

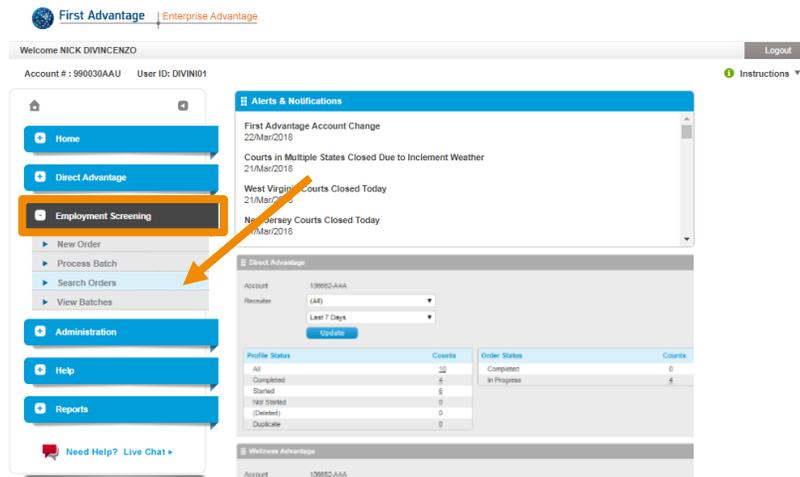
Enterprise Advantage

Case Status Process

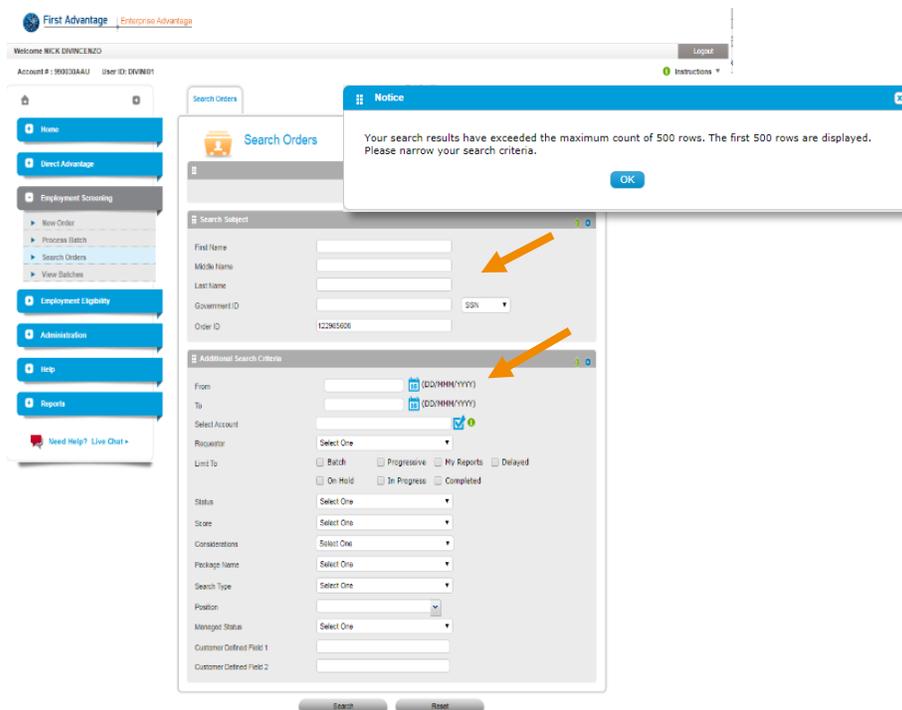
Introduction

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.



