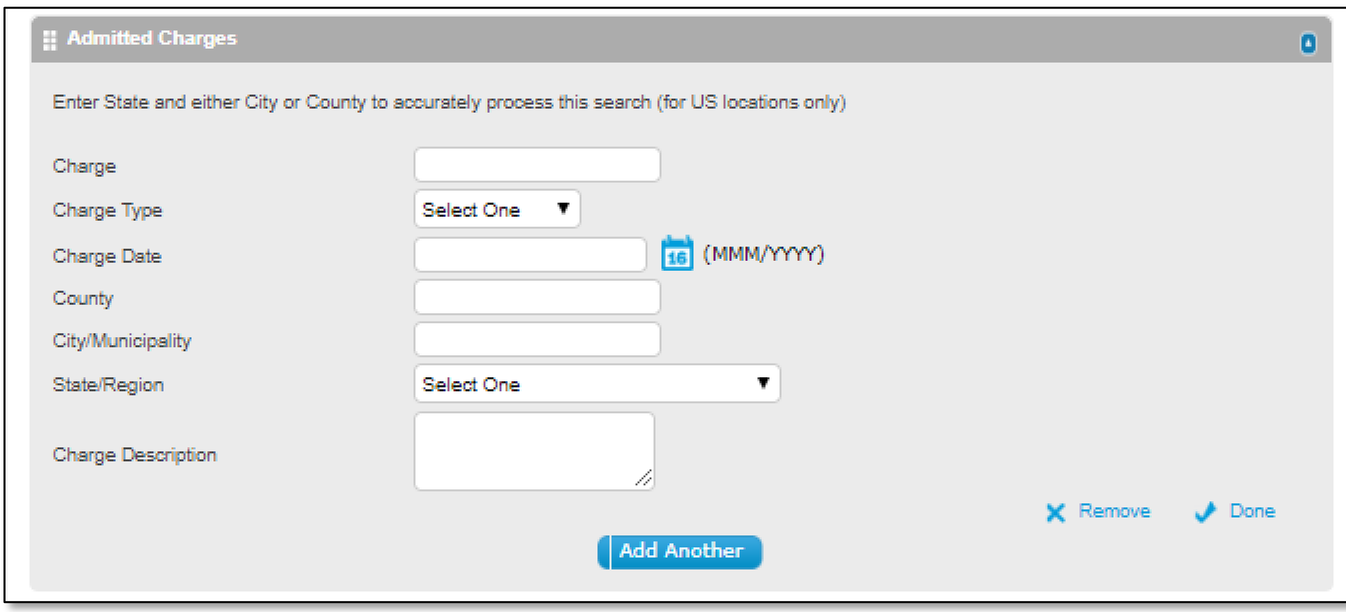


Additional Names Section

The **Additional Names** field populates when ***YES*** is selected**,** this can be used to enter an additional name for the subject, such as a maiden name or alias.
If the account is setup to use additional names, the other name(s) can be used for criminal searches with one exception. The other name will not be used if ordering a First Advantage National Criminal File report.

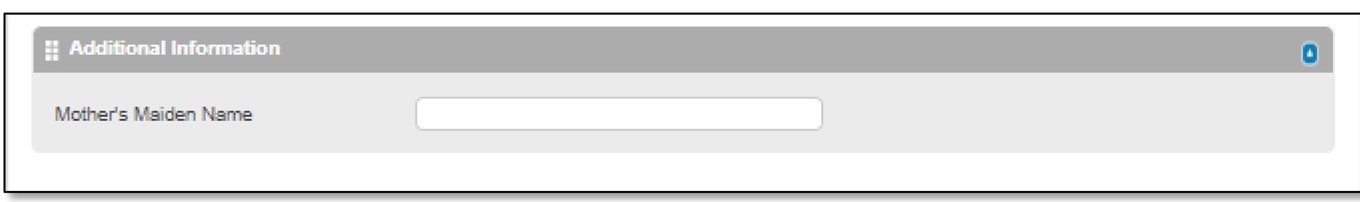
Admitted Charges

The **Admitted Charges** section is a free-form text field that can be used to enter in any admitted offenses by the subject. A date and location must be included for the information to be considered relevant. These fields are required when running a National Criminal Search in Canada.



Additional Information

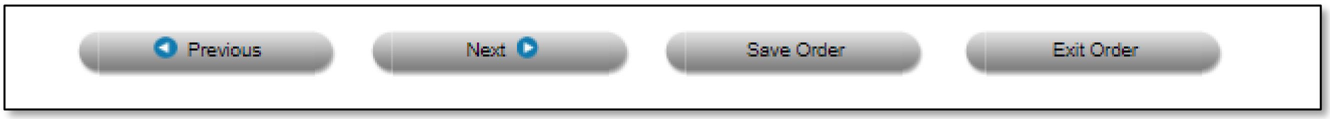
Mother's Maiden Name only required if the current address is in Puerto Rico. Parental information is sometimes required for international searches, such as the Mother's full name or Father's full name.



Explicitly Save Order

Clicking ***Save Order*** at any point during order entry will save the order if the minimum data requirement fields have been completed. The minimum data fields are:

- The Order tab must be complete.
- The required Subject information must be complete and validated based on account setup.



Entering Education Information

Use the **Education** screen to enter details about the subject's education experience.

Note: The **Education** screen is conditional and will only appear if ordering an Education Background Report.

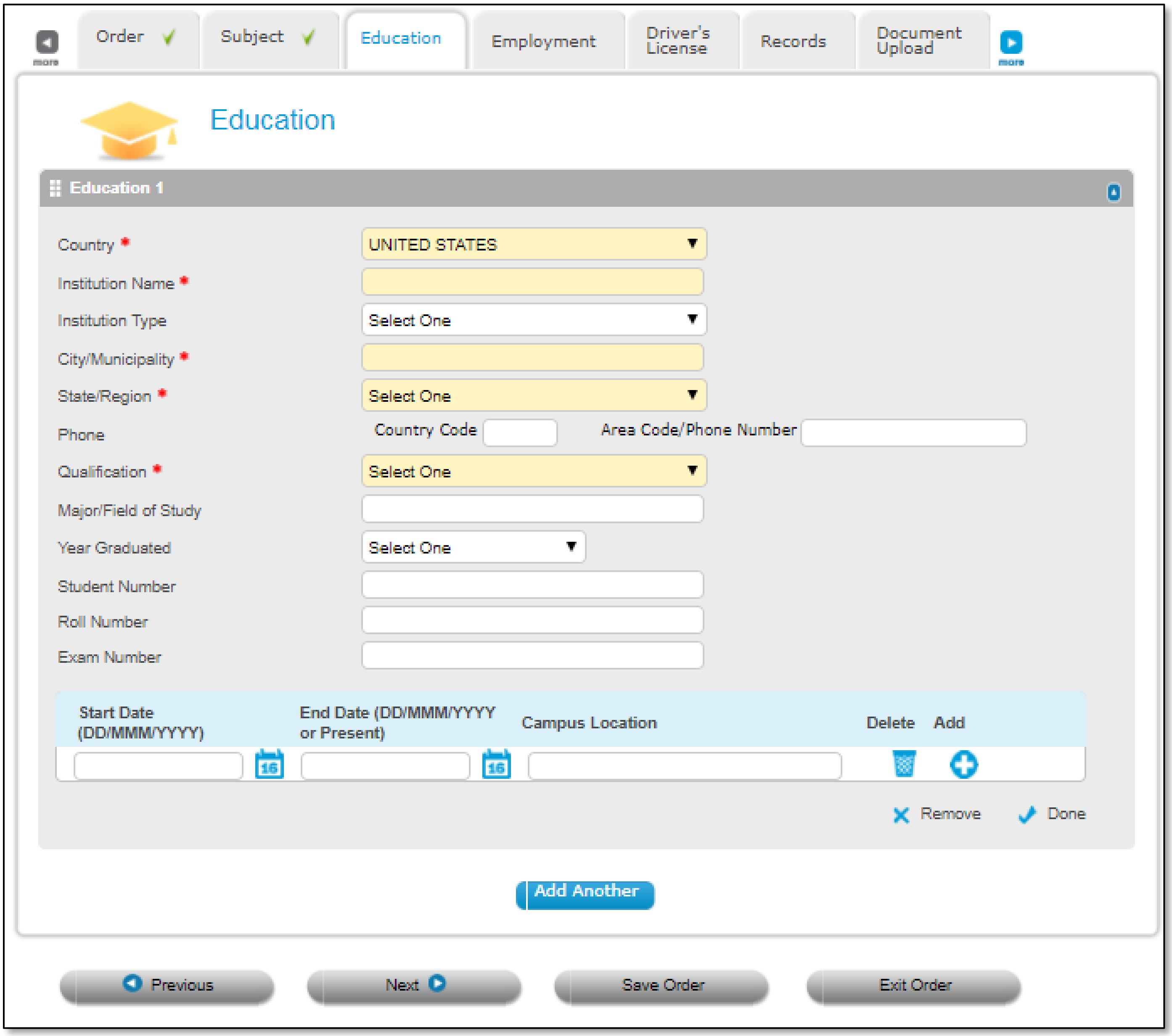
Follow the steps below to complete the **Education** screen.

Step	Action
1	(Required) Enter the appropriate information in the required fields. **Note:** Additional information provided will increase the accuracy of the results.
2	(Optional) Click Add Another to enter information about an additional institution. Click Remove to remove an entry.
3	Use the tabs across the top or Previous Next to navigate through screens.

Fields with a red asterisk are required and must be completed before the user can continue with the order.

If ordering a package that includes multiple education institutions, users have the opportunity to add additional institutions to the search.

Add + is available for both the Employment and Education entry. Use these buttons to submit or remove additional dates or locations associated with the entry. For example, if the subject worked for an employer with a lapse in time, enter the additional employment date range by clicking ***Add +***.

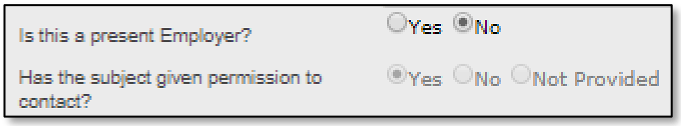
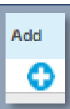


Entering Employment Information

Use the **Employment** screen to enter details about the subject's present and former employment experience.

Note: The **Employment** screen is conditional and will only appear if ordering a Current or Previous Employment Report.

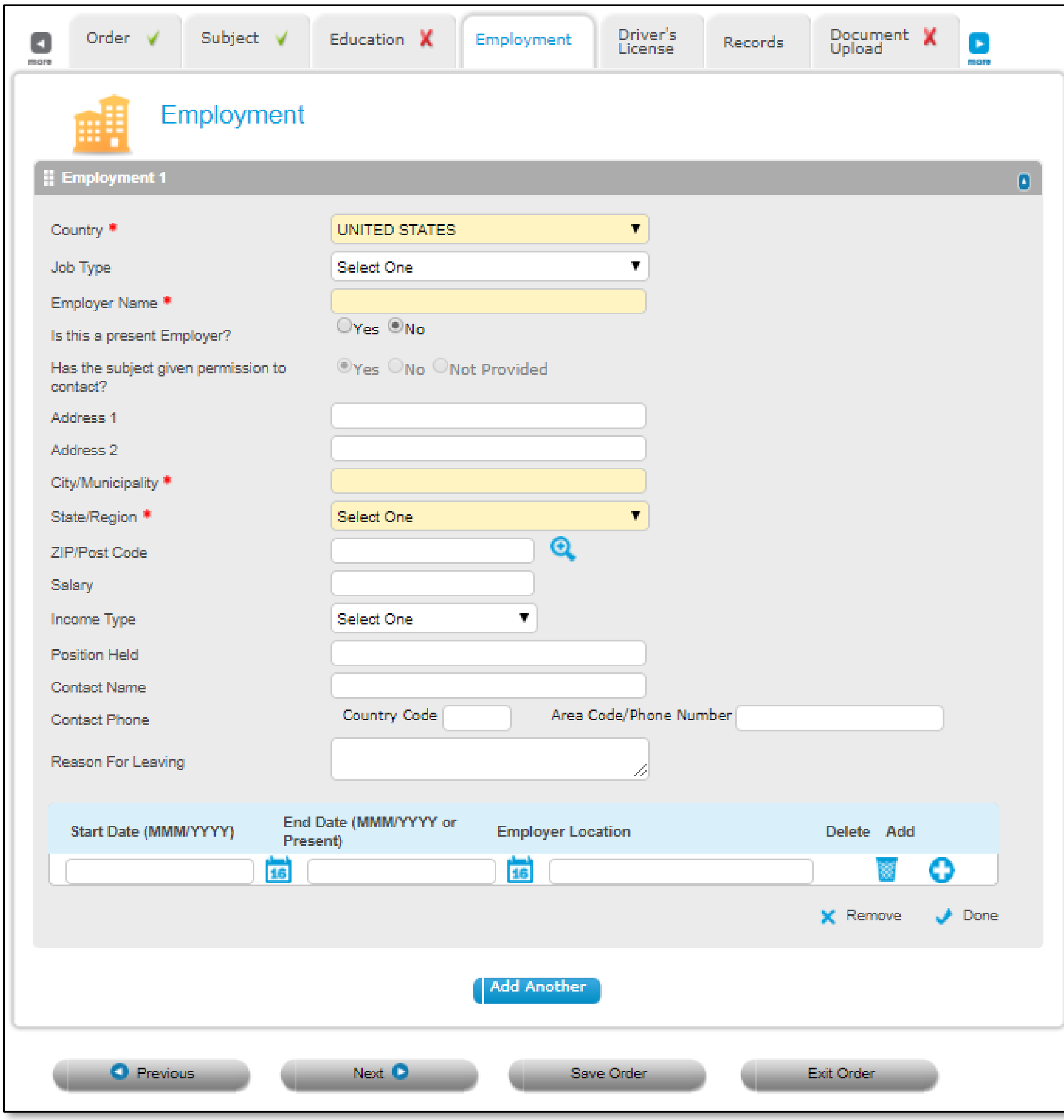
Follow the steps below to complete the **Employment** information screen.

Step	Action
1	(Required) Enter the subject's current employment information. **Note**: Do not enter present employer information unless the subject has granted permission to contact his/her employer.
2	(Optional) Click the Present Employer selection box, if applicable. 
3	(Optional) Click  to add multiple dates or locations associated to the employment entry.
4	(Optional) Click  to enter information about additional previous or former employers.

Fields with a red asterisk * are required and must be completed before the user continue with the order.

If ordering a package that includes multiple former employment reports, users have the opportunity to add additional employers to the search.

Use the date fields to enter the additional employment date ranges and the location fields to enter multiple locations or additional positions held.



Additional Dates, Locations, and Positions.

Add + is available for both the Employment and Education entry. Use these buttons to submit or remove additional dates or locations associated with the entry. For example, if the subject worked for an employer with a lapse in time, enter the additional employment date range by clicking ***Add +***.

Use the date fields to enter the additional employment date ranges and the location fields to enter multiple locations or additional positions held.

Entering Motor Vehicle Report Information

Use the **Driver's License** screen to enter the subject's driver's license information. Fields with a red asterisk * are required and must be completed before the user can continue with the order.

Note: The **Driver's License** screen is conditional and will only appear if ordering a Motor Vehicle Report.

Follow the steps below to complete the **Driver's License** screen.

Step	Action
1	Enter data into all fields with a red asterisk *. **Note**: Once the state has been selected, the required format for the selected state will display below the fields.

Using the Public Records Grid

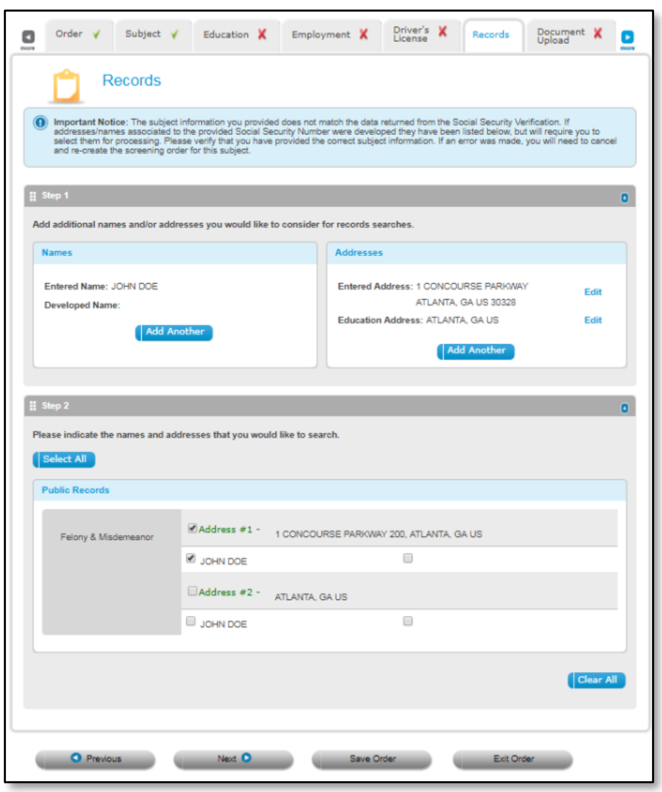
The **Records** screen is a conditional screen that only appears if the package includes components that deem it necessary.

Adding Criminal Searches

Follow the steps below to add a criminal background search for one of the possible name/location combinations found in the grid.

Step	Action
1	Review the names/addresses developed during the order entry process.
2	(Optional) Enter any additional names or address locations using Add Another
3	(Optional) Exclude a name/location from the criminal search by clicking the checkbox to the left of the name/address to remove the check mark.
4	Click Select All to add all names/locations to the Criminal Background search. Click Clear All to remove all names/locations from the Criminal Background search.

All address information provided by the subject and entered in the data entry process are populated on the grid. Additionally, if the account requirements indicate developing names/addresses and a Social Security Number Verification (SSNV) component is included in the order, addresses returned in the verification are also populated on the grid. The name/address will be labeled with the “Source” of the name/address. Example: **Entered**, **Developed by SSNV**, or **Education Address**. This allows the user to run a criminal background check in other locations where the subject has resided. By default, each location is selected to be included in the search.
Note: If more location/ name combinations are selected than the package allows, there will be an additional charge.



