

# **BACKGROUND CHECKS**

### REFERENCE GUIDE (STERLING INFOSYSTEMS)

V.2 - October 4, 2016





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### + RUNNING BACKGROUND CHECKS

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### **NEED ADDITIONAL SUPPORT?**

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## **Configuring Sterling Background Checks**

- Sterling background checks can be configured to provide differing levels of access, based on your needs. In order to configure background checks, you must have Primary Administrator user privileges or higher.
- To begin, access the Company Settings page by going to the top, right corner of your screen and selecting Settings>Company Name.
- Once on the **Company Settings** page, scroll to the bottom and select **background checks** under **Features & Add-ons**.

| You are viewing your Company S<br>Here, you can 'set' anything that has to do with y  | Cettings<br>your company account.   | Need Help? Take a look at our<br>Knowledge Basel  |
|---|---|---|
| King Street Market<br>Dur simple, step-by-step workflows will help yn<br>Company  | and Bistro Settings   | View 2015 Spring Release Features   |
| General Settings<br>teview and manage company level information.<br>Address. Tax (D). Industry Codes, etc.)                                 | Branding<br>Customize the pages to match your branding.   | Jobs<br>Provide job descriptions for applicants, and manage<br>which lobs are available at each location. |
| Location Hierarchy<br>Organize your locations into a hierarchy that you can use<br>for reporting and filtering.                             | Pay Rates<br>Pay Rates and Pay Ranges provide wage guidelines and<br>rules for rate changes.  | Departments<br>Organize jobs into departments and areas for your<br>business.                             |
| ocations<br>Idd information about each of your business locations.  | User Roles<br>View user roles and customize a role with rights to<br>perform specific tasks.  | Team Members<br>Add your people, give them rights to perform tasks, ar<br>assign them to locations.       |
| Employee Levels<br>udd and Manage your ratings that will later be assigned<br>o your employees.   | Job Categories<br>Add groupings to your jobs that your applicants can view<br>and understand.   | Message Templates<br>Manage company message templates.  |
| Vobile App<br>control what team members can view and edit within<br>he mobile app.  |   |   |
| HIRE  |   |   |
| Availabilities<br>ipecify time periods that applicants can indicate they are<br>wallable to work.   | Application Questions<br>Customize information to collect on a job application.   | Applicant Sourcing<br>Create and review the source of job applicants.                                     |
| Applicant Removal<br>implify and automate the removal of applicants and<br>andidates during the application reviewing and hiring<br>rocess. | Job Boards<br>Manage job postings for free and premium job boards.  | New Hire Data<br>Manage your company's new hire data collection.  |
| Disposition Status<br>danage a list of reasons to be used when an applicant or<br>andidate has been removed from the pool.                  |   |   |
| LEARN   |   |   |
| Manage Courses<br>iet up individual courses that help train your employees.   | Tests<br>Manage tests to use with course education and training.  | Manage Categories<br>Add and edit categories to organize your training.                                   |
| SCHEDULE  |   |   |
| chedule Start Day<br>Aanage the schedule start day for your organization.   | Tasks<br>Manage the tasks that are available to add to shifts.  | Blackout Dates<br>Manage dates that are unavailable for employees to<br>request time off.                 |
| Target Labor<br>Asnage the target labor frequency and thresholds for<br>our organization.   | Thresholds<br>Manage hourly thresholds that you want to monitor<br>employees for.   | Time Off Requests<br>Manage company rules for requesting time off.  |
| eatures & Add-ons   |   |   |
| Tax Credit Processing<br>Anaage information needed to determine new hire tax<br>redit eligibility.  | Assessments<br>Add assessments to determine applicants' qualifications<br>for specific jobs.  | Background Checks<br>Enable background checks for each job.   |
| Onboarding<br>Aanage tasks that must be completed to onboard Team<br>Members to your organization.  | I-9 Documentation<br>Manage settings for the Form I-9, acceptable identity and<br>employment documents, as well as any other associated |   |