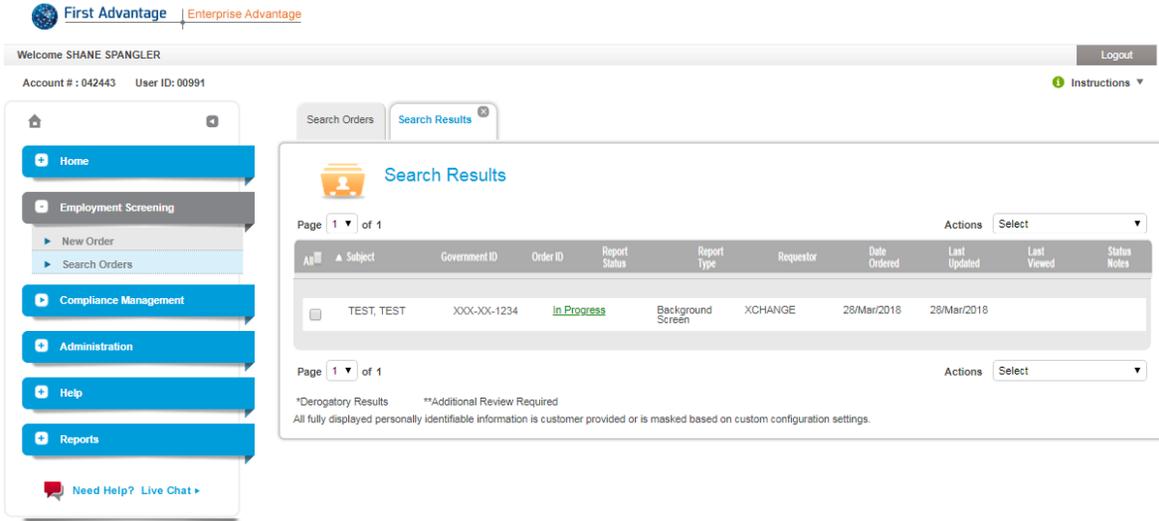
Step Two: Enter the Candidate’s Name, SSN, Order ID, Status, etc., then click “**Search**”.



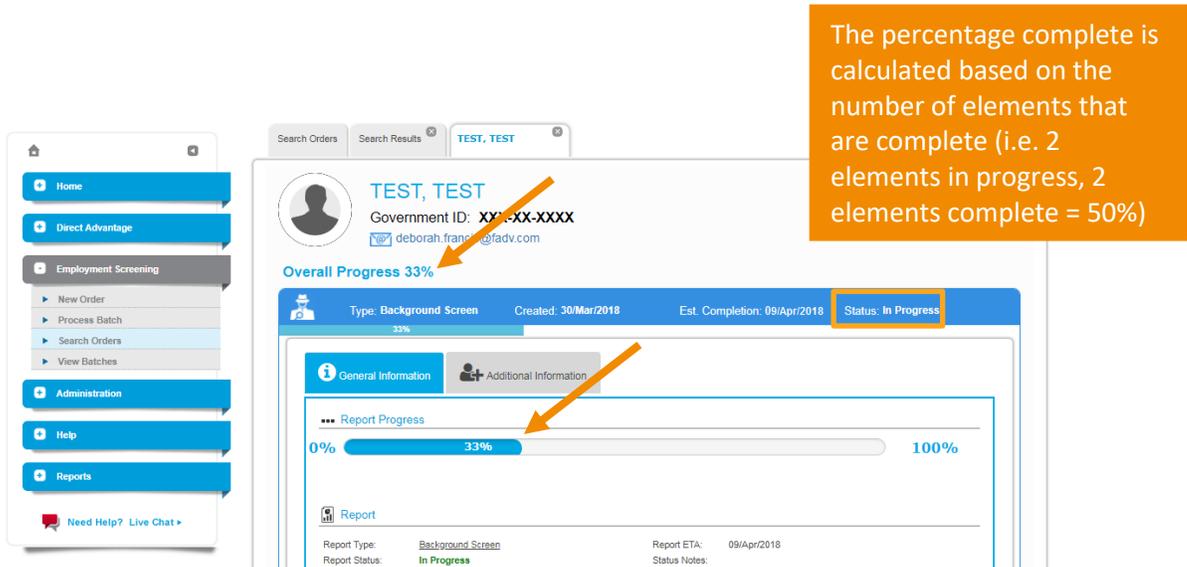
Locate the order using the Search options. Note that you can also search by date range (the default range is 30 days). If your search criteria yields more than 500 rows of results a notice will display telling you to narrow your search criteria.

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

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.



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.



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.

Search Orders Search Results TEST, TEST

TEST, TEST
Government ID: XXX-XX-XXXX
deborah.francis@adv.com

Overall Progress 33%

Type: Background Screen Created: 30/Mar/2018 Est. Completion: 09/Apr/2018 Status: In Progress

33%

General Information Additional Information

Report Progress

0% 33% 100%

Report

Report Type: Background Screen Report ETA: 09/Apr/2018
Report Status: In Progress Status Notes:

Order Details Order Actions: Select

Package	COMPONENT SELECTION	Order ID:	68120576
Account	990184AAU	Date Ordered	26/Mar/2018(more...)
Requestor	DEBORAH FRANCIS (FRANCIDL)	Order Documents	
Customer Defined Field 1	NONE	Customer Defined Field 2	

History

DATE	ETA
26/Mar/2018	30/Mar/2018
26/Mar/2018	09/Apr/2018

Move your mouse cursor over the Report ETA to see if the estimated date of completion has been revised, and when it was updated.

In this example, the estimated date of completion for this order is April 9th. The ETA was updated to April 9th on March 26th.

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.

Search Type Actions: Select

All	Consideration	Search Type	Completion Date	Status	Notes	View, Print History
<input type="checkbox"/>	Green	Felony Including Misdemeanor VIRGINIA BEACH, VIRGINIA BEACH CITY, VA	31/Mar/2018	Complete		View
<input type="checkbox"/>		Former Employment - TALON SECURITY SERVICES CHESAPEAKE, VA	09/Apr/2018	Processing	Verification Request Received and/or Ready For Processing.	View
<input type="checkbox"/>		Former Employment - RENT A CENTER CHESAPEAKE, VA				
<input type="checkbox"/>		Felony Including Misdemeanor PEN ARGYL NORTHAMPTON, PA				

History

DATE	ETA	Notes
31/Mar/2018	09/Apr/2018	Verification Request Received and/or Ready For Processing.



Step Seven: To confirm if there are any other orders in progress for that Candidate, scroll down to the bottom of the page to see the Completion Date or the ETA for each order.

Consideration	Search Type	Completion Date	Status	Notes
<input type="checkbox"/>	Felony Including Misdemeanor	31/Mar/2018	Complete	
<input type="checkbox"/>	VIRGINIA BEACH, VIRGINIA BEACH CITY, VA Former Employment - TALON SECURITY SERVICES CHESAPEAKE, VA	09/Apr/2018	Processing	Verification Request Received and/or Ready For Processing.

Type	Created	Est. Completion	Status
Type: Background Screen	Created: 28/Mar/2018	Est. Completion: 04/Apr/2018	Status: In Progress
Type: Drug Screen	Created: 28/Mar/2018	Est. Completion: Unknown	Status: Order Created
Type: Background Screen	Created: 28/Mar/2018	Completed: 28/Mar/2018	Status: Eligible

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.

TEST, TEST
Government ID: XXX-XX-XXXX
deborah.francis@fadv.com

Overall Progress 47%

Type	Created	Est. Completion	Status
Type: Background Screen	Created: 28/Mar/2018	Est. Completion: 09/Apr/2018	Status: In Progress
Type: Background Screen	Created: 28/Mar/2018	Est. Completion: 04/Apr/2018	Status: In Progress

DATE	ETA	Notes
29/Mar/2018	05/Apr/2018	Verification Request Received and/or Ready For Processing.
29/Mar/2018	06/Apr/2018	Verification Request Received and/or Ready For Processing.

DATE	ETA	Notes
29/Mar/2018	05/Apr/2018	Verification Request Received and/or Ready For Processing.
29/Mar/2018	06/Apr/2018	Verification Request Received and/or Ready For Processing.

The candidate level Est. Completion takes all orders for the candidate into consideration, not just the one that is currently "open"/being viewed in detail.

In this example, the Report ETA was originally April 5th, and 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.