Customized Public Record Selection Grid

The Public Record Selection currently has several customizable features. Contact account representative for additional assistance.

The customizable features include:

- Limit Number of Public Records Ordered
- Pre-selection of Other Names on the grid
- Pre-selection of Developed Addresses on the grid.

Limit Number of Public Records Ordered

The Limit Number of Public Records Ordered feature allows users to lock the Public Record Selection grid to limit the number of name/address combinations that can be selected.

With this option, users are prohibited from selecting combinations of names and addresses that exceed the corporate designated amount. An error message displays if a user attempts to order name/address combinations greater than the set amount.

Note: Accounts can also be set-up with privileges to override the limit set for the Public Records grid.

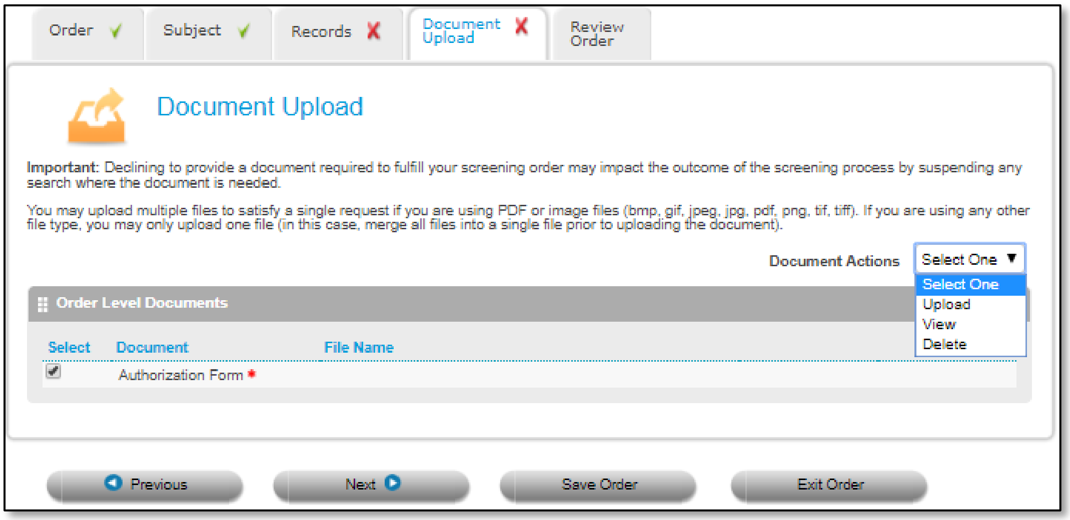
Adding Attachments

The **Documents Upload** tab in Enterprise Advantage will show required and/or optional documents for the background screening products ordered. Whether a document is required or optional for a search depends on the rules loaded into Enterprise Advantage’s *Validation Engine*.

Using Document Upload

Follow the steps below to attach all required documents at both the Case and Component/Element levels.

Step	Action
1	Select the ***Checkbox*** for the document to upload.
2	Select ***Upload*** from the Document Actions drop-down.
3	Choose the file to upload and click. Upload To upload the file.



Review Order

The **Review Order** screen allows users to review order information before submitting the order.

Canceling Order Requests

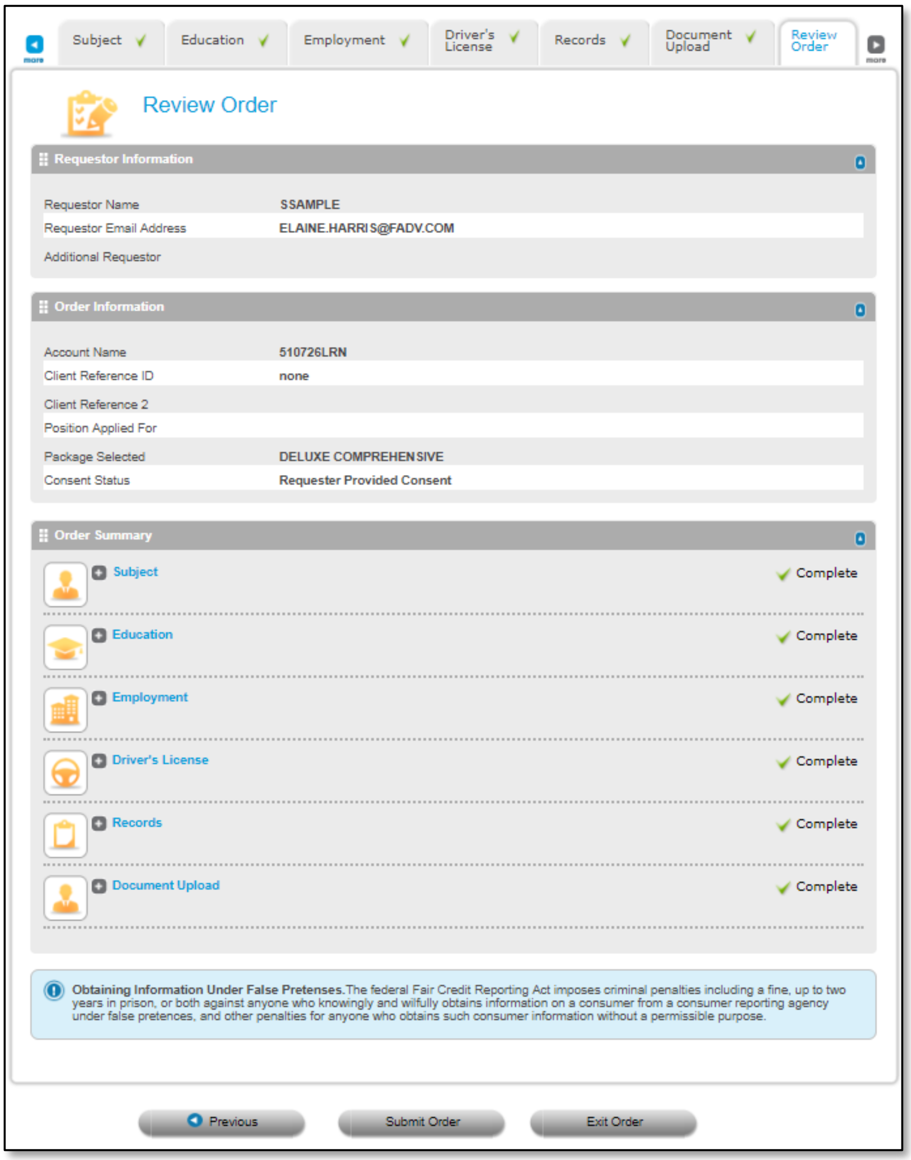
To cancel the order, click Exit Order The **Exit Order** window will ask user if they wish to save the order. Selecting ***No*** will cancel the order.

When a user cancels an order and the Social Security Number Verification component was already completed for the criminal background search, the account will be charged for the individual component.

Submitting the Order

Follow the steps below to submit order for processing.

Step	Action
1	Review each section of the Order Summary to determine if all subject information is accurate and correct.
2	Error messages are based on system logic. Sections with errors are expanded and the error is detailed in red font. Use Edit to edit any information that is incorrect or to include additional information.
3	Click Submit Order to complete the process.

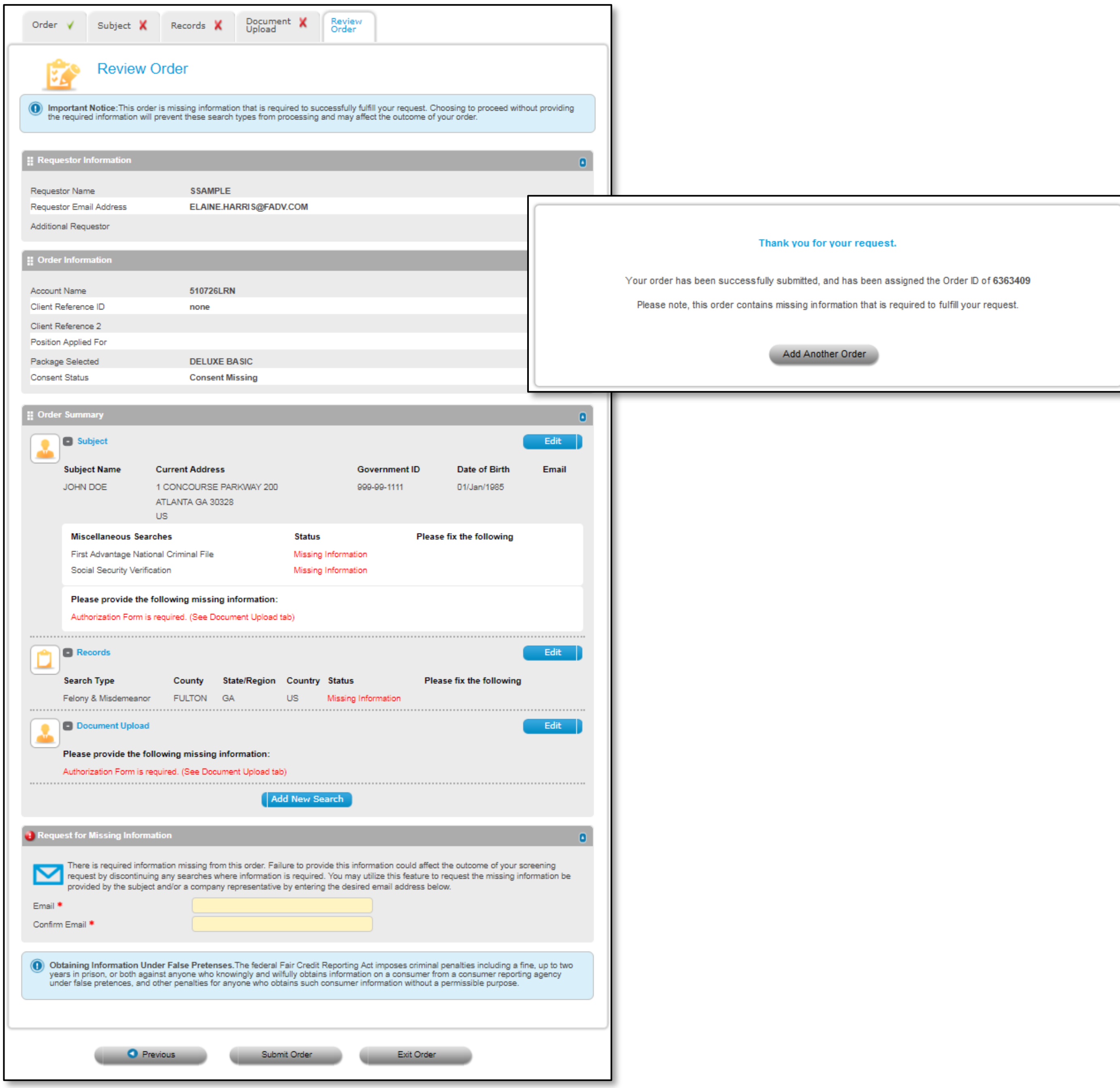


Under Construction

The **Under Construction** process allows the user to submit an order without all required information. If the user does not have all of the required information and **Missing Information** is set up on the account, the user can enter the subject's email address into the **Request for Missing Information** fields.

When the order is submitted, an email will be initiated to the subject asking for the required information. The order automatically goes "under construction." The user will see that order in order viewing. Please note that the order is on hold and will not start the background screening process until the required information is provided.

When the user views the order in order detail screen, there will be an edit button that displays next to each item that is under construction and the user can add the missing information.



Checkout

The **Checkout** screen allows the user to review the order information before submitting.

Note: The **Checkout** screen is an optional feature. Please contact Customer Support for additional information.

Duplicate Order Checking

Depending on account settings, Enterprise Advantage can automatically check for duplicated orders prior to the case being submitted. This reduces the total number of deferred items based on duplications. The duplicate checking logic considers the order a duplicate if there is a subject match based on subject information.

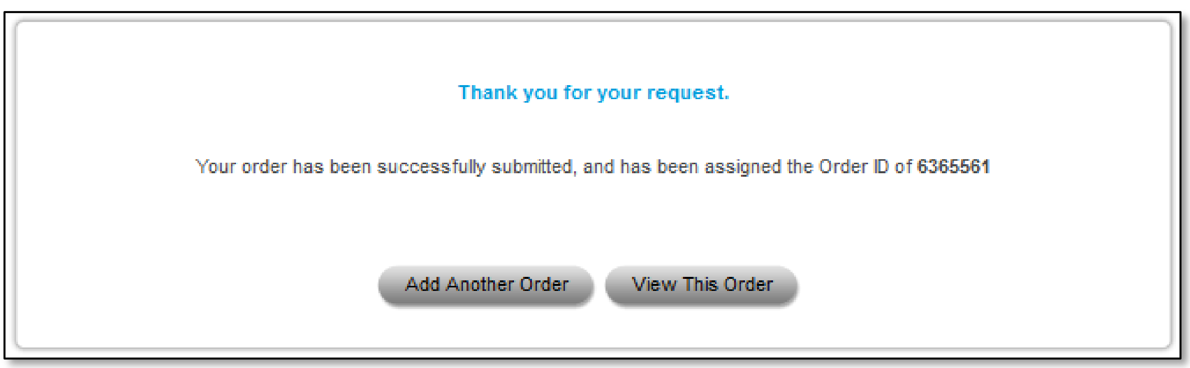
If there is already another order in the system for the subject under the same account number, this screen will notify the user before submitting the order. The user has the option to ignore the duplicate warning and submit the order with the duplicate included or to delete the duplicate order. Click ***Cancel*** to delete the duplicate order.

Leave in Deferred

Click [Leave In Deferred] to mark the status of the duplicate order as "Deferred" on the Order Results screen.

Confirmation

Submitting the order will launch a confirmation page that displays an **Order ID** number. This number will be used to reference the order. From this screen, the user has the option to add another order or to view the existing order. **Add Another Order** will initiate the Order Entry process from the beginning. **View This Order** will launch the Order Viewing process.

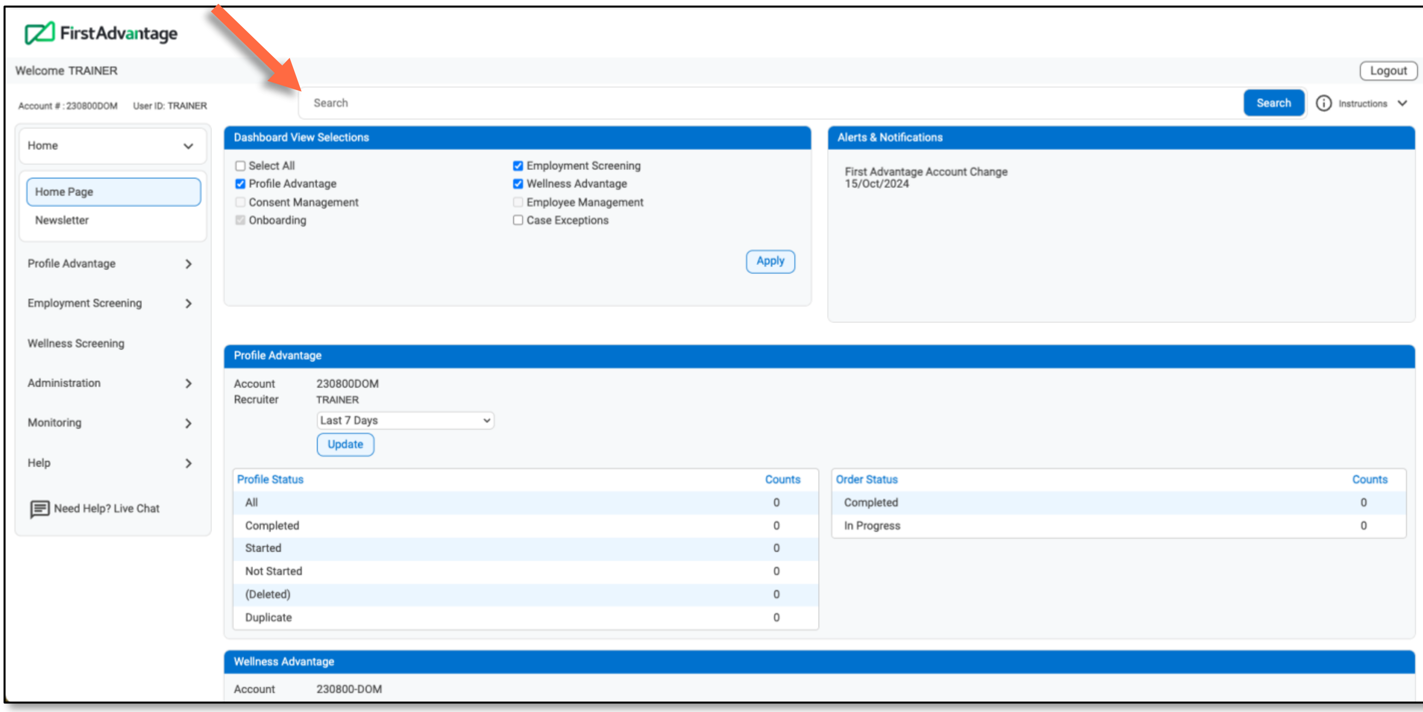


Enterprise Advantage Global Power Search

The **Global Power Search Feature** is displayed and usable on every Enterprise Advantage screen, allowing users to be instantly directly to the candidate details needed.

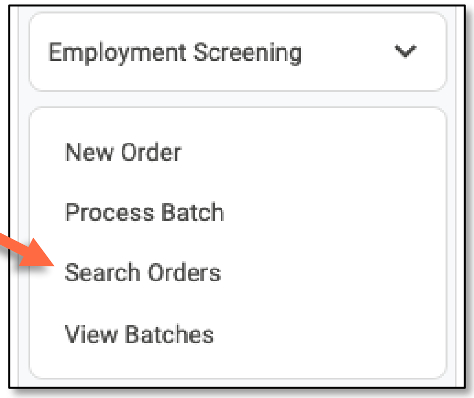
Search the **exact Name** (any combination of first, middle and/or last name), **SSN**, or **Order ID** and click ***Search***.

- Results for name searches are limited to the last 365 days.



Enterprise Advantage Search Orders

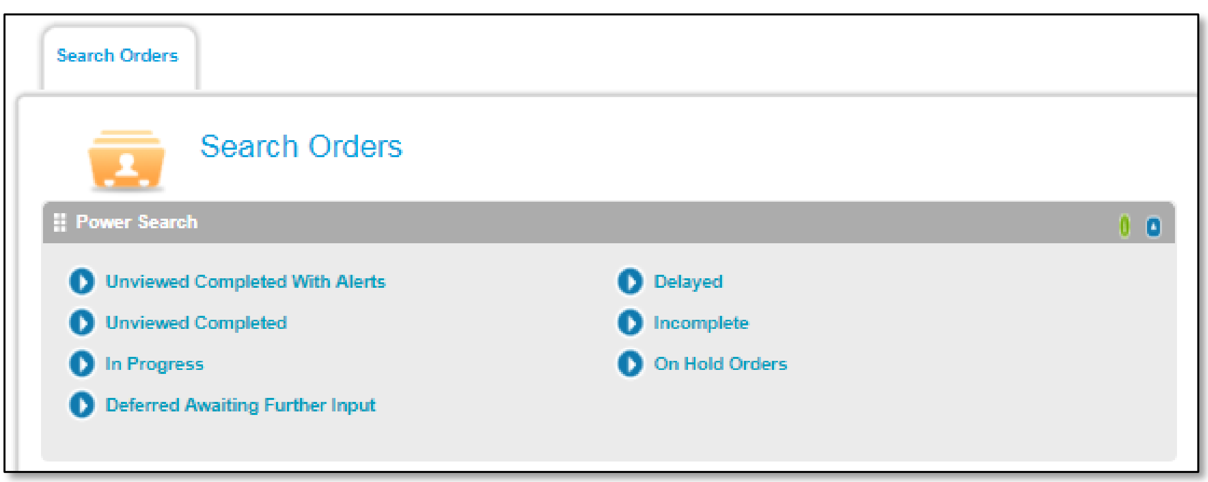
Enterprise Advantage launches the **Search Orders** screen when **Search Orders** is selected from the Navigation menu. The **Search Orders** screen allows users to enter and select multiple criteria to filter for specific reports to view or print.



Power Search

Power Searches automatically filter results based on predefined criteria.

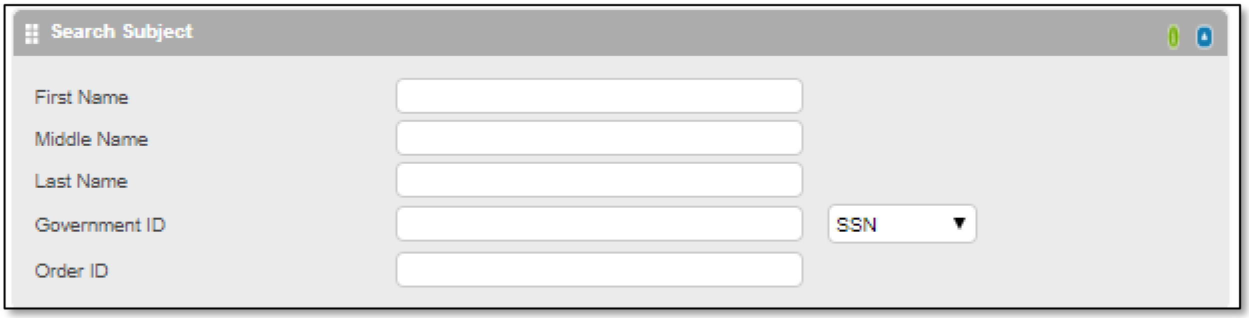
- **Unviewed Completed w/Alerts** – returns all completed orders with red or yellow status flags that have not been viewed.
- **Unviewed Completed** – returns all completed orders that have not been viewed.
- **In Progress** –returns orders that have not been completed.
- **Deferred Awaiting Further Input** – returns orders that have been rejected and require additional information before the search can be conducted.
- **Delayed** – returns orders that require additional research or more time to complete the processing.
- **Incomplete** – returns orders where additional information is needed before search can be initiated.
- **On Hold Orders** – Returns orders that have been saved and/or orders that have not started processing because the required data has not been provided.



Search Subject

Search Subject allows users to search for a specific subject by **name,** last name must be entered when filtering by first name, **Government ID** number, or **Order ID.** The **Order ID** is the confirmation number received when an order has been submitted. The % symbol can be used as a wildcard.

Note: When searching by criteria in this section, users may want to remove or change the default date range in the Additional Search Criteria section, unless they would like to limit the search to the indicated timeframe.

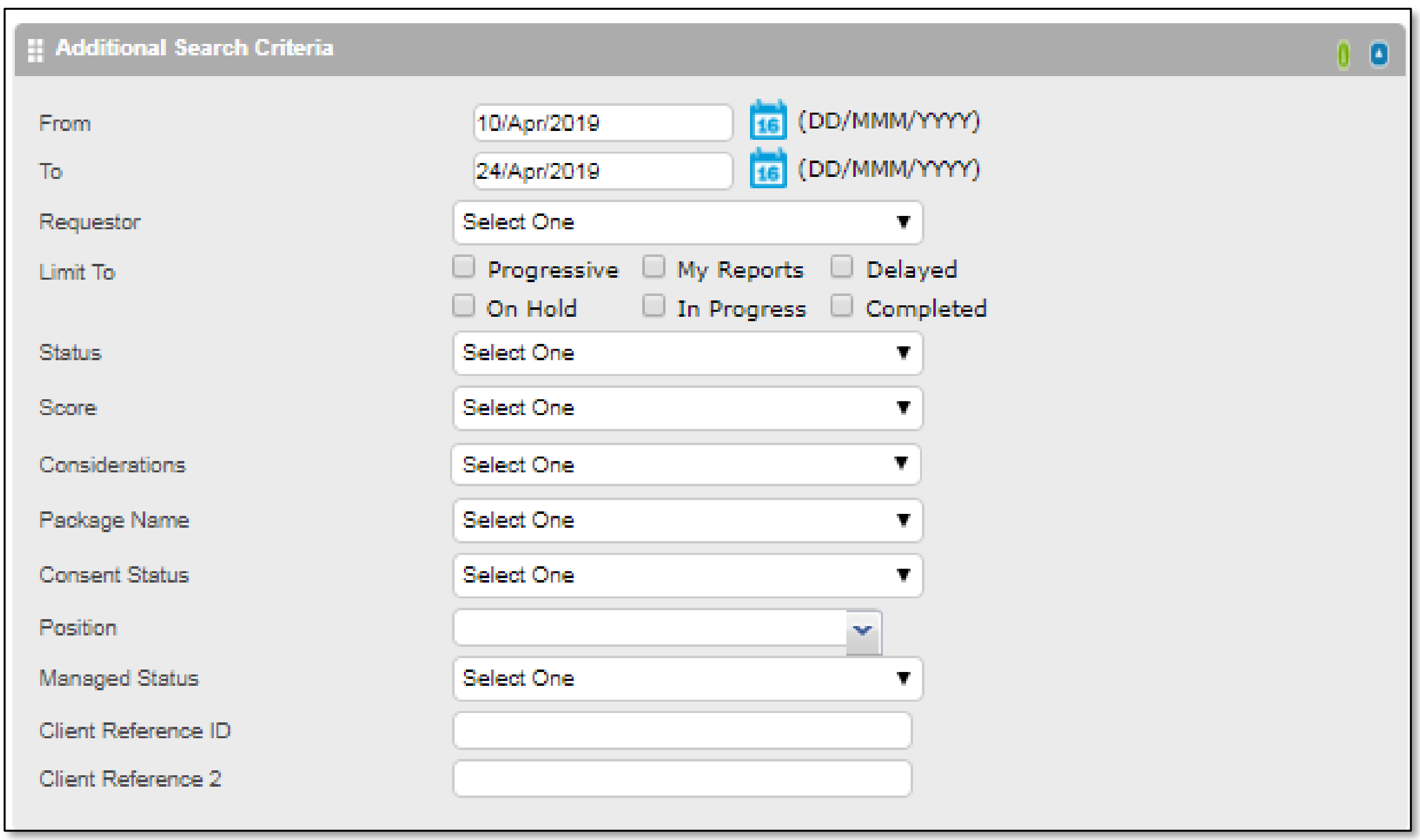


Additional Search Criteria

There are additional search options to use when narrowing down search.

Options
Enter the date range in the Date From **and** Date To **fields to view reports for a specific period.** Note: **The date range defaults to orders submitted in the last 14 days. However, users may request a search that goes back further by changing the date range. User will be limited to a 90-day date range, except when using additional filter criteria.** **If only one date field is used (Date From or Date To), the search will be defaulted to 90 days.**
Users can search by Requestor
Limit To **give users the ability to filter by selecting available options which may include:** Batch Orders – **filters results based on orders submitted via the batch ordering method** Progressive Orders – **this option will only display if account has packages set up for progressive ordering** My Reports Delayed On Hold In Progress Completed
Status **allows users to filter by whether a search is Complete, In Progress, Deferred, Delayed or Incomplete.**

Score **allows users to filter based on the selected case status result.** Decisional Eligible Ineligible Retain in Place Supplemented Note**: Score will only apply if the account is utilizing First Advantage Adjudication services.**
Considerations **allow users to sort based on the following:** **Flag Status** **Red** **indicates Yes/Alert.** **Flag Status** Yellow **indicates Indeterminate.** **Flag Status** **Green** **indicates No/Clear.**
Package Name **includes custom packages that have been setup via Administration**
Consent Status **filter only displays if the account requires the consent form be uploaded.**
Position **allows users to search for orders based on positons available if the Position field is used during order entry.**
The Managed Status **drop down allows results to be filtered by whether the report has been** Not Printed**,** Printed **or** Unviewed**.**
Client Reference ID **and** Client Reference 2 **are optional fields.** Note**: This may be customized depending on account setup.**



Search Results

After entering/selecting desired filter criteria, click **Search** to display results. Click **Reset** clear filter criteria.

When viewing the **Search Results** tab, users can click on the **Search Orders** tab to review the original criteria retained and/or further refine the search criteria.

The **Search Results** function allows you to quickly review case order statuses returned from your search.

View Order Results

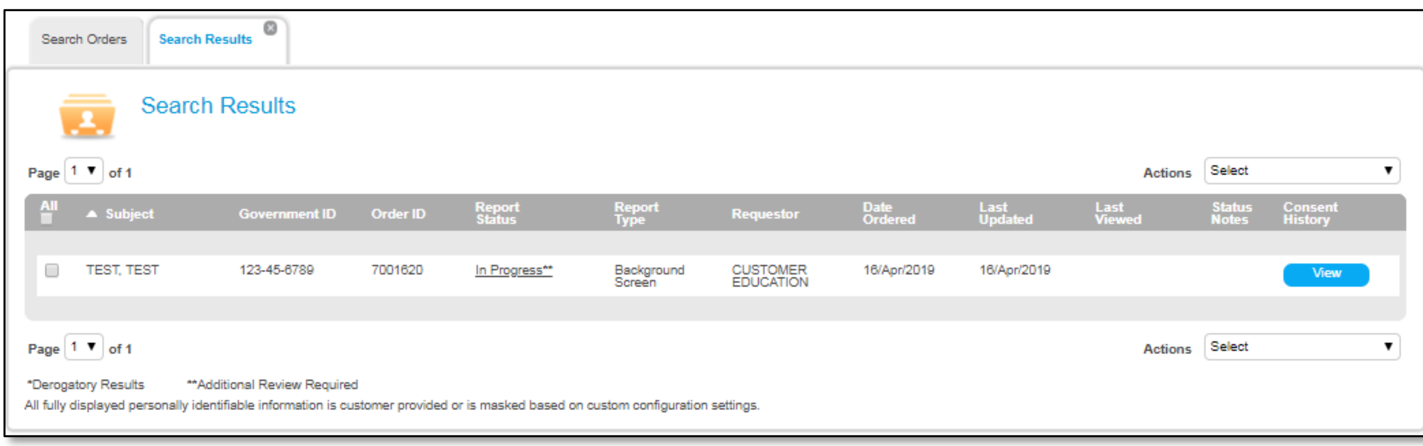
First Advantage order viewing features are supported by a tab-based viewing interface separating three viewing functions: **Search Orders**, **Search Results**, and **Order Details**.

Users can quickly toggle between the search options, result, and order details. If the user is not satisfied with the search results returned, they may click the **Search** tab to review and/or refine the search criteria.

Using Search Results

The **Search Results** screen allows you to specify the orders(s) and action intended for the selected orders(s). It displays the Subject's name, Subject's Government ID, Report Status, Report Type, Requestor's name, and Viewing/Ordering history.

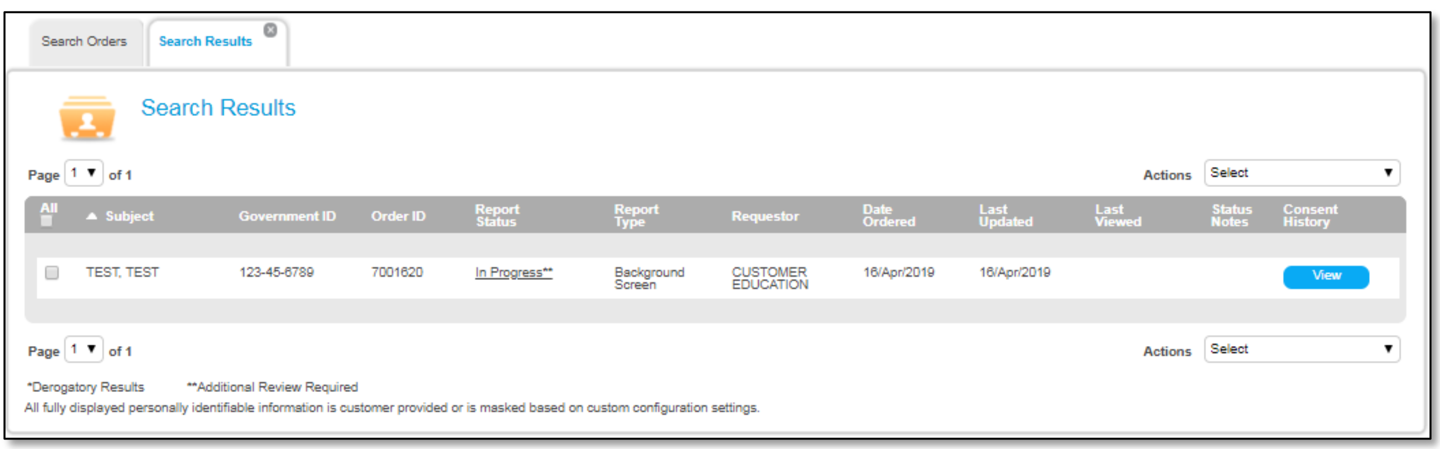
Note: You can click the column header to sort results by that specific column.



Status Descriptions

A key section on the Results screen is the Status section. The following table describes the possible order statuses for a report.

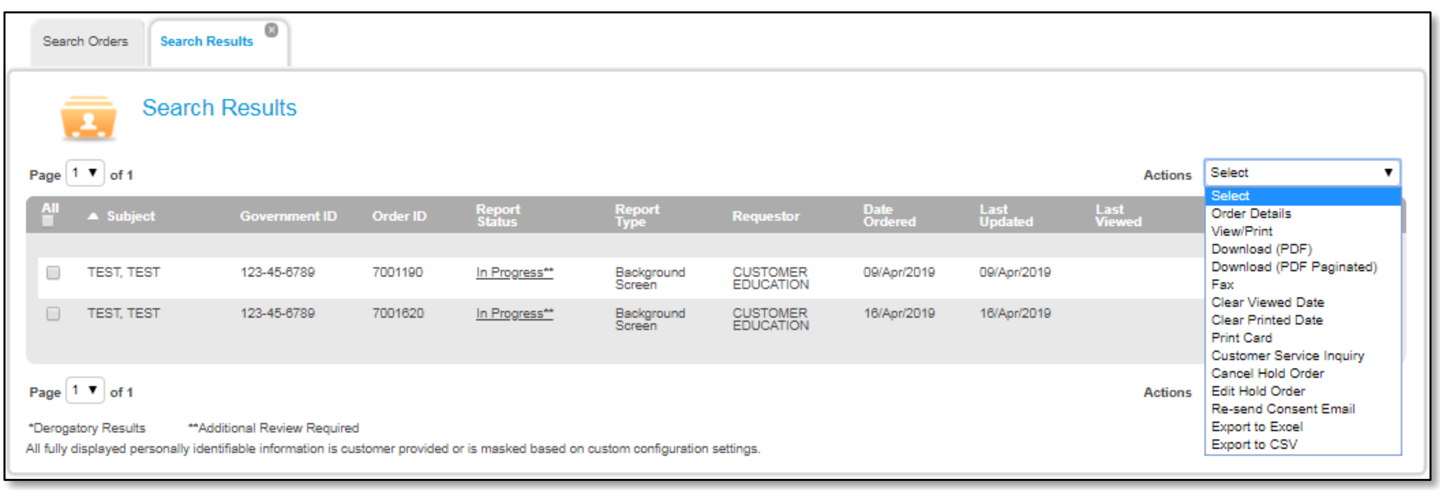
Status	Description
Completed	Order has been received, processed, and completed. A Completed status means that no additional information will be received for the report. This status can be followed by an * to indicate that derogatory information was found. This status can also be followed by ** to indicate that a review is required.
Decisional	Order has been received, processed and completed; however, a review is required. **Note**: Status will only appear if account is using First Advantage Adjudication services.
Eligible	Order has been received, processed, and completed. No derogatory information was found. **Note:** Status will only display if account is using First Advantage Adjudication services.
Ineligible	Order has been received, processed, and completed. Derogatory information was found. The case was adjudicated as Ineligible either by the client or by First Advantage using the matrix/business rules supplied by the client. **Note:** Status will only display if account is using First Advantage Adjudication services.
In Progress	Order has been received and is processing.
Duplicate Cancelled	A duplicate order has been identified.
On Hold	The order is on hold and will have an additional identifier to indicate the current status. **Duplicate** – a duplicate order has been identified. This order has been placed on hold awaiting completion of the original order. **Email Sent** – this order is missing data that is required to begin processing. An email request for the required information has been sent. **Incomplete Order** – this order is currently incomplete and has not been submitted for processing.
Under Review	The order may have special handling instructions for the consumer, such as in the case of a security freeze placed on credit information by the consumer, or where a consumer has contacted First Advantage previously about an issue with a prior report.



Search Results Actions

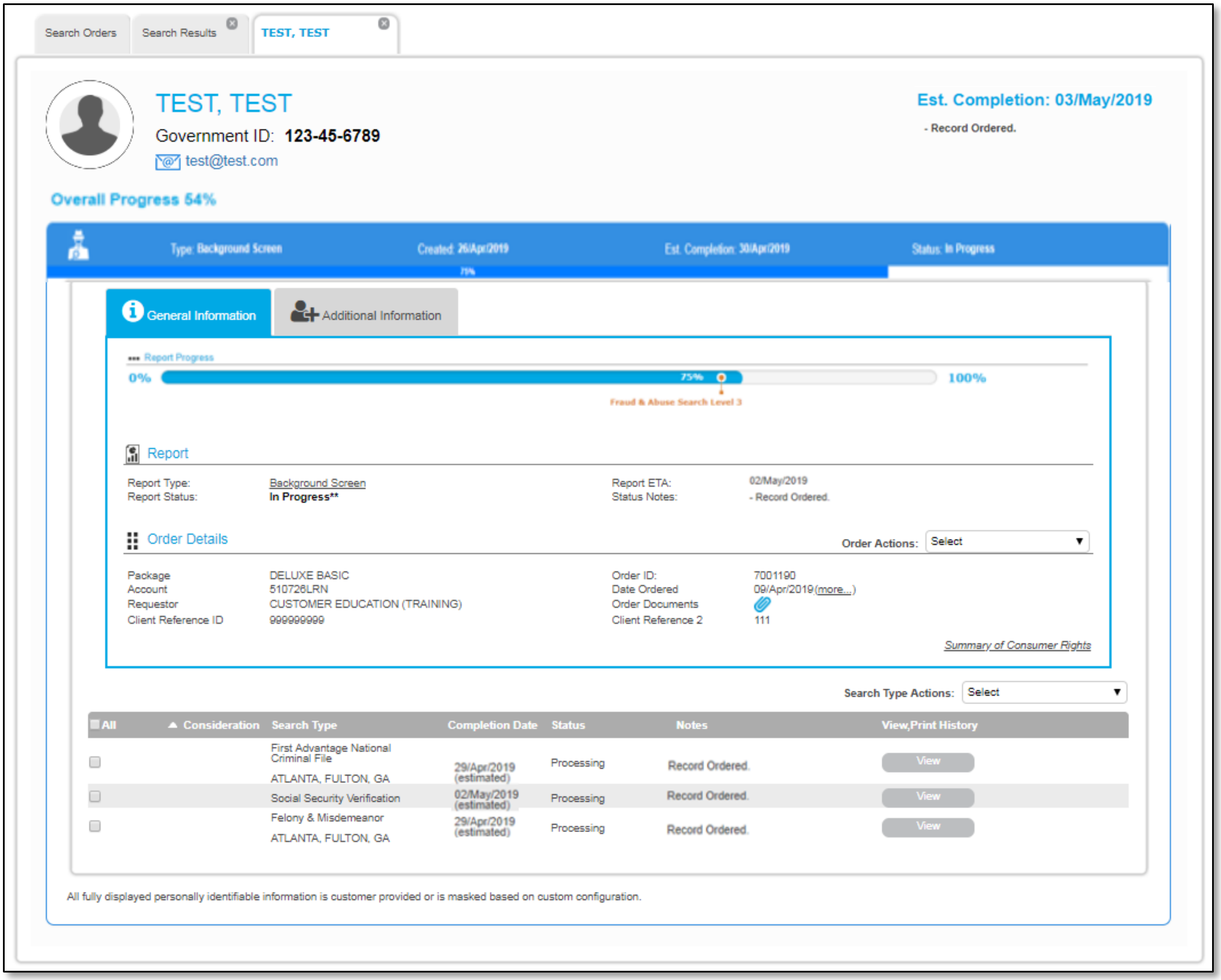
The following case actions can be performed on the selected orders from the Search Results screen.

Action	Description
Order Details	Launches the order details tab for the selected orders.
View/Print	Launches to full report(s) for the order(s) user has selected. Use internet browser's print options to print the full report(s).
Download	Provides the ability to download selected report(s) from the Search Results or Order Details tab.
Fax	Produces a window allowing users to enter a fax number and cover page message. Click ***Submit*** to submit the fax request for processing for those selected.
Clear Viewed/Printed Date	Clears **Viewed/Printed Date** from search result tab for those selected.
Print Card	Allows for print of an eligibility card. The card will display the issue date, client reference field(s), package ordered, and the date application becomes eligible for those selected. Note: The card can only be printed if the case is completed, clear or completed eligible and the account user has the appropriate security rights.
Customer Service Inquiry	Launches a window to allow user to send a message to First Advantage Customer Service regarding the orders selected. Note: Upon submission, user will receive a confirmation message stating that they will be contacted via email address or phone number configured in the users preferences.
Cancel Hold Order	Deletes the hold order(s) selected.
Edit Hold Order	Opens selected order(s) and allows user to edit the orders.
Re-send Consent Email	Resend email request to subject for signed consent for those selected.
Export to Excel/CSV	Export selected search result lines to Excel or CSV for creating a report.



Order Details

The **Order Details** incorporates basic information about the order, including the report type, subject's name and Government ID, as well as the Order ID, account number, and name of requestor. **Order Details** increase visibility for completion timelines of searches, and provides access to ETA as well as element and search notes.



Order Details Components

The **Est. Completion** will display the estimated date when all the searches for this candidate are expected to complete. If the ETA for any search is unknown, then this will display as Unknown. Otherwise, this will display the ETA of the search that is expected to complete last.

The **Notes** display below the Est. Completion. This will display notes of all the searches.

Overall Progress displays the progress of all elements derived as a percentage.

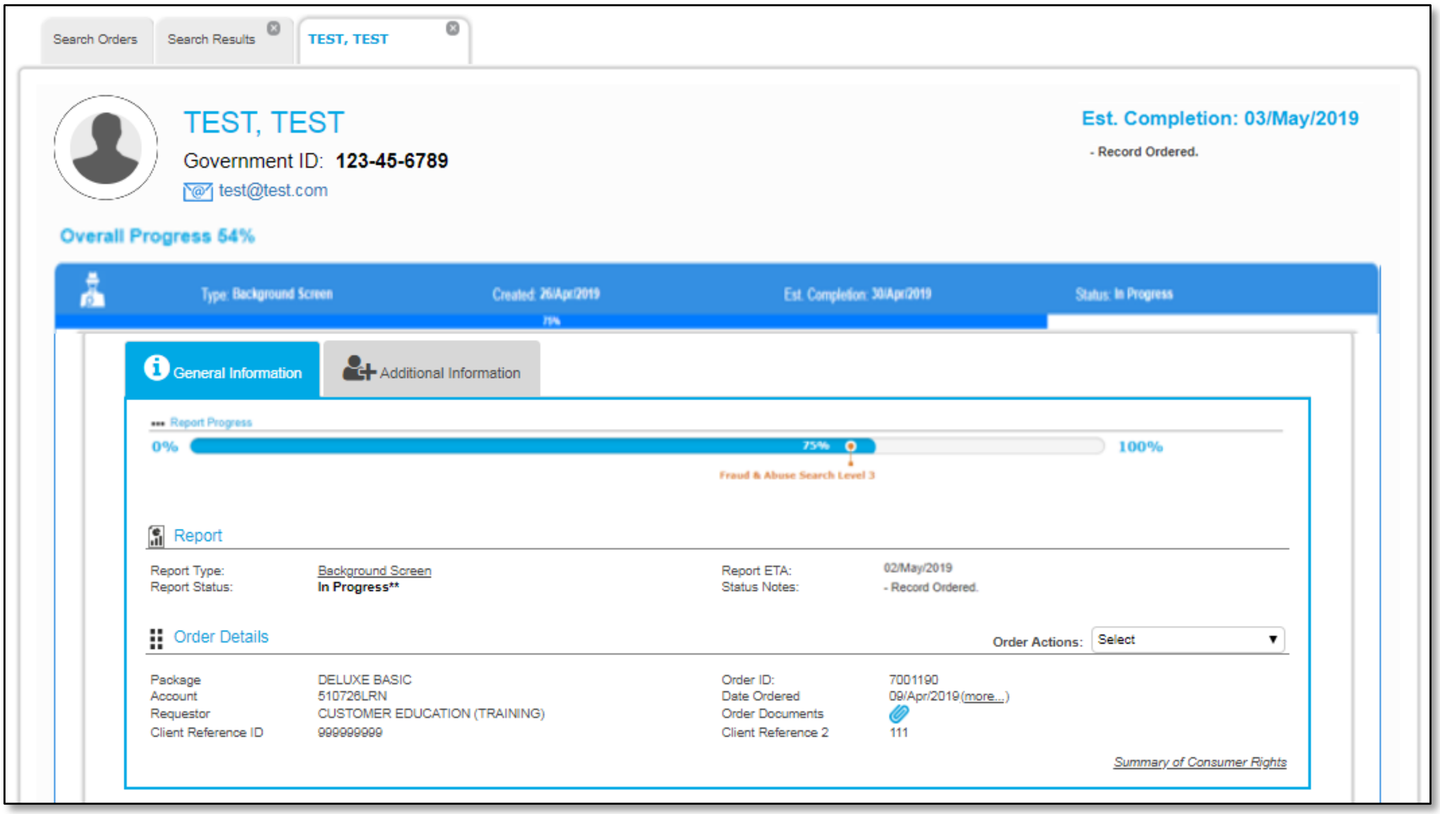
Additional Information tab, contains the requestor email address and subject email address.

Progress Bar displays case level progress calculated on the basis of number of elements completed. For example, if an order has three out of five completed searches, then the case level progress will display 60%.

Report Status displays the current report status or the order. If any of the searches are "Delayed", then the Report Status automatically moves to "Delayed" status.

Report ETA is derived from the orders search elements. If any search has an unknown ETA, then the case level ETA will show as "Unknown".

Status Notes displays the notes of any delayed elements. Otherwise, notes for the element that is expected to complete last will be displayed.



Order Details Element Level

Consideration

Click on the consideration icon to open a description window providing details about the alert.

Search Type

The **Search Type** column displays each search element included the order. Click the ***Search Type*** to view the element report.

Completion Date

The **Completion Date** column displays the date when the element report will be completed.

- “Unknown” indicates First Advantage does not have enough historical data to calculate the estimated time of completion.

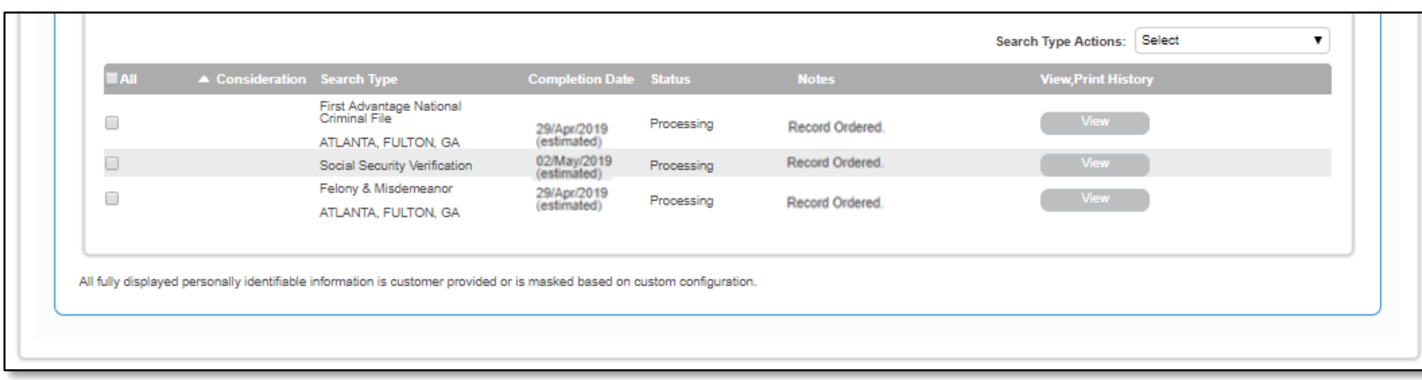
Status

The **Status** column displays the individual search element status.

- “Delayed” status indicates an element has been delayed as a result of weather, court closure, source holidays, etc. First Advantage does not have an estimated completion time to report.
- “Missing Information” status indicates required information is missing to fulfill the request.

Notes

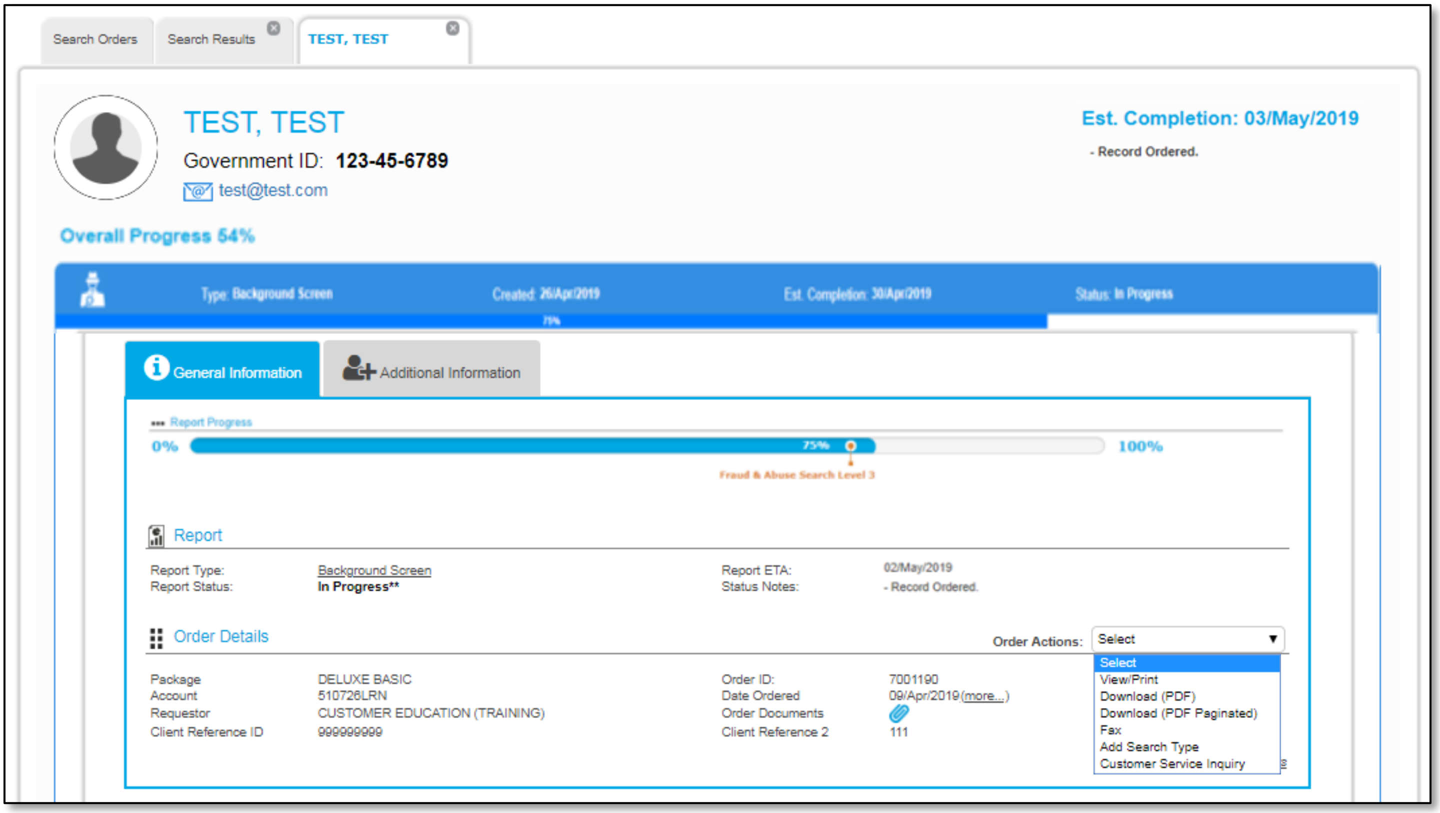
The **Notes** column has the latest information about the element. For public records, displays the latest status description; and for verification searches displays the latest process history note.



Order Actions

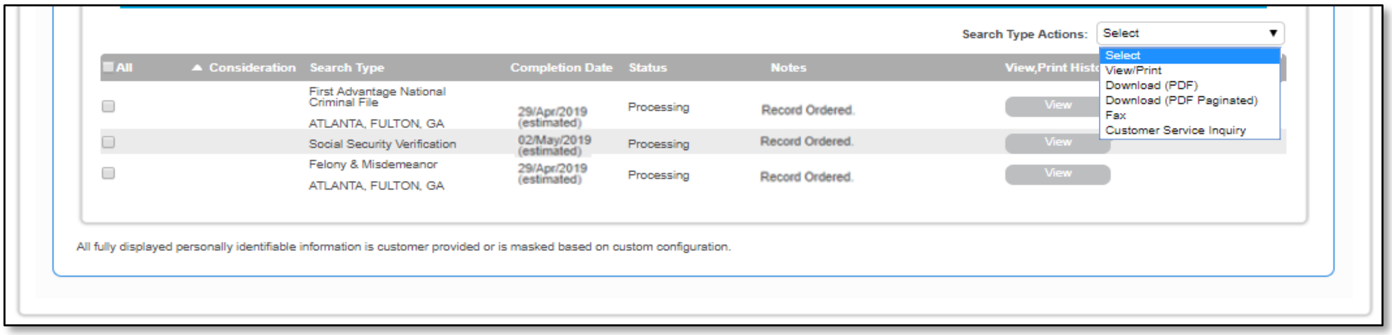
The following functions can be performed using **Order Actions** on the **Order Details** page:

- View/Print
- Download (PDF)
- Fax
- Add Search Type
- Customer Service Inquiry



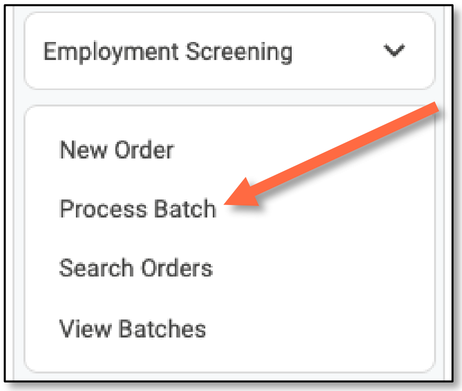
Element Actions

The functions displayed below can be performed on selected elements using the **Search Type Actions** on the **Order Details** page.

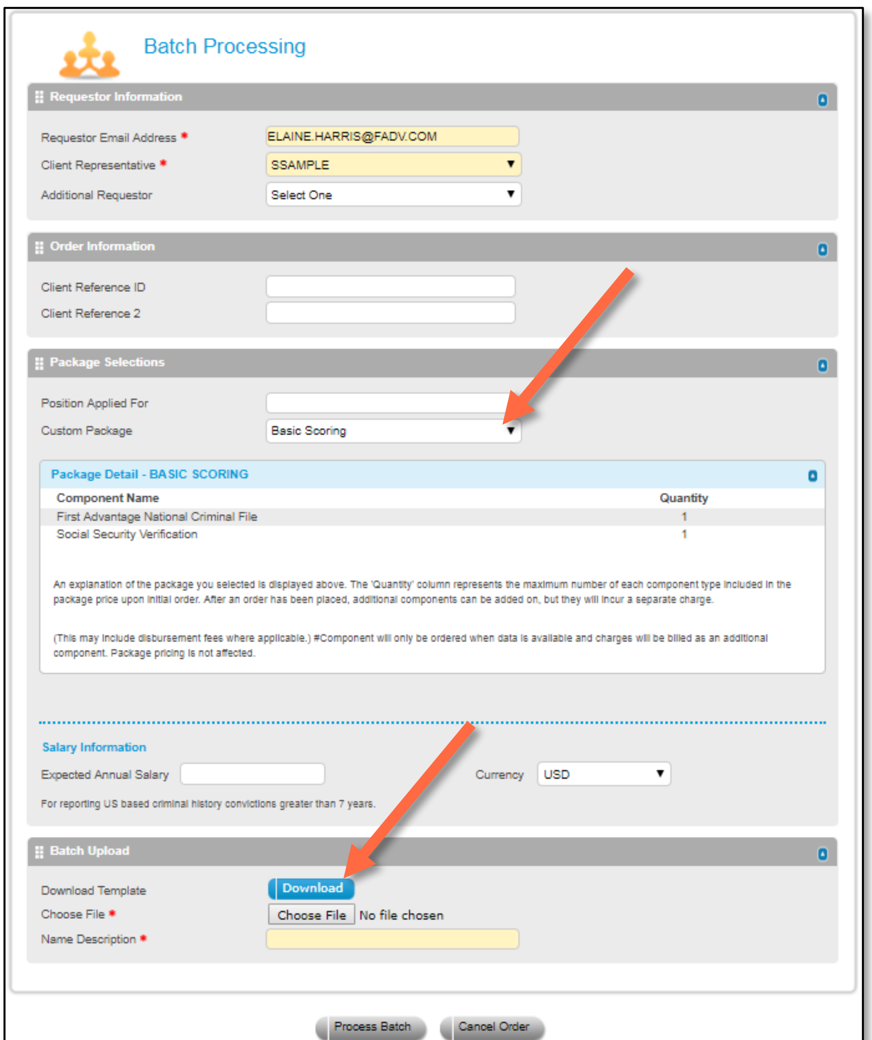


Process Batch

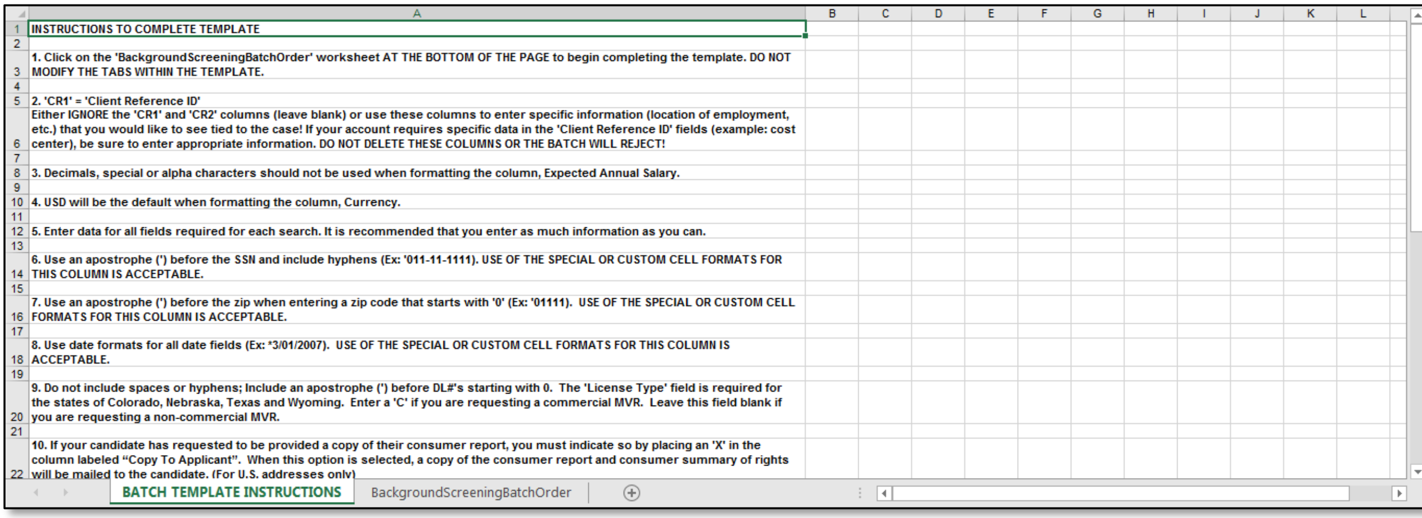
Process Batch provides users the ability to create orders in bulk. (Process batch is not available for all searches due to the complexity of some international searches.) Under **Employment Screening** on the navigation toolbar, click ***Process Batch.***



Select the ***Package*** for the batch order. ***Download the Template*** which is an excel spreadsheet to upload the data required to process the orders.



The first tab of the spreadsheet contains instructions to complete the template.



INSTRUCTIONS TO COMPLETE TEMPLATE

1. Click on the 'BackgroundScreeningBatchOrder' worksheet AT THE BOTTOM OF THE PAGE to begin completing the template. DO NOT MODIFY THE TABS WITHIN THE TEMPLATE.

2. 'CR1' = 'Client Reference ID'
Either IGNORE the 'CR1' and 'CR2' columns (leave blank) or use these columns to enter specific information (location of employment, etc.) that you would like to see tied to the case! If your account requires specific data in the 'Client Reference ID' fields (example: cost center), be sure to enter appropriate information. DO NOT DELETE THESE COLUMNS OR THE BATCH WILL REJECT!

3. Decimals, special or alpha characters should not be used when formatting the column, Expected Annual Salary.

4. USD will be the default when formatting the column, Currency.

5. Enter data for all fields required for each search. It is recommended that you enter as much information as you can.

6. Use an apostrophe (') before the SSN and include hyphens (Ex: '011-11-1111). USE OF THE SPECIAL OR CUSTOM CELL FORMATS FOR THIS COLUMN IS ACCEPTABLE.

7. Use an apostrophe (') before the zip when entering a zip code that starts with '0' (Ex: '01111). USE OF THE SPECIAL OR CUSTOM CELL FORMATS FOR THIS COLUMN IS ACCEPTABLE.

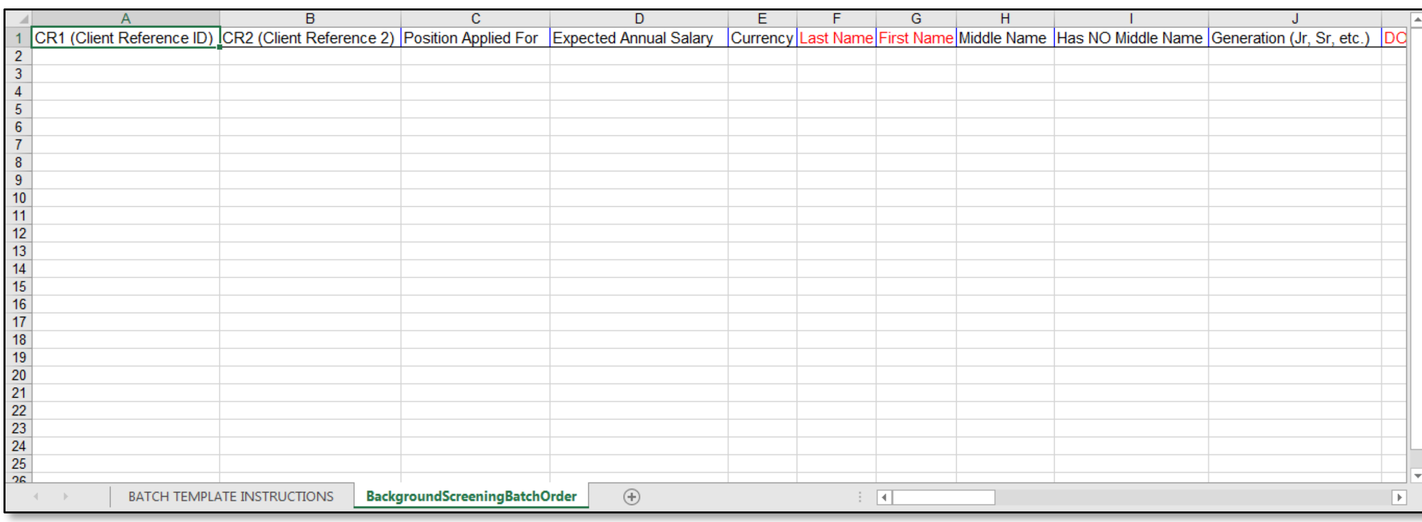
8. Use date formats for all date fields (Ex: *3/01/2007). USE OF THE SPECIAL OR CUSTOM CELL FORMATS FOR THIS COLUMN IS ACCEPTABLE.

9. Do not include spaces or hyphens; Include an apostrophe (') before DL#'s starting with 0. The 'License Type' field is required for the states of Colorado, Nebraska, Texas and Wyoming. Enter a 'C' if you are requesting a commercial MVR. Leave this field blank if you are requesting a non-commercial MVR.

10. If your candidate has requested to be provided a copy of their consumer report, you must indicate so by placing an 'X' in the column labeled "Copy To Applicant". When this option is selected, a copy of the consumer report and consumer summary of rights will be mailed to the candidate. (For U.S. addresses only)

BATCH TEMPLATE INSTRUCTIONS | BackgroundScreeningBatchOrder

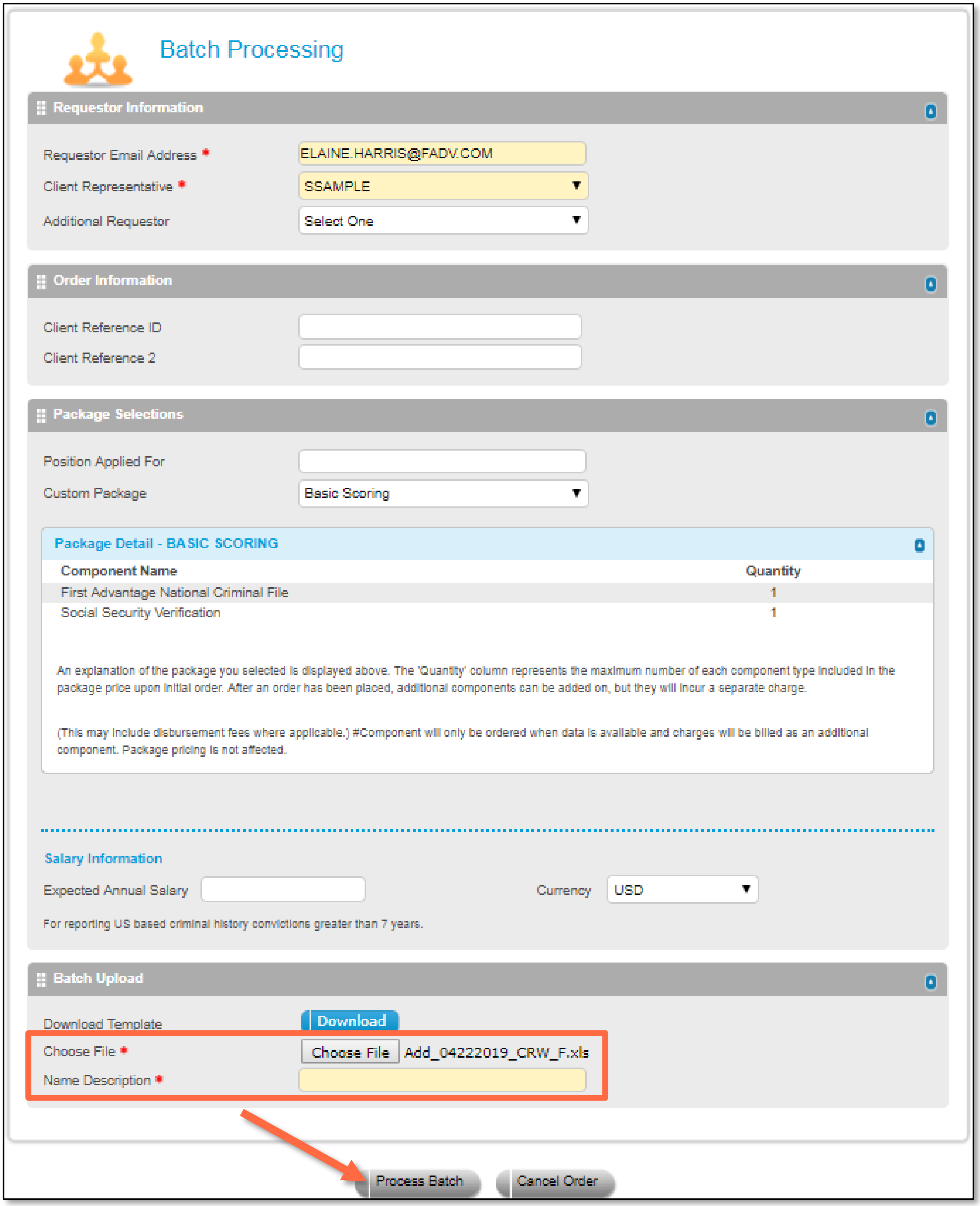
Click on the ***BackgroundScreeningBatchOrder*** tab to begin completing the template. Required columns are highlighted in red font. Enter the data and save the file to your computer. Close the file.



A	B	C	D	E	F	G	H	I	J	
CR1 (Client Reference ID)	CR2 (Client Reference 2)	Position Applied For	Expected Annual Salary	Currency	Last Name	First Name	Middle Name	Has NO Middle Name	Generation (Jr, Sr, etc.)	DO

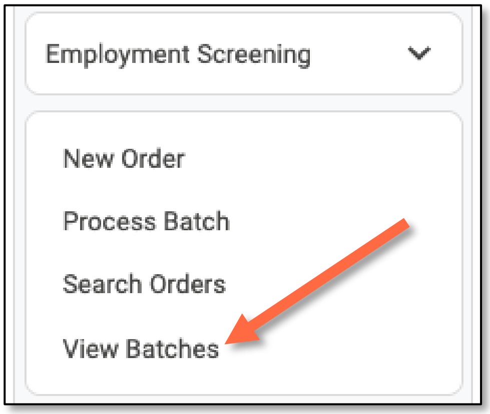
BATCH TEMPLATE INSTRUCTIONS | BackgroundScreeningBatchOrder

When the spreadsheet has been completed and saved. Select the **Custom Package** and click ***Choose File*** to navigate to your saved document. Once selected, enter the ***Name Description*** and click ***Process Batch***.



View Batches

To view batch upload history, select ***View Batches*** under **Employment Screening** on the navigation toolbar.



Results are pre-sorted in descending order by batch ID, the most recently submitted order appearing at the top of the list. Click on the column headers to sort the results displayed by that specific column.

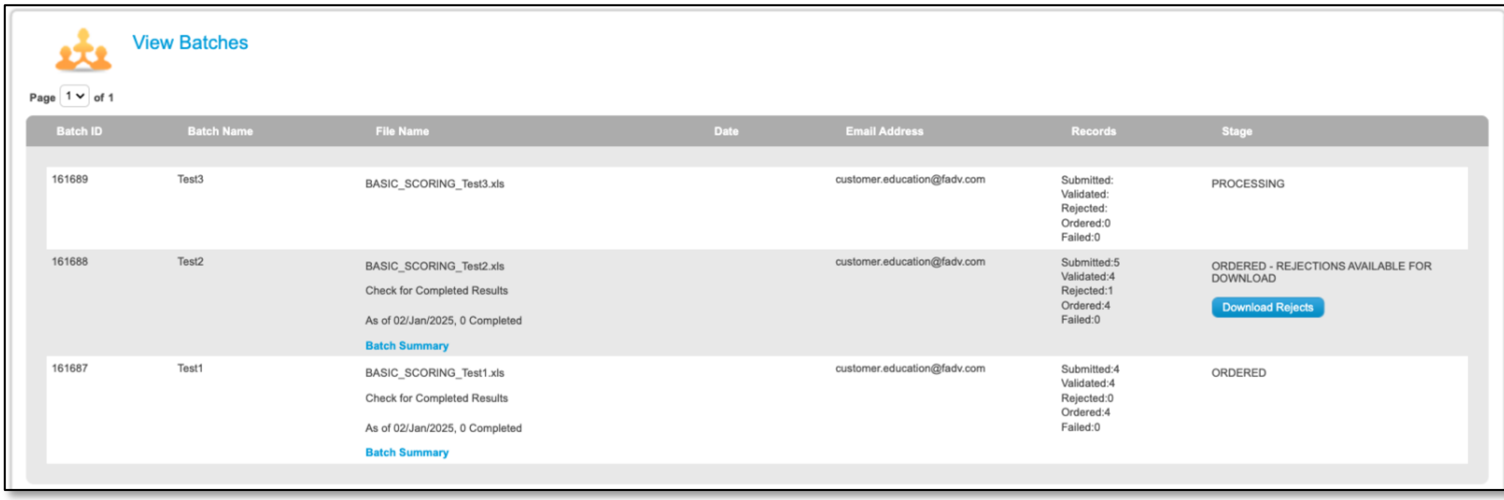
Confirm the status of the batch by referencing the **Stage** column. Statuses are:

- **Processing** – indicates the order validation is processing
- **Ordered** – Indicates that the orders were validates successfully with no rejections and the batch has been ordered.
- **Ordered – Rejections Available for Download** – Indicates some orders were validated successfully and were ordered; however, the initial order includes some orders that were rejected. If this status is displayed, a rejection file is available for download by clicking Download Rejects.
- **Cancelled** – Internal Application Errors. Contact Customer Support – indicates that the database may be down or the system may be experiencing server issues.
- **Rejected Due to Invalid Headers –** indicates that the entire batch file was rejected due to invalid formatting in one of the column headers. If this status is displayed, a rejection file is available for download by clicking Download Rejects.
- **Rejected Due to Unrecognized File Format** - indicates that the entire batch file was rejected because the file was not in an Excel spreadsheet format.
- **Rejected Due to Empty Data File –** indicates that the entire batch file was rejected as the file was identified as an empty data file.

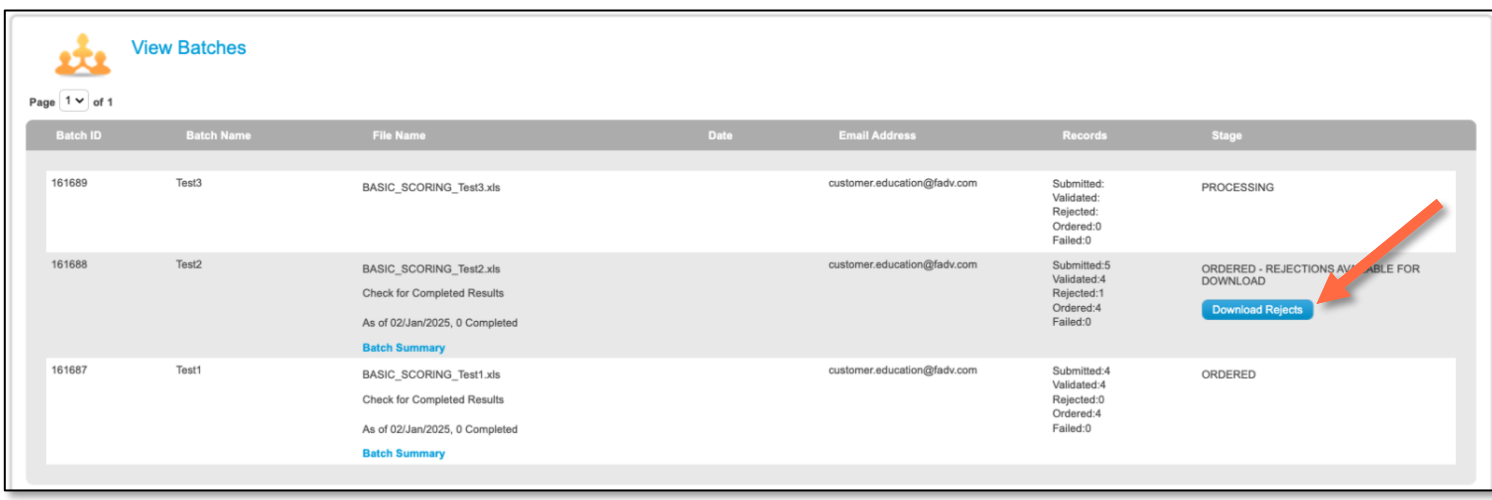
The **Records** column will indicate the status of the orders contained within your batch upload. A description of these statuses is as follows:

- **Submitted**: The total number of orders included in the initial batch upload
- **Validated**: The number of orders containing all required fields and are approved for processing.
- **Rejected**: The number of orders that contain missing or invalid data. Rejected orders will appear in the rejection file and must be corrected and resubmitted to be processed.
- **Ordered**: The number of orders that have passed validation and are successfully processing.

- **Failed**: The number of orders that failed out of the total number of orders submitted; typically caused by an internal application error. Failed orders are rare; however, they must be resubmitted in a new batch file.

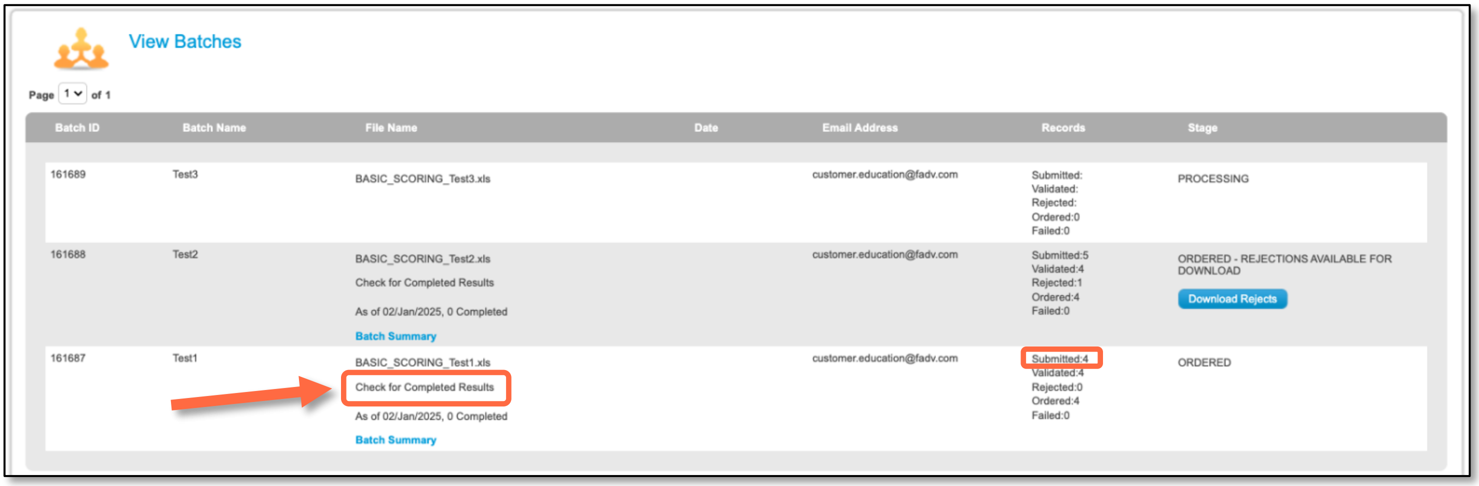


If the status is in a **Rejected** status in the **Records** column, an email is sent to the email address used to submit the batch. Additionally, rejections are available to download from the **Download Rejects** button.

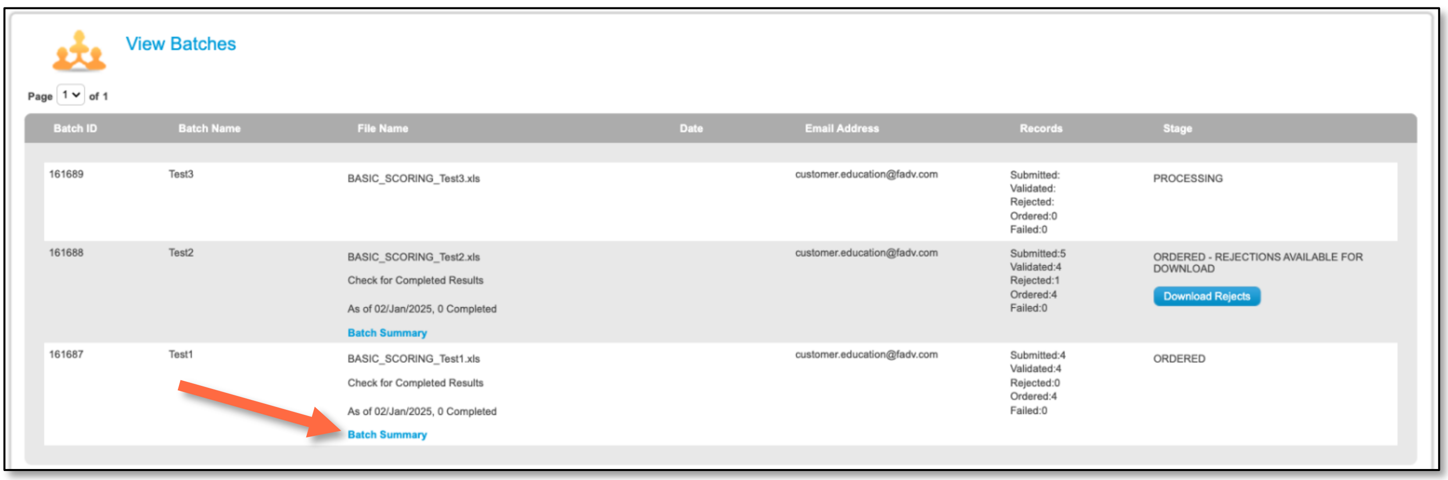


The First Column in the Reject spread sheet contains the errors/causes for rejection. To resubmit, make all indicated changes, DELETE the ERRORS column and resave and re-upload the file.

The ***Check for completed Results*** link will appear when orders reach an **Ordered** status. Clicking this link to determine the number of completed cases in the batch order. Click the ***Check for Completed Results*** link to populate the **“As of <Date>”** statement with the total number of cases in the batch order that have a **Completed** status.

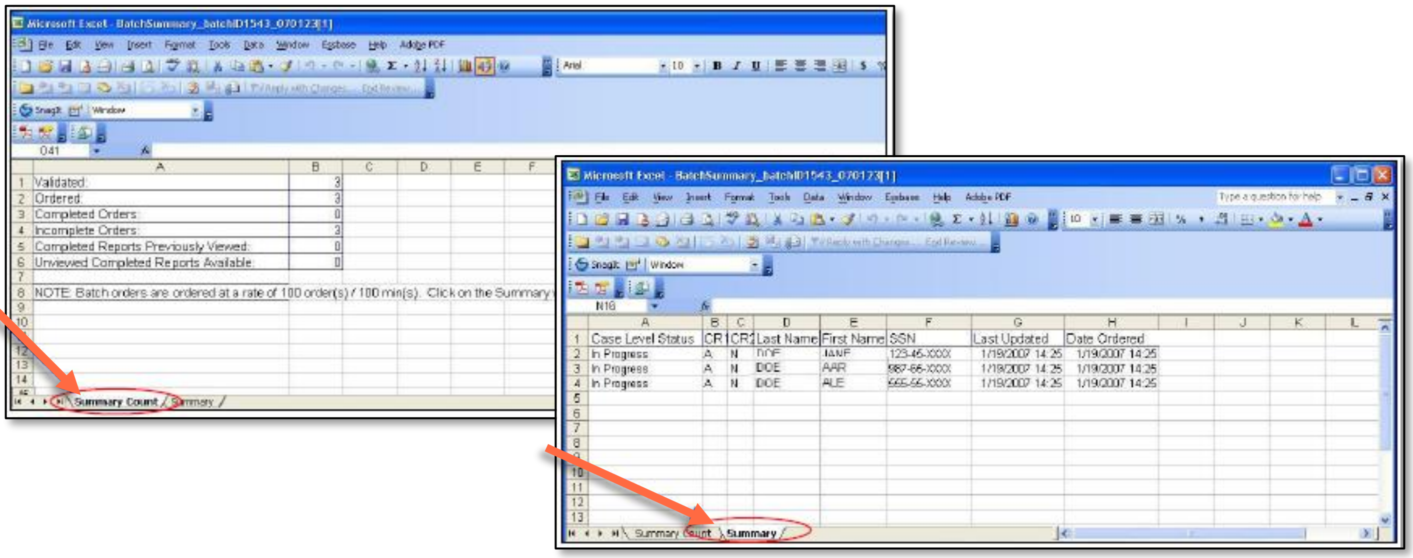


The ***Batch Summary*** link will provide you an overall status of each order that has been successfully placed. By clicking on the link you will be prompted to download a full summary of your batch into an Excel spreadsheet.



This spreadsheet will contain two worksheets:

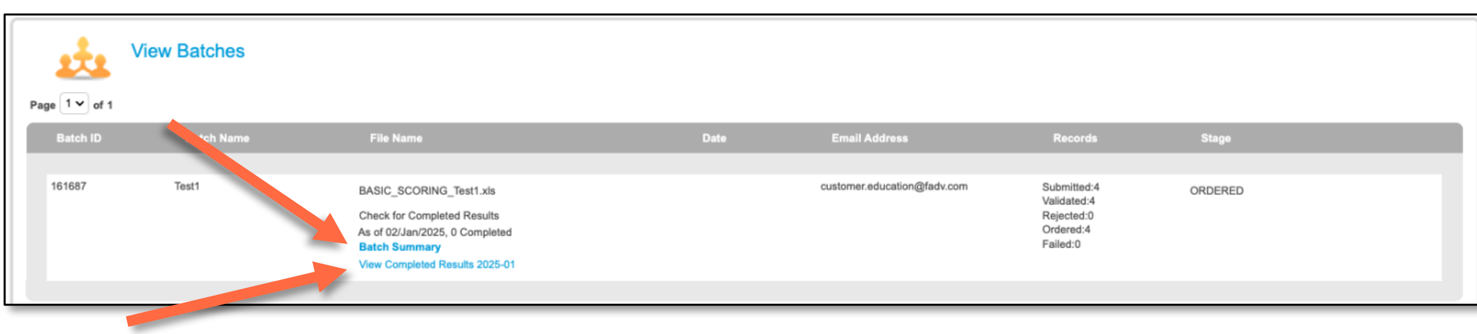
- **Summary Count –** provided the number of orders **Validated** and **Ordered**, in addition to the number of **Completed Orders, Incomplete Orders, Completed Reports Previously Viewed,** and **Unviewed Completed Reports Available** within the batch order.
- **Summary** of the orders – provides the overall **Case Level Status** of the order in addition to subject information included in the order



The **Generate Completed Results** link searches for all completed results within the batch order and creates an HTML file for each completed report result.

Click ***Generate Completed Results*** to generate report results for those orders in a completed status within your batch.

To create a file of the individual report results, you should click on the link for ***Generate Completed Results.*** A secondary link to ***View Completed Results*** will display, click on this second link and follow the screen prompts to open or save the zip file of the order results.



Administration

Overview

Not all Enterprise Advantage users will be designated as an Enterprise Advantage administrator; however, there are some Administration options that every Enterprise Advantage user will use routinely. For example, two administration functions that every Enterprise Advantage user can access include changing passwords and individual preferences.

On the Enterprise Advantage toolbar, use the **Administration** option to:

- Change your own system settings and preferences.
- Change another user's settings and preferences.
- Set default options for yourself, other users, and your company.
- Modify your company's information (e.g. billing and contact information).
- View managerial reports.
- Create user specific custom packages.

Note: Not all features are available to all users. For example, all users can change their own preferences; however, to grant security rights to other users, you must be a Company Administrator.

Administration Options

Read the table below to learn more about the Enterprise Advantage Administration Options.

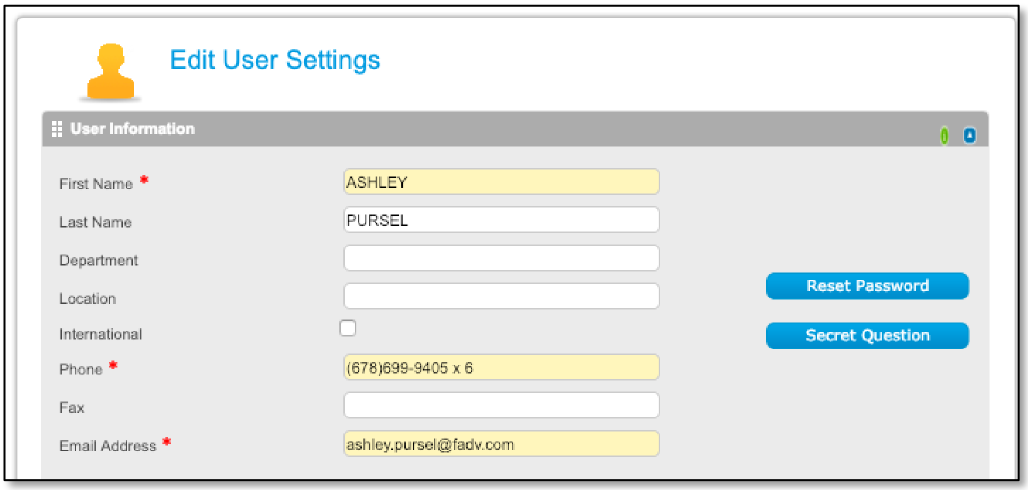
Toolbar Options	Description
User Settings	Use this Administration option to add or edit the details for Enterprise Advantage users, such as contact information, security rights, billing rights, email notification preferences, define and manage user defined fields and change password.
Company User List	Use this option to view the list of Enterprise Advantage users for your company and add or remove users from the account.
Company Settings	Use this option to view Enterprise Advantage company profile and edit your company settings for duplicate checking, credit reports, billing information and client reference ID.
Custom Package Maintenance	Use this option to create specific custom packages.
Company Documents	This option allows company administrators to manage company specific documents that are available to users from the navigation menu.

User Settings

Use **User Settings** to edit settings and preferences for the user currently logged into Enterprise Advantage. It is also used when an account administrator adds a new user to Enterprise Advantage to designate the settings and preferences for the new user.

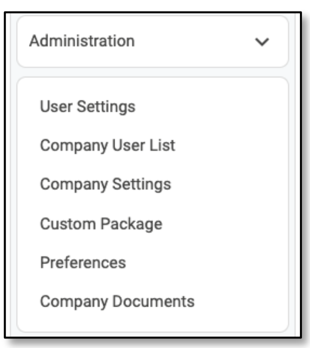
Enter the information in the following required fields:

- First Name
- Phone
- Email Address



Reset Password

To change Enterprise Advantage password, follow the steps below.

Step	Action
1	Under **Administration** on the navigation toolbar, select ***User Settings.***
2	Click ***Edit User Settings.*** 

3	Click **Reset Password** to designate a new password for yourself.
4	In the **New Password** field type your new password and confirm it by retyping it in the **Confirm Password** field.
5	Click **Save** to save the new password.

Change Your Secret Question

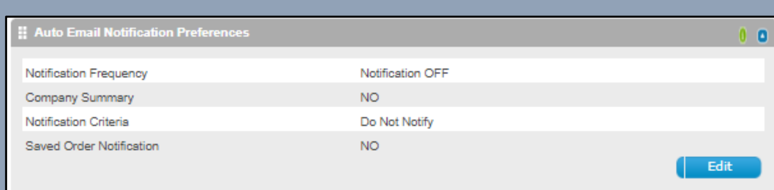
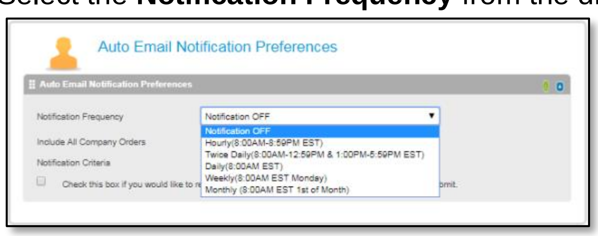
To change your Enterprise Advantage secret question, follow the steps below.

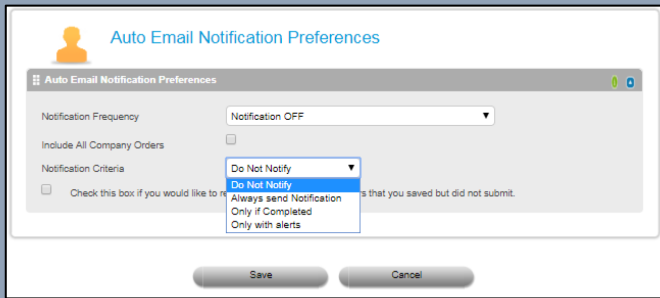
Step	Action
1	Under **Administration** on the navigation toolbar, select ***User Settings.***
2	Click ***Edit User Settings.***
3	Click **Secret Question**
4	In the **Question** drop down list, select the question you wish to use. In the **Answer** field, type the answer to the question. Confirm answer by retyping it in the **Confirm Answer** field.
5	Click **Save Changes** to save new secret question and answer.

Change Your E-mail Notification Preferences

Enterprise Advantage provides the option of choosing whether you want to be automatically notified by e-mail if an order status meets the criteria selected.

To change your Enterprise Advantage e-mail notification preferences, follow the steps in the table below.

Steps	Action
1	Under **Administration** on the navigation toolbar, select ***User Settings.***
2	Click ***Edit User Settings.***
3	In the **Auto Email Notification Preferences** section, click ***Edit***. 
4	Select the **Notification Frequency** from the drop down. 

<table>
<tr><td>5</td><td>Select the checkbox to Include All Company Orders, if desired. Select the Notification Criteria from the drop down and click Save.

</td></tr>
</table>

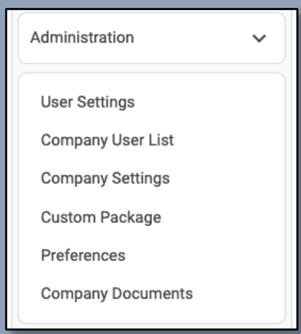
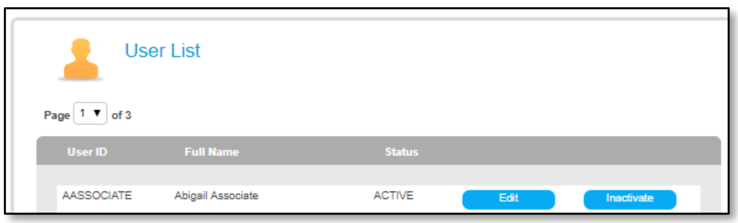
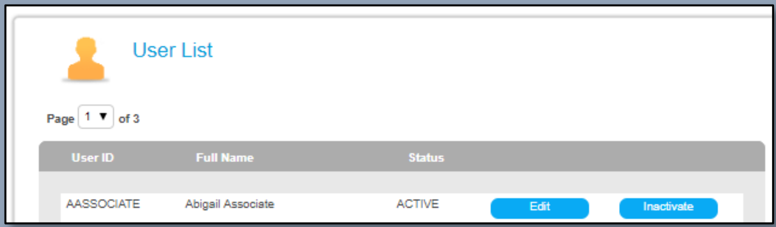
The table below describes each notification option available to you.

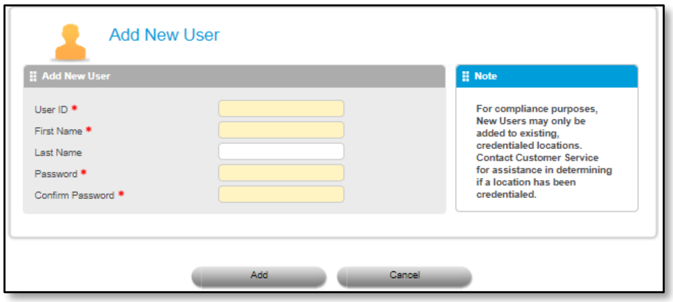
E-mail Notification Option	Description
Notification Frequency	Sets the frequency of e-mail notifications during the business day. Options include: • OFF (turns off e-mail notification) • Hourly (between 6:00 AM and 6:00 PM) • Twice daily (8:00 AM and 1:00 PM) • Daily (8:00 AM) • Weekly (6:00 PM on Friday) • Monthly (6:00 PM on the last day of each month) **Note**: All times are PST. For hourly, twice daily, and daily frequencies, the e-mail notifications are sent every business day, excluding standard holidays.
Include All Company Orders	When selected, summarizes the order status information for all company's orders.
Notification Criteria	Sets the criteria needed to send you an e-mail notification. These criteria include: • Do not notify (turns off e-mail notifications) • Always send notification (turns on 3-mail notifications) • Only if completed (sends e-mail notifications on only those unread orders that have a status of Completed) • Only with alerts (sends e-mail notifications on only those unread orders that have a status of Alert)
Save Order Notification	If checked users will receive a daily email notification summarizing any new orders created, saved and not submitted.

Company User List

The company administrator has access to the list of **Company Users** for their account**.** The administrator can Inactivate a user, edit a user's settings, or add a new user.

To edit the Company User List for your account, follow the steps in the table below.

Step	Action
1	On the Enterprise Advantage navigation toolbar, select **Administration** and click ***Company User List*** or click ***Access Company User List*** under **Administration Options** in **User Settings**. 
2	Click ***Inactivate*** to remove a user's access to Enterprise Advantage. 
3	Click ***Edit*** to make a change to a user's security rights. 

4	Click  at the bottom of the **User List**. Enter the new user's **User ID**, **Name**, and a temporary **Password**. Retype the **Password** to confirm it. Click ***Add***.  The User Information screen will open. Enter the ***Phone #, Email Address*** and select the appropriate ***security rights***. Click ***Save***.

Edit Company Settings

The Enterprise Advantage administrator for the account can change the company's preferences. The tables in this section describe how to set each company preference option.

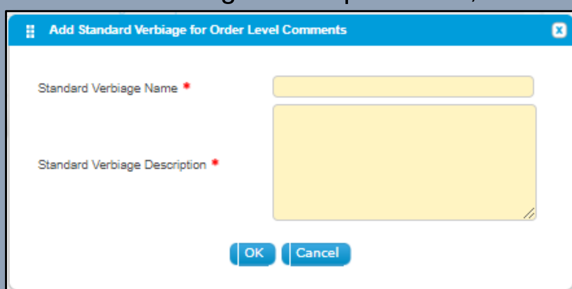
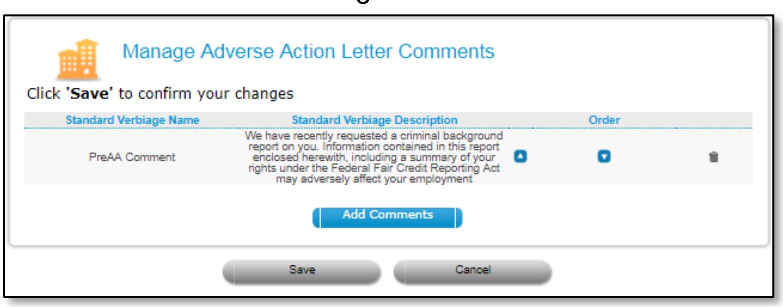
Edit General Information

To edit company's address, phone and fax number, follow the steps in the table below.

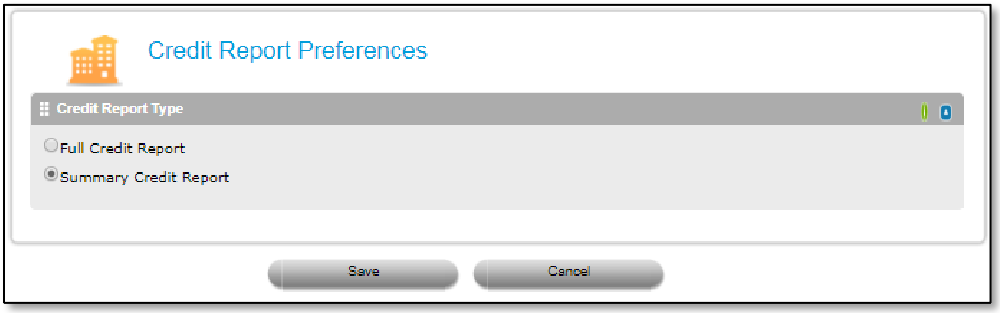
Step	Action
1	On the Enterprise Advantage navigation toolbar select **Administration**. Click ***Company Settings***, or click ***Edit Company Settings*** under **Administration Options**. Click 
2	Enter updates to the **Company Phone, Fax or Email Address** and click ***Save***. 

Manage Adverse Action Letter Comments

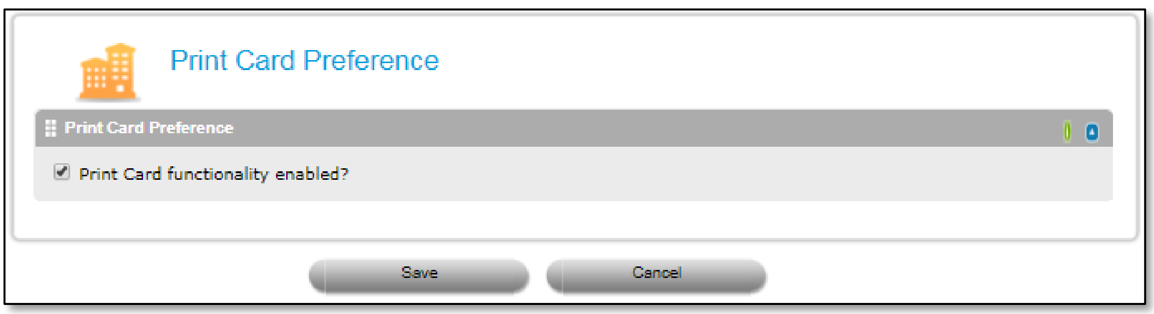
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>On the Enterprise Advantage navigation toolbar select Administration. Click Company Settings. Under Standard Verbiage For Order Level Comment, click Edit</td></tr>
<tr><td>2</td><td>In the Manage Adverse Action Letter Comments screen, click Add Comments.

</td></tr>
<tr><td>3</td><td>In the Add Standard Verbiage for Order Level Comments, enter a title for the comment. In the Standard Verbiage Description field, enter the text. Click OK.

</td></tr>
<tr><td>4</td><td>If desired, continue to add additional comments. Use the up and down arrows to organize the order the comments will appear in the drop down. Use the trash can to delete the comment. Click Save to confirm changes.

</td></tr>
</table>

Credit Report

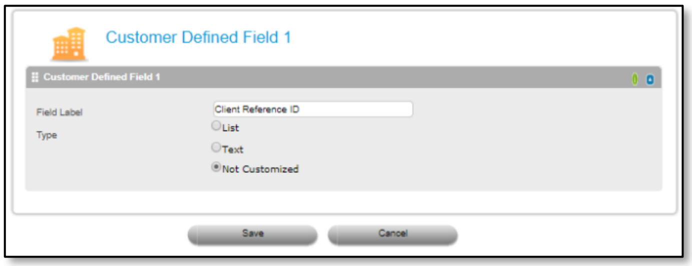
Step	Action
1	On the Enterprise Advantage navigation toolbar select **Administration**. Click ***Company Settings.*** Click ***Credit Report.***
2	Designate the type of credit report your program will receive within the consumer report by selecting the radio button. Click ***Save***. 

Print Card Setup

Step	Action
1	On the Enterprise Advantage navigation toolbar select **Administration**. Click ***Company Settings.*** Click ***Print Card Setup.***
2	Enabling this feature allows user to print a summary “print card” of the completed and “Eligible” results for the candidate. Click ***Save***.  Note: The **Print Card** feature can only be utilized with programs that using First Advantage Adjudication services.

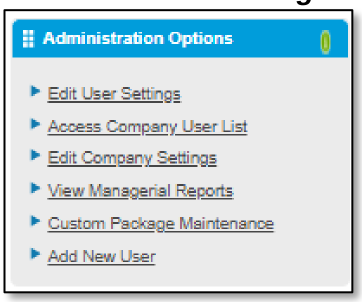
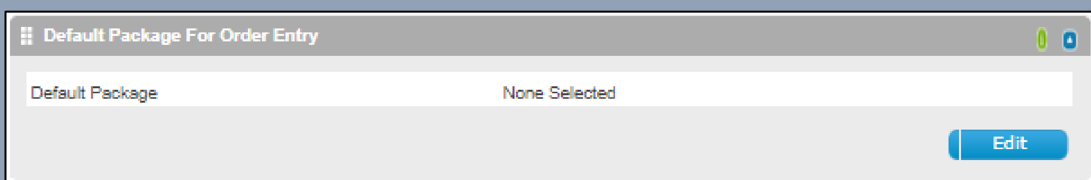
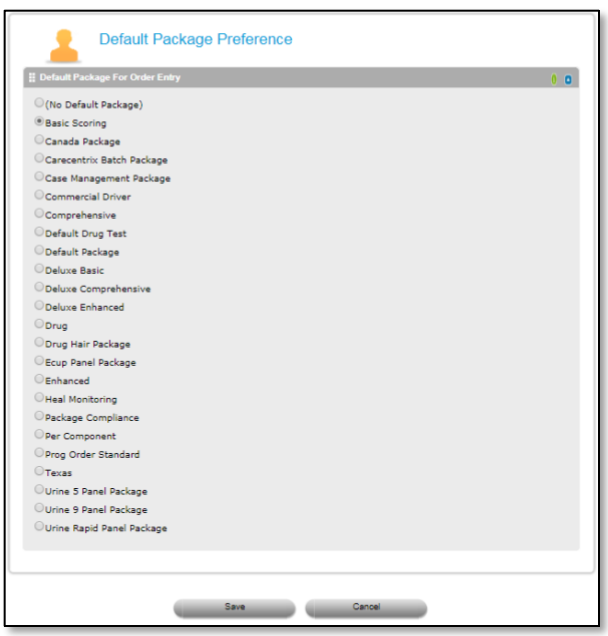
Customer Defined Field 1 and 2 Setup

With this feature, the administrator can set up and/or manage program specific fields. These fields can be made required and can include cost center codes, billing locations, region/district codes, et. That can be referenced in reporting and/or billing.

Step	Action
1	On the Enterprise Advantage navigation toolbar select **Administration**. Click ***Company Settings.*** Under **Customer Defined Field 1 or 2 Setup**, click Edit
2	In the **Customer Defined Field** screen, label the field and select the radio button to define the format of the field. Click ***Save***.  Note: The field format can be one of the following: • List – creates a drop down list where a list of values will be available for selections • Free form text – Requires an example of the pattern to display in the Customer Defined Field ‘Text’. Valid patterns include any combination of 9’s, A’s, N’s, ‘/’, ‘- ‘, or spaces. • Not Customized allows administrator to label the field, but not limit it to a specific format.

Change Order Entry Default Custom Package

To change order entry default custom package, follow the steps in the table below.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Under Administration on the navigation toolbar, select User Settings.</td></tr>
<tr><td>2</td><td>Click Edit User Settings.

</td></tr>
<tr><td>3</td><td>In the Default Package For Order Entry section, click Edit.

</td></tr>
<tr><td>4</td><td>Click the radio button for the package to designate as the default when order entry is performed. Click Save.


Note: These packages are customized for your company. To find out more information about these packages, see the designated Enterprise Advantage administrator for your organization or contact First Advantage.</td></tr>
</table>

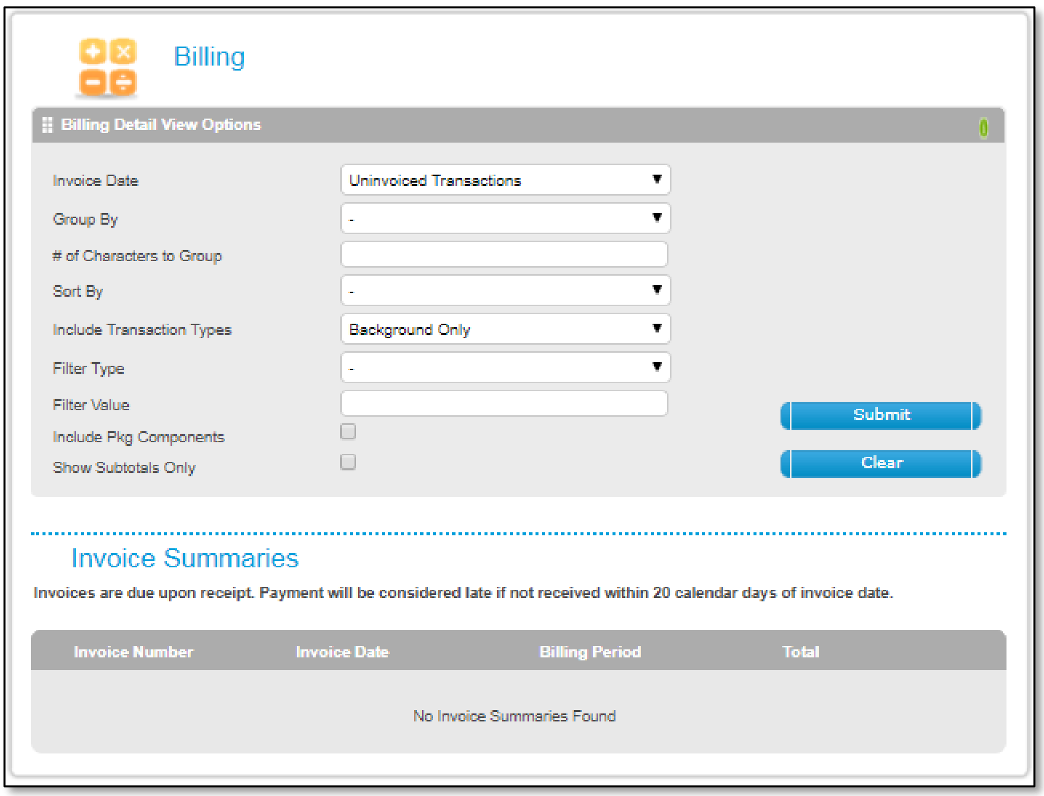
Billing Information

The **Billing Detail View Options** lets you set the criteria for your billing detail:

- You can select a specific invoice or view un-invoiced transactions.
- You can choose to group by requestor, reference # or subject. If grouping by Reference #, you may indicate the # of characters to group by, i.e. entering '4' in the # of Characters to Group, will group transactions by the first 4 characters of the Reference #. Leave blank to use the entire Reference #.
- You can also choose to sort the transactions, or if grouped, sort within the group.

Filter Options lets you filter for a specific requestor, reference #, or subject. Choose the Filter and enter the Filter Value to search for. To include package components in the detail view, check the ***Include Pkg Components*** box.

Note: Including package components, may cause a significant delay due to the increase in the number of items returned.



Billing Filtering Preferences

The Billing Detail View Options allow setting the criteria for billing detail, and the Filter/Presentation Options allow filtering for specific invoices.

Step	Action
1	Select a specific invoice from the **Invoice Date** drop down in the **Billing Detail View Options** to select the billing period to view.
2	Chose to group by Requestor, Reference Number, or Subject. Note: If grouping by Reference Number, indicate the number of characters to group by. For example, entering ‘4’ in the **Number of Characters to Group** field will group transactions by the first four characters of the Reference Number. The default settings (leaving the Reference Number blank) will use the entire Reference Number.
3	Use the **Group By** and **Sort By** drop down to set the criterial for how to view the billing detail. To view the current Un-invoiced transactions, leave the default settings and click ***OK***.

Filter/Presentation Options

To specify display preferences for your Billing Details and Invoices use the **Filter/Presentation Options**. Follow the steps below to indicate preferences.

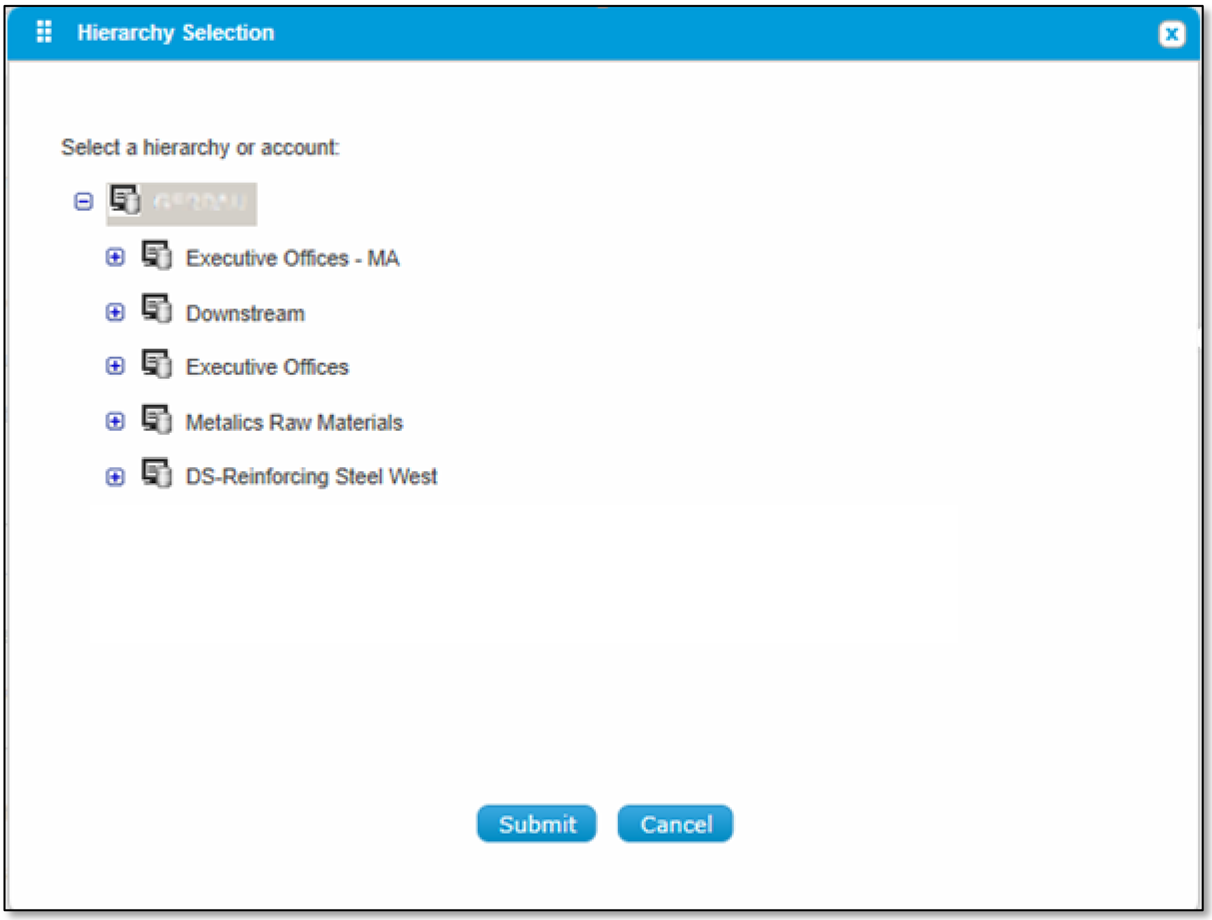
Step	Action
1	Use the **Filter Type** drop down to filter your billing invoices to include only Billing details of a specific **Requestor, Reference #,** or **Subject**.
2	**(Required)** Enter the **Filter Value** to search for based on the **Filter Type** selected.
3	**(Optional)** Check the **Include Pkg Components** option to include package components in the detail view. **Note**: Including package components may cause a significant delay due to the increase in the number of items returned.

Company Documents

This feature allows company administrators to manage company specific documents that are made available to users at any time when logged in to the Enterprise Advantage website.

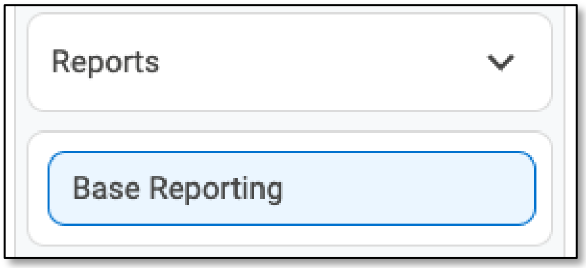
The **Hierarchy** window displays all accounts and/or groups that you have access to select. If available, you can click the **plus +** or **minus -** buttons to expand or collapse an account or group to display or hide the sub-accounts.

- Select the account or group and click ***Submit*** to update the dashboard with your selection.
- Upon selecting an account or group of accounts, will update and allow access to all orders submitted for your selection criteria.



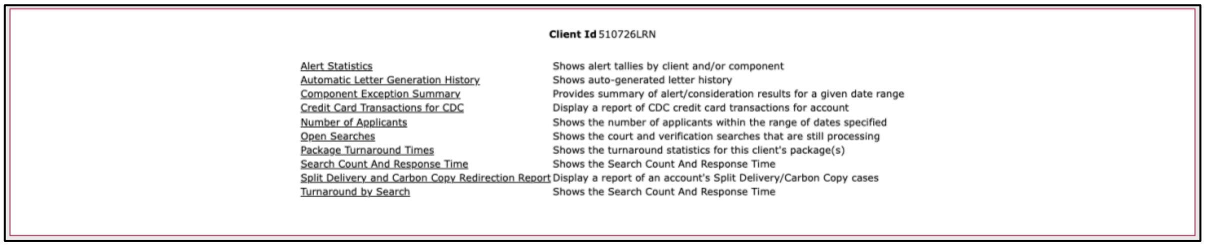
View Managerial Reports

The designated Enterprise Advantage administrator for the account can view and print managerial reports for the account by clicking ***Reports → Base Reporting*** on the navigation menu.



Viewing and Printing Managerial Reports

Follow the steps in the table below to view and print managerial reports for the account.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>On the Enterprise Advantage navigation menu, select Administration. Click Reports. Or click Managerial Reports under Administration Options.</td></tr>
<tr><td>2</td><td>Click the name of the report that to be viewed.

</td></tr>
<tr><td>3</td><td>The Specify Criteria page displays.</td></tr>
<tr><td>4</td><td>Select the criteria to filter the report. Click Print.</td></tr>
<tr><td>5</td><td>Print using your internet browser options.</td></tr>
</table>

Frequently Asked Questions

Order Entry

Q: Why do I need to input the Social Security number on the initial Order Entry page?

A: The Social Security Number field is the basis for your entire order for US candidates. Using this number, Enterprise Advantage develops a list of names and addresses reported and return them in a "grid" that can be used to make criminal search history requests. This grid allows you to see addresses and names that your candidate may not have provided. The grid will only appear if you have a Social Security verification and public records search included with your order.

Q: I need to run a package and include a search that is not part of that package. Can I select a package and an individual search at the same time?

A: Yes. Package selection and Individual Search Component selection can be done at the same time provided the search is listed in the individual search component list. You can also add additional searches to the package by clicking the **Add a search** button on the **Order Summary** page.

Q: Why are California current addresses mandatory fields?

A: Currently, California requires First Advantage Enterprise Advantage reports to include the candidate's current address at the top of the report. California state law requires that all candidates be given the opportunity to obtain a copy of their report from their employer, and as part of this law, the current address must be readily available on the report. While other states do not require the full current address, we do recommend including this during your order entry.

Q: Why did another name appear on the grid?

A: The name and location grid is developed from the candidate's Social Security number, but does not rely on the Social Security Administration's database. No non-governmental institutions have access to its database due to security precautions. Our grid search comes directly from the credit bureau's credit header information. Since this database is manually constructed, the occasional typographical error can cause additional names to appear. When using the grid, it is important to remember to only select those locations that are listed for the candidate (this includes maiden names or aliases), and not for any other name. For questions about a specific occurrence, please contact Customer Service.

Q: I made an error during my Order Entry, but I caught it before I submitted my search. How do I fix this before submitting my order request?

A: Continue with the Order Entry process until you reach the Order Summary page. This page allows you to review the contents of your order before you submit it for processing. For each section of your order, there will be a small **Edit** button in the grey section header. By clicking the button, you may safely return back to the section that you wish to correct or edit. The only item that cannot be changed during the Order entry process is the Social Security number. If you need to change this number, please call Customer Service within 24 hours of submitting or entering your order request. DO NOT use your Internet browser's **Back** button during the Order Entry process. Doing so will cause transmission errors during your order.

Order Viewing

Q: How long does a Background check take to complete?

A: Turnaround time is dependent upon the elements in the order and the requirements surrounding the check. For international candidates (excluding the US) the turnaround time is 7-10 days. For US candidates the turnaround time is based on what is in the order. The Social Security Verification is returned instantly, sometimes within seconds after ordering. Criminal backgrounds have different turnaround times. The majority of the County searches have a 3-5 day normal turnaround, there may be an additional 1-5 days if an on-site search has to be conducted. Some courts are faster than others and we are at the mercy of the court. Verification searches must be researched manually, and may take 24-72 hours to complete. Delays in verifications will be indicated in the Enterprise Advantage system. For specific turnaround times on your report, please contact Customer Service.

Q: Why does my SSNV report indicate there is no record when the candidate has what appears to be a valid card?

A: The SSN Verification search does not rely on the Social Security Administration's database. No non-governmental institutions have access to their database due to security precautions. Our SSN search comes directly from the credit bureau's credit header information. A **No Record Found** report might show if your candidate is fairly young or does not have any credit history yet. If you feel that your candidate is falsifying their SSN, you may contact the Social Security Administration directly and request to verify your subject's records. Although they will verify very limited information, it may help you with your hiring decision. The Social Security Administration's number is 1-800-772-1213.

Q: What exactly does it mean when we receive an alert (red consideration) notification on a Social Security Number Verification search?

A: The red flag on the SSN Verification is an indication of a name match error. For example, the name on the report that came back could be spelled differently than the name that was entered with your data. It is also possible that the SSN was entered incorrectly; therefore, the search could return another individual's information.

Q: What is the first step in the process of providing our data to First Advantage?

A: The first step is the “Data Profile” which is a prearranged conference call involving the necessary business and technical people from both your company and First Advantage. During this call, documentation specific to Enterprise Advantage will be reviewed in its entirety, providing all parties the opportunity to discuss the data requirements in detail, and to ask and answer any questions relative to the data contribution process.

Q: My order does not have a county search. How can I fix that?

A: You can still add on the missing component to your order. When you log in, click on **Order Viewing**, and pull up your existing order. Once the order is pulled up, click on the **Add a search** button on the bottom left hand side of the subject’s information. On the next screen, you have an option of going back to the Location Ordering Grid, or ordering the county search manually. Click on the link that would bring you back to the grid. Once you are on the grid, choose the county you would like to run the criminal search on and click **Continue**. You will then go back to the Summary screen where you can verify the searches you ordered. Click **Submit** to submit the search. You will get a message saying your order has been successfully submitted.

Q: Can I print more than one completed report instead of just one at a time?

A: Select the **Order Viewing** tab. Then, select the date range of reports that are being requested. Check the box indicating **Completed Orders Only,** then click **OK** or press **Enter**. The next screen will have a box next to each request and, by checking each box, the search will be printed when you select the print option at the bottom of this screen. There is also an option to select all reports for printing.

Billing

Q: Why can I only view my invoice detail online?

A: There are several reasons for exclusive website access to your invoice detail. For security purposes, First Advantage discourages sending detailed invoices through the mail, as they contain sensitive information about your applicants. Our website is a secure location and can only be accessed by approved associates. First Advantage also provides a variety of ways in which your invoice can be detailed. You may choose to sort alphabetically by candidate, by reference, by requestor, and other filtering options that can help you further break down your monthly total based on your company’s requirements.

Q: I notice additional fees listed in my billing detail. What are these?

A: Certain searches may incur additional fees based on costs of research. There are several counties that charge access fees for searching their files of court records. State Departments of Motor Vehicles may also charge DMV access fees. Should charges be levied during a verification for automated systems, record access, or phone number look-up, these may be passed along. These fees are not paid to First Advantage and instead are remitted to the organization or service that required the fee.

Administration

Q: How do I change my password?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Click on the **Change Password** button. Type in new password and confirm by typing it again (password must be at least six characters and must include at least one alpha character and one numeric character in the password). Click **Save Changes** before making any other changes to your account settings.

Q: I would like to receive e-mails letting me know when my reports are complete. How can I set this up?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Below the personal information fields is a section called "Auto E-mail Notification". Click the **Edit** button. You will first choose how frequently you would like to receive your e-mail notification (from once per hour to once per month), then the criteria we use when sending you e-mail. If you are already set up to receive e-mail notifications, and wish to change your settings or turn off the notifications, you may also do so.

Q: We get an e-mail message each day for unviewed orders. Is there a way to cancel this message?

A: Please follow the steps below to cancel Auto-E-mail notification:

- Log in and click on the **Administration** tab.
- Click on the **Edit My User Settings** link.
- Find the Auto E-mail Notification Preferences, and click on the **Edit** button.
- Choose "Notification Off" on the Notification Frequency and "Do Not Notify" on the Notification Criteria.
- When finished, click **OK**.