

## **Enterprise Advantage**

**Case Status Process** 

## Introduction

This Job Aid will help you how to navigate the case status features and functionality including quick visibility to check the progress of the order, delays, and the expected time of completion.

**Step One:** Login to Enterprise Advantage and click "**Search Orders**" under Employment Screening on navigation menu.

							Lugu
ount # : 990030AAU User	ID: DIVINI01						Instruction
	0	🗄 Alerts & No	otifications				
		First Advanta	age Account Change			A	
Home		22/Mar/2018					
		Courts in Mu	Itiple States Closed D	ue to Inclement Wea	ther		
Direct Advantage		21/1/10/2010	<b>/</b>				
		21/Mar/22	Courts Closed Today	/			
Employment Screening		L minda i e e	Change and Taking				
		/Mar/2018	Louris Closed Today				
<ul> <li>New Order</li> </ul>						*	
Process Batch		II Direct Advanta	9P				
Search Orders		Annual Contract	100000.000				
View Batches		Receiter	(AID	•			
			Last 7 Dava				
Administration			Update				
		Profile Status		Counts	Order Status	Counts	
Help		AI		<u>10</u>	Completed	0	
		Completed		4	In Progress	4	
		Not Started		0			
Reports		(Deleted)		0			
		Barris and a		0			

Step Two: Enter the Candidate's Name, SSN, Order ID, Status, etc., then click "Search".

a : 990000AAU User ID: DIVINID1					O Instructions T		
0	Search Onlers		II Notice				R
0							
Home	Search	Orders	Your search results have	exceeded the maximu	im count of 500 rows. The f	irst 500 rows are displayed	ı. I
		Cidera	Please narrow your sear	ch criteria.			
Direct Advantage	1				ОК		
Employment Screening					_		
New Order	# Search Subject			1 0			
Process Batch	Entline						
Search Ordens	Middle Monte						
<ul> <li>View Batches</li> </ul>	Last Name			_			
Employment Eligibility	Government ID		SSN				
	Order ID	122965606					
Administration							
Help	Additional Search Criteria			9.0			
	From		DD/MHM/11111	-			
Reports	То		DD/MMM/1111				
	Select Account		0 💟				
Need Help? Live Chat >	Requestor	Select One	•				
	Limit To	📃 Batch	Progressive My Reports	Delayed			
		🗌 On Hold	In Progress Completed				
	Status	Select One	•				
	Store	Select One	•				
	Considerations	Select One					
	Peckage Name	Select One	•				
	Search Type	Select One					
	Position		*				
	Menaged Status	Select One	•				
	Customer Defined Field 1						

Locate the order using the Search options. Note that you can also search by date range (the default range is 30 days). If your search criteria yields more than 500 rows of results a notice will display telling you to narrow your search criteria.

For best results, it is recommended to search with specific information (Candidate's Name, SSN, Order ID, etc.).





The percentage complete is

**Step Three:** When the order is located, you'll see the basic details. The Order ID, status of the order, the type of report (Background / Drug Screen), and the date the order was submitted and last updated. To view additional information such as estimated date of completion, Click the "**Subject Name**" to access the Order Details.

										Logout
ount # : 042443 User ID: 0099	1								🚯 In	structions
	0	Search Orders Search	th Results 🛛							
Home		Sear	ch Results							
Employment Screening										
		Page 1 V of 1						Actions	Select	
New Order     Search Orders		All Subject	Government ID	Order ID Report Status	Report Type	Requestor	Date Ordered	Last Updated	Last Viewed	Status Notes
Compliance Management		TEST, TEST	XXX-XX-1234	In Progress	Background Screen	XCHANGE	28/Mar/2018	28/Mar/2018		
Administration										
	-	Page 1 V of 1						Actions	Select	
Help		*Derogatory Results	**Additional Review R	lequired						
		All fully displayed personally	identifiable informatio	n is customer provided or	is masked based on	custom configuration	settings.			

**Step Four:** When accessing the order, you will see the status of the order, the progress towards completion of that order, as well as progress for all orders for that Candidate.

Itome     Direct Advantage	Search Orders       Search Results       TEST, TEST       Image: Complete (i.e. 2)         TEST, TEST       Elements in progress, 2       elements complete = 50%)
Employment Screening	Overall Progress 33%
New Order     Process Batch	Type: Background Screen Created: 30/Mar/2018 Est. Completion: 09/Apr/2018 Status: In Progress
Search Orders     View Batches	General Information     Additional Information
Administration	- Report Progress
🗧 Help	0%
Reports	
Need Help? Live Chat >	Report Type: Background Streen Report ETA: 09/Apr/2018 Report Status In Progress Status Notes:





**Step Five:** When viewing the details of the order, you'll also be able to see the estimated date of completion (ETA) for the order.

Gove	T, TEST nment ID: XXX-XX-XXXX sborah.francis@fadv.com		Est. Completion: 09/Apr/2018	
Type: Back	ground Screen Created: 30/Mar/2018	Est. Completion: 09/Apr/	2018 Status; <b>In Progress</b>	Move your mouse cursor over the Report ETA to see the estimated date of
Report Progr	ess			and when it was updated.
0%	33%		100%	
0%	33%		100%	In this example, the estimated date of comple
0% Report Report Type: Report Status:	33% Background Streen In Progress	Report ETA: 09/Apr/2018 Status Notes:	100%           # History           DATE         ETA           26/Mar/2018         30/Mar/2018           26/Mar/2018         09/Apr/2018	In this example, the estimated date of comple for this order is April 9 <sup>th</sup> . T ETA was updated to April
0% Report Report Type: Report Status: Order Details	33% Background Screen In Progress	Report ETA: 09/Apr/2018 Status Notes:	100%           # History           DATE         ETA           26/Mar/2018         30/Mar/2018           26/Mar/2018         09/Apr/2018           vctions:         Select         V	In this example, the estimated date of comple for this order is April 9 <sup>th</sup> . T ETA was updated to April on March 26 <sup>th</sup> .

**Step Six:** To see the status and ETA for each search on the order, scroll down and hover your mouse cursor over the *Completion Date* for each search.

All	Consideration	Search Type	Completion Date	Status	Notes		View,Print History
_	Croop	Felony Including Misdemeanor	21(Mor/2019	Complete			View
	Gleen	VIRGINIA BEACH, VIRGINIA BEACH CITY, VA	51/Wal/2016	Complete			
		Former Employment - TALON SECURITY SERVICES	09/Apr/2018	Processing	Verification Ready For	Request Received and/or Processing.	View
		CHESAPEAKE, VA			-	-	
		Former Employment - RENT A CENTER	. History				
_		CHESAPEAKE, VA					
		Felony Including Misdemeanor	DATE	ETA		Notes	and and/or Dead
		PEN ARGYL, NORTHAMPTON, PA	31/Mar/2018	09/Ap	r/2018	Processing.	eceived and/or Read





	▲ Consideration	Search Type		Completion Date	Status	Notes	Click any of the orders access the order details
	Green	Felony Including Misdemeanor /IRGINIA BEACH, /IRGINIA BEACH (	CITY, VA	31/Mar/2018	Complete		for that order.
	F S	Former Employmen TALON SECURITY SERVICES CHESAPEAKE, VA	t -	09/Apr/2018	Processing	Verification Request Receive Ready For Processing.	d and/or View
0%	Type: Backgrour	nd Screen	Created:	28/Mar/2018	Est. (	Completion: 04/Apr/2018	Status: In Progress
C <sub>6</sub>	Type: Drug Scree	en	Created:	28/Mar/2018	Est. (	Completion: Unknown	Status: Order Created
#							

After clicking on one of the other orders, the Order Details for that case will display enabling you to view the estimated date of completion for the case as well as the ETA for each search within that order.

New Order     Search Orders     Gongelance Management     Administration     Help     Reports	Overall Progress 47% Type: Background Screen Created: 28/Ma	r/2018 Est. Completion: 09/Apr/2018 Status: In Progn r/2018 Est. Completion: 04/Apr/2018 Status: In Progn		The candidate level Est Completion takes all orders for the candidat
Administration     Help     Reports	Type: Background Screen Created: 28Mas	r/2018 Est. Completion: 04/Apr/2018 Status: In Progr	:55	orders for the candidat
The second se	Report Prograss			just the one that is currently "open"/bein
Need Help? Live Chat>	0% 0% comer Employment -		ETA 15/Apr/2018 16/Apr/2018	viewed in detail.
	Report Type: Background Screen Report Status: In Progress	Report ETA: 044/pr/2016 Status Notes:	dy For	In this example, the Report ETA was originally April 5th, and
	Package COMPORENT SELECTION Account 900 (HAAU Requestor DEBORAH FRANCIS (FRANCIDL) Outcomer Defined NONE	If Hatory           DATE         ETA         Notes           29/Nar/2018         05/Apr/2018         Processing.           29/Nar/2018         06/Apr/2018         Verification Request Re Processing.	ceived and/or Ready For ceived and/or Ready For	was changed to April 6th.

\*Some views may be restricted depending on your level of access, please contact your company admin for questions on user permissions granted.



First Advantage