The Global Settings page determines which background check packages are available to run and how much access is available to the Business Unit Administrator and Custom Store Manager. The Custom Store Manager's right to run background checks is turned on through Settings > Company Settings > User Roles.

| Global Settings<br>Packages  |
|--|
| Select the packages you would like to use for all locations O Packages User Settings   |
| Business Unit Admins are allowed to RUN background checks     Business Unit Admins are allowed to REVIEW THE REPORTS returned for background checks     Human Resources Admins are allowed to REVIEW THE REPORTS returned for background checks     Allow the Admin to hire candidates before the results of the background check are returned     Check for duplicate SSNs across all locations     Notifications |
| In addition to the person who initiated the background check, notify the following roles when the background check is<br>complete (proceed//discontinue).  |
| Business Unit Admins Custom Store Managers   |
| Human Resources Admins Financial Admins  |
| Business Admins Primary Admins   |
| Recruiter Admins   |
| Minors   |
|  |
| Renire Settings  |
| Require background checks for Rehires  |

| Roles                   | Access to Applicants/Candidates   |
|-------------------------|---|
| Financial Admin         | Access Background Checks  |
| Primary Admin           | Note: Permissions will be equivalent to a Business Unit Admin.                        |
| Business Admin          | Add/Remove Position   |
| Payroll Admin           | Add Location  |
| PEOPLElytics Admin      | Mise Condidate  |
| Human Resources Manager |   |
| Business Unit Admin     | Access to Team Members  |
| Custom Store Manager    | Access to reall members   |
| Learn Admin             | Access Background Checks  |
| Schedule Admin          | Note: Permissions will be equivalent to a Business Unit Admin.                        |
| Recruiter Admin         | Complete Onboarding<br>Note: Permissions will be equivalent to a Business Unit Admin. |
|                         | Add/Remove Position   |
|                         | Add Location  |



### + PACKAGES

| Select the package              | es you would like to use for all locations  |                                      |
|---------------------------------|---|--------------------------------------|
| Packages                        | Ĭ   |                                      |
| User Setting                    | s   |                                      |
| Business U                      | Select Packages ×   | 1                                    |
| Business Ur                     | All Selected (0)  | ackground checks                     |
| 🞺 Human Res                     | Saarch  | or background checks                 |
| 🗸 Allow the A                   | Displaying 43 of 43   | neck are returned                    |
| Check for d                     | Drug Screening  |                                      |
| Votificatior                    | Motor Vehicle Report Basic Criminal Check (Social Security Trace/Address Verification, 7 Year Unlimited County  |                                      |
| n addition to the               | Criminal History Search)  | g roles when the background check is |
| complete (procee<br>Business Ur | MVR(see results), then Standard Background Check<br>(Motor Vehicle Report run first, then Social Security Trace/Address<br>Verification, Multi-jurisdictional Search, ArrestDirect, 7 Year Unlimited<br>County Criminal History Search, OFAC) | Managers                             |
| Human Res                       | AR/0/ Ak Paradanik Bestemmend Pheatronikk Para  | ns                                   |
| Business Ac                     | Cancel  | IS                                   |
| Recruiter Ad                    | Imins   |                                      |
| Minors                          |   |                                      |
|                                 |   |                                      |
| Run backgro                     | ound checks on minors   |                                      |
| Rehire Setti                    | ngs   |                                      |

- From the Packages drop list, select which background check packages are available in your business. You will have the option of limiting what specific checks can be run by job in a separate setting.
- There are 43+ package variations to choose from and, depending upon your agreement with Sterling, you can pick the correct ones for your business.
- Individually selected background checks will run as independent orders. If you typically run several types of background checks, then you may want to use a package that contains your most frequently ordered types.
- Packages that run background checks in a specific order, as noted with the phrase (see results) in the title, run the DMV before running the additional background checks. If the DMV results come back as "Proceed" the additional checks will automatically run. If they come back needing review, you will have to initiate the additional background check(s) in order for them to run.
- Packages that have more than one type of background check listed, will have the components of the package run in parallel, but different types of background checks will vary on the time they take to run.



### + USER SETTINGS

| User Settings   |
|---|
| Business Unit Admins are allowed to RUN background checks   |
| Imagers can manually enter background check data  |
| (If this box is not checked, the manager would only be able to request data from the candidate or employee) |
| Business Unit Admins are allowed to REVIEW THE REPORTS returned for background checks                       |
| Iuman Resources Admins are allowed to REVIEW THE REPORTS returned for background checks                     |
| $\checkmark$ Allow the Admin to hire candidates before the results of the background check are returned     |
| Check for duplicate SSNs across all locations   |
| Enter the Email Address(es) where duplicate SSN notification should be sent *                               |
| hr@kingstreetmarket.com Add Another   |

- Business Unit Admins' and HR Admins' access is determined under Settings>Company Settings> User Settings. When access is turned on, Custom Store Managers' access will follow the BUAs' settings.
- Select if Business Unit Admins are allowed to **run** background checks. If so, determine if they can enter data such as SSN and DOB on behalf of the candidate or employee. If not selected, they will only be able to electronically request the data.
- If BUAs cannot review reports, they will still see if the 
   background check provided a proceed/discontinue result, but will not be able to see the details in the background check report as to why.

- HR Admins can always run background checks and see if they were passed. However, there is a user right available to determine if HR Admins can view the report details.
- Select if you want to allow managers to proceed with hiring candidates before results are returned. If selected, the Business Unit Admin will be allowed to hire the candidate and start Onboarding before receiving results.
- Finally, select if you want to the system to check
  before an order is sent, whether a background check
  already exists with the same SSN across all locations.
  If what may be a duplicate background check for the
  same SSN is found, you can decide who the
  notification email should be sent to so that a decision
  can be made whether to send the order or cancel it.
  You will want this to be an email of a person that has
  high-level administrator rights, since they will need to
  login to access the records and make a decision on



### + NOTIFICATIONS, MINORS, AND REHIRE SETTINGS

| Notifications  |  |
|--|--|
| In addition to the person who initiated the background complete (proceed/discontinue). | check, notify the following roles when the background check is |
| Isusiness Unit Admins  | Custom Store Managers  |
| Iuman Resources Admins   | Financial Admins   |
| Business Admins  | Primary Admins   |
| Recruiter Admins   |  |
| Minors   |  |
| Run background checks on minors  |  |
| Rehire Settings  |  |
| Require background checks for Rehires  |  |

- Select who should be notified when background checks are complete. Users, such as HR Administrators, Business Unit Administrators and Custom Store Managers who are restricted to specific locations, will only receive notifications for their location(s).
- Select if background checks can be run on minors. When selected, and a minor is hired, a consent form requiring parent/guardian signature will be emailed to the candidate. The manager must upload the signed consent form before the background check can be performed.
- Select if background checks should be run when rehiring employees, so that an updated background check is available.



### + TURNING BACKGROUND CHECKS ON FOR JOBS

Once Global Settings are configured, in order for Business Unit Administrators and Custom Store Managers to run background checks for specific jobs they must be turned on. Follow the steps below to allow these users to run background checks for specific jobs.

| Backgroun<br>Here you have the option<br>on a job title below. Back | n to enable or disable a kground checks will be | a background check for each job that has been created. To add a background check to a job, click given to your applicants based on the jobs they select when applying. |
|---|---|--|
| Jobs  |   | View/Edit Background Check Status  |
|   | <b>N</b>  | Back of House Manager  |
| Name  | - Status =                                      | Background Check On  |
| Back of House Manager   | On  | Background Check On - Limited  |
| Bartender   | Off   | Background Check Off   |
| Busser  | Off   |  |
| Dishwasher  | Off   | Cancel   |
| Expo  | Off   |  |
| Front of House Manager  | Off   |  |
| General Manager   | Off   |  |
| Head Chef   | Off   |  |
| Host/Hostess  | Off   |  |
| Lead Server   | Off   |  |
|   | Previous 1 2 Next                               |  |

- Begin by selecting the job from the list on the left or by using the search option to search for the job you would like to activate background checks for.
- Once you select the job, select one of the three following options and click Save:
  - Background Check On indicates that all packages selected for your business under Global Settings will be offered when Business Unit Administrators and, if applicable, Custom Store Managers run background check(s) for the position.
  - Background Check On Limited presents the packages selected under Global Settings allowing you to further limit the packages offered for this position when Business Unit Administrators and Custom Store Managers run background checks. HR and higher level admins will continue to be able to run any package selected for your business. This is normally set if you have many background packages to choose from and want to ensure the right package is selected for certain positions.
  - Background Check Off turns off background checks for the selected position. Business Unit Administrators and Custom Store Managers are not presented the option to run background checks and applicants are not asked to consent to background checks if they apply to this job. However, HR Admins and higher are still able to run background checks for candidates and employees assigned to the position if necessary. In this case, the system will prompt the admin to send a consent request to the candidate before the background check is made available to run.



### **Running Background Checks**

Running a background check is handled under the Background Check tab for both the candidate and employee. When you hire a candidate into a position that requires a background check, you will be prompted to run the background check. Depending on how your Global Settings are configured, you may or may not be able to continue with the hire while waiting on the results. Likewise, if you transfer an existing employee into a job that requires a background check they did not previously complete, you will also be prompted to complete the background check.

#### + RUNNING BACKGROUND CHECKS

• For a new hire, access the **Background Checks** tab under the **Candidate** record and select the package you would like to run from the drop list. For an existing employee, access the BG Check tab under their employee record. The list presented to Business Unit Administrators and Custom Store Managers is determined by what was selected for the assigned job title. See page 8 for more information.

| WorkSpaces 👻 🕕 Notifications *                  | Messages *   | Need Help 👻                                 | 🔅 Settings 👻                     | 😪 English 🝷     | 🕩 Logout  |
|---|--|---|----------------------------------|-----------------|-----------|
| LINC STA  |  | Smiley Guy says:<br>Need Help? Tal<br>Basel | ke a look at our <mark>Kn</mark> | owledge         |           |
| 🕂 Home 🔔 Hire 🛤 Le                              | arn 📾 Schedule   |   |                                  |                 | Y         |
| ashboard Applicants Scott Finley                | 1 New  |   |                                  |                 |           |
| Scott Finley                                    | 😫 Tracking 🐧 Applications 🕱 Assessments 🧏 References 🖪 Note 📿 Background   | d Checks                                    | cuments                          |                 | 1011      |
| scott@finley.com<br>(678) 345-0987 (c)          | Download Disclosures Consent Document   Download Authorization Consent Boos<br>Last Consented: 10/03/2016  | ment  |                                  | Or              | ations -  |
| At a glance                                     | Run New Background Check View Previous Background Check  |   |                                  |                 |           |
| (A G B)<br>Last Applied 10/3/2016               | Select a background check package  |   |                                  |                 | 1         |
| ied to Requisition                              | No Background Check Package Selected   |   |                                  |                 | •         |
| No assessment available for this                | No Background Check Package Selected   |   |                                  |                 |           |
| applicant                                       | Motor Vehicle Report   |   |                                  |                 |           |
|   | Basic Criminal Check   |   |                                  |                 |           |
| Requisitions                                    | (Social Security Trace/Address Verification, 7 Year Unlimited County Criminal History Search   | i)  |                                  |                 |           |
| Add/Remove Open Requisitions                    | MVR(see results), then Standard Background Check<br>(Motor Vehicle Report run first, then Social Security Trace/Address Verification, Multi-jurisc | lictional Search, A                         | rrestDirect, 7 Year              | Unlimited Coun  | ity       |
|   | Criminal History Search, OFAC) Basic Criminal Check with MVR and Drug  |   |                                  |                 |           |
|   |  |   |                                  |                 |           |
|   |  |   |                                  |                 |           |
|   |  |   |                                  |                 |           |
|   |  |   |                                  |                 |           |
| opyright © 2012-2016 PeopleMatter All Rights Re | eserved. 02  |   | Need                             | Heln? Visit Our | Hein Desk |

• If you try to hire the candidate or add a position to an employee that requires a background check, prior to running it, you will be presented a reminder and will need to click the button to go to the Background Checks to create the order.





Once you select the background check package you would like ordered, you are presented with the fields that must be completed to run the background check. Required fields are marked with an asterisk. If user rights allow, you need to enter any missing information and click Run.

• If the Business Unit Admin or Custom Store Manager are **not** allowed to enter personal information for the candidate, as determined under Global Settings, then they must request the additional information from the candidate/employee at either the top or bottom of the page.

| R Tracking Applications Assessme                               | nts 🖈 References 🗊 Notes 🗹 Background Checks 🗋 Documents |           |
|--|--|-----------|
| Download Disclosures Consent Doo<br>Last Consented: 10/03/2016 | ument   Download Authorization Consent Document          | Options * |
| Run New Background Check View Pre                              | vlous Background Check                                   |           |
| Select a background check package                              |  |           |
| MVR(see results), then Standard Backgroun                      | nd Check   | •         |
| Run MVR(see results), ther                                     | Standard Background Cheek                                |           |
| If you are missing additional information for                  | this person you may request additional information       |           |
| User Information   |  |           |
| First Name *   |  |           |
| Kevin  |  |           |
| Middle Name  |  |           |
| Last Name *  |  |           |
| Andrews  |  |           |
| Social Security Number *                                       |  |           |
| Driver's License Number *                                      | Driver's License State *                                 |           |
|  |  |           |
| Gender<br>Unknown +  |  |           |
| Present Address 1 *  |  |           |
| 8009 Pine Hurst Avenue   |  |           |
| Present Address 2  |  |           |
| Present Address City *   |  |           |
| Roswell  |  |           |
| Present Address State *  | Present Address Zipcode *                                |           |
| GA.  | - 30075  |           |
| Phone *  |  |           |
| (678) 873-0918   |  |           |
| Email *  |  |           |
| kevin.andrews@mail.com   |  |           |
| If an an an inclusion of distances in the second second        |  |           |
| If you are missing additional information for                  | this person you may request additional information       |           |
| Cancel   |  | Run       |



• Once the request for information is sent out the screen is locked down until the information is received. However, you can choose to cancel the request or resend the request.



• While the background check is running a note will display on the screen indicating it is being processed. This indicates Sterling has received the order and is performing the background check.

😫 Tracking 🛝 Applications 😩 Assessments 🗶 References 🗊 Notes 🕑 Background Checks 🗋 Documents



- The initiator of the background check will receive notification once it is complete as well as any users whose roles are selected under Global Settings.
  - The email will state the status of the background check (Proceed, Needs Review, or Discontinue) but will not include details of the background check.
  - User who have rights to view the details of the background check can do so under the Background Check tab in the employee or candidate record.

### + DUPLICATE SOCIAL SECURITY NUMBER

To ensure a background check is not run on the same person multiple times (e.g. if it was previously run on the candidate or employee at another location) we offer the option to check for duplicate social security numbers. As a reminder, this feature is turned on under Global Settings.

| User Settings |  |   |            |  |
|---------------|--|---|------------|--|
| V Bu          | siness Unit Admins are allowed to        | RUN background checks                                       |            |  |
| - V           | Managers can manually enter b            | ackground check data  |            |  |
|               | (If this box is not checked, the manager | would only be able to request data from the candidate or em | nployee)   |  |
| V Bu          | isiness Unit Admins are allowed to       | REVIEW THE REPORTS returned for background c                | hecks      |  |
| V Hu          | Iman Resources Admins are allowe         | ed to REVIEW THE REPORTS returned for backgrou              | und checks |  |
| V All         | ow the Admin to hire candidates b        | before the results of the background check are ret          | urned      |  |
| 🗸 Ch          | eck for duplicate SSNs across all lo     | cations   |            |  |
|               | Enter the Email Address(es) whe          | re duplicate SSN notification should be sent $st$           |            |  |
|               | hr@kingstreetmarket.com                  | Add Another   |            |  |

| 😥 Tracking 🎙 Applications 🙎 Assessments 🗶 References 🖪 Notes 🗹 Background Checks 🗋 Documents                                  |  |
|---|--|
| Download Disclosures Consent Document   Download Authorization Consent Document<br>Last Consented: 10/04/2016                 | Options -  |
| Run New Background Check         View Previous Background Check   |  |
| Select a background check package   |  |
| No Background Check Package Selected  | *  |
| Duplicate Record Found:<br>A duplicate record for this person has been found. A background check may not be run at this time. | Take Action te Background Check Do NOT Run Check |

When this setting is on, and a
duplicate SSN is found within any
location, a warning will display on
the Run Background Check tab.
Only HR Admin and higher roles
can select to Complete
Background Check or Do NOT Run
Check once they have evaluated
the background checks found.

- Additionally, an email will be sent to the email addresses entered in Global Settings (see above) alerting them to the duplicate record. The person receiving the email will need to log in to PeopleMatter and must have access rights to the locations for the individuals found.
- Your company's policies and procedures will dictate how to handle the duplicate records going forward.
- + (SEE RESULTS) BACKGROUND CHECKS CASCADING
- A duplicate record has been found for Peter Drowning.

   Ing
   To take action on this person please go to:

   Peter
   Donald East (donaldeast@mail.com)

   Locations: Atlanta

   https://ga-dev.peoplematter.com/msb/Employees/Details?personId=77430f37-1528-485a-8b9c-a67100ff0c0f

   ISt

   Peter Drowning (peter@mail.com)

   Locations: Alpharetta

   https://ga-dev.peoplematter.com/msb/Hire/ApplicantRecord?personId=c1ab1d81-946e-4e16-a3bd-a69500facf88

   Thanks,

Sally Hendricks

Hi Admin,



Some background check packages include multiple background checks on the candidate or employee and each background check has a fee associated to it. As a cost savings measure, instead of running all checks at once, you can select packages where the Motor Vehicle Record runs first followed by the remaining checks. If the MVR result is "Proceed" the remaining background checks will automatically run. However, if the results require review, you will need to choose to proceed with the remaining background checks.

| Download Disclosures Consent Document   Download Authorization Consent Document<br>Last Consented: 10/03/2016   | Ontines          |
|---|------------------|
|   | Options •        |
| Run New Background Check View Previous Background Check   |                  |
| elect a background check package  |                  |
| No Background Check Package Selected  | •                |
| No Background Check Package Selected  |                  |
| Drug Screening  |                  |
| Motor Vehicle Report  |                  |
| Basic Criminal Check<br>(Social Security Trace/Address Verification, 7 Year Unlimited County Criminal History Search)   |                  |
| MVR(see results), then Standard Background Check  |                  |
| (Motor Vehicle Report run first, then Social Security Trace/Address Verification, Multi-jurisdictional Search, ArrestDirect, 7 Year I<br>Criminal History Search, OFAC) | Unlimited County |
|   |                  |

- Packages that run the MVR check before running the additional check(s) are noted with the "(see results)" in the title. The MVR typically comes back quickly, is less expensive than other checks, and can be a hard requirement to pass in order to hire for certain positions. If this is the case for your business, you may want to consider one of these packages.
- If the DMV check comes back as Needs Review or
   Discontinue, you will receive a message stating you should view the status and continue or cancel the remaining sections of the background check. Click the link to do this.

| 🛱 Tracking 🎙 Applications 🤶 Assessments 🖈 References 🗊 Notes 🗗 Background Checks 🗋 Documents   |                 |
|--|-----------------|
| Download Disclosures Consent Document   Download Authorization Consent Document<br>Last Consented: 10/03/2016  | Options -       |
| Run New Background Check View Previous Background Check  |                 |
| Select a background check package  |                 |
| No Background Check Package Selected   | *               |
|  |                 |
| Part of this Background Check has been returned<br>A background check with multiple parts has been ordered for this person. You may view the status and continue or cancel the rem<br>of the background check. | aining sections |



| Reference Tracking Applications Assessments                        | 🕈 References 📋 Notes 🗗 Background Checks              | Documents              |
|--|---|------------------------|
| Download Disclosures Consent Documer<br>Last Consented: 10/03/2016 | nt   Download Authorization Consent Document          | Options -              |
| Run New Background Check View Previous                             | Background Check                                      |                        |
| Select a background check from the list of backgrou                | ind checks that have been previously ran for this emp | oloyee                 |
| Motor Vehicle Report (10/05/2016 02:07PM)                          |   | •                      |
| Motor Vehicle Report 10/5/2016<br>Original Status: Yellow          |   | Print Background Check |
| Pre-Employment Screening Report<br>PeopleMatter<br>For 0001        |   | Discontinue            |
| Profile Information  |   |                        |
| Name:  | Scott Finley  |                        |
| SSN:   |   |                        |
| DOB:   | 1994-01-01  |                        |
| Reference:   | ce719203-c367-480c-8bc1-844deaa85338                  |                        |
| Street:  | 100 Main Street                                       |                        |
| City:  | Yellow  |                        |
| State:   | GA  |                        |
| zip:<br>The following are included in this report:                 | 30075   |                        |
| Search Type  | Detail  | Status                 |
| SSN Screening  |   | Completed              |
| CRIMINAL Screening   |   | Complete               |
| CRIMINAL Screening   |   | Complete               |
| ARREST Screening   |   | Complete               |
| EMPLOYMENT Screening   |   | Complete               |
| EDUCATION Screening  |   | Complete               |
| LICENSE Screening  | professional  | Complete               |

- Clicking the link brings you to the pending DMV background check under the View Previous Background Check tab. You can also access this directly by clicking the tab and selecting the background check from the drop list.
- At this point, the additional background checks will not run until an admin has reviewed and chooses to proceed.
- Clicking Discontinue cancels the remaining background checks from running. Clicking Proceed runs the additional check(s).
- If the DMV background check comes back as Proceed the additional background check(s) will automatically start.



### + REQUESTING BACKGROUND CHECKS

• Not all managers have the rights to run background checks and, therefore, must request for the background check to be run. This is done by selecting **Request Background Check** under the **Candidate** record.

| 😫 Tracking 🐧 Applications 🙎 Assessments 🖍 References 🗊 Notes 🛛 Background Checks 🗋 Documents |  |
|--|--|
| Add a Location   | Share with a Different Location                      |
| Atlanta     100 Main Street, Atlanta, <u>GA</u> 30028  | atlanta@kingstreetmarketbistro.com<br>(404) 890-7890 |
| Candidate (Not Pre-Screened for Tax Credits)   |  |
| Bartender  | Make Applicant                                       |
| Арриен 10/3/2010   | Request Interview                                    |
| Add Position   | Interviewed  |
|  | Offer Job  |
| -  | Request Background Check                             |
|  | Hire Candidate                                       |
|  | Save for Later                                       |
|  | Remove Candidate                                     |

• Once you select to Request Background Check, the system will ask which position you are considering the candidate for with a notation on which positions require background checks. Select the position and click Next.

| Background Check Request                                       |                              |
|--|------------------------------|
| Choose the positions that you are considering for this person: |                              |
| Sartender  | Background Check Required    |
| Busser   |                              |
| Dishwasher   |                              |
| Ехро   |                              |
| Host/Hostess   |                              |
| Lead Server  |                              |
| Line Cook  |                              |
| Server   | Background Check Required    |
|  | First Previous 1 2 Next Last |
| Cancel   | Next                         |



• A default message displays which can be edited by the requesting manager. This message is sent to all HR Admin and higher level roles at the location. Additionally, when the admins login, a banner will appear alerting them of the need to run the background check.

| ackBround check hequest   | *   |         |
|---|---|---------|
| For people without an email address, this message will only go to the PeopleMatter Message Center.  |   |         |
| To: All Managers  |   |         |
| Fram: amy adams@mail.com  |   |         |
| Subject: Background check request   |   |         |
| Augent background there request   |   |         |
|   |   |         |
| lessage:  |   |         |
| B / <u>U</u>   ⋮ ≒   <b>&amp;</b> (♣)   |   |         |
| Please run a background check on Scott Finley for the following position(s):  |   |         |
| Bartender (Background Check Required) Thanks.   |   |         |
| Amy Adams,<br>King Street Market and Bistro   |   |         |
|   |   |         |
|   |   |         |
|   | J   |         |
| Cancel  |   |         |
|   |   |         |
|   |   | 2 of 2  |
|   |   |         |
| Tracking 🚶 Applications 😩 Assessments 🧟 References 🔂 Notes 🗹 Background Checks 🗋 Documents  |   |         |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Background Check Requested       Amy Adams has requested a background check for the following positions: Bartender Decline Request       Decline Request  |   |         |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Background Check Requested       Amy Adams has requested a background check for the following positions: Bartender       Decline Request         Add a Location       Add a Location       Add a Location   |   |         |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Background Check Requested       Amy Adams has requested a background check for the following positions: Bartender       Documents         Control       Decline Request       Add a Location         Atlanta       Decline Recuest   | atlanta⊜kingstreetmarketbis   | tro.com |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Image: Second Check Requested Amy Adams has requested a background check for the following positions: Bartender Decline Request       Documents       Documents         Add a Location       Image: Second Check Atlanta, GA 30028       Employed Check Atlanta, GA 30028       Employed Check Atlanta, GA 30028  | atlanta@kingstreetmarketbis<br>(404) 890-7890   | tro.com |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Background Check Requested       Amy Adams has requested a background check for the following positions: Bartender Decline Request       Documents         Add a Location       Atlanta       Documents       C         Add a Location       Iou Main Street, Atlanta, GA 30028       C         andidate       (Not Pre-Screened for Tax Credits)       D   | atlanta@kingstreetmarketbit<br>(404) 890-7890<br>Candidate                                    | tro.com |
| Tracking       Applications       Assessments       Preferences       Notes       Background Checks       Documents         Image: Second Check Requested Amy Adams has requested a background check for the following positions: Bartender Decline Request       Documents       Documents         Add a Location       Image: Second Check Atlanta, GA 30028       Image: Second Check S | atlanta@kingstreetmarketbis<br>(404) 890-7890<br>Candidate<br>Background<br>Check<br>Required | tro.com |



• The HR Admin, or higher level administrator with access to the location, can choose to decline the request which will send an email back to the requesting manager. They can use the canned email response or customize the email.

| Decline              | e Background Check Request   |  |  |
|----------------------|--|--|--|
| A For per            | ople without an email address, this message will only go to the PeopleMatter Message Center. |  |  |
| To:                  | Amy Adams <amy.adams@mail.com></amy.adams@mail.com>  |  |  |
| From:                | msb1@mcapplegarden.com   |  |  |
| Subject:             | Background check request   |  |  |
| Ø                    |  |  |  |
| Message:             |  |  |  |
| BI                   | ⊻   3 Ξ Ξ   🙈 🙈  |  |  |
| The back             | ground check request for Scott Finley has been declined for the following position(s):       |  |  |
| • Ba                 | artender   |  |  |
| Thanks,<br>Sally Hen | dricks.  |  |  |
| King Stree           | King Street Market and Bistro  |  |  |
|                      |  |  |  |
|                      |  |  |  |
| Cance                | Send   |  |  |

• If the Admin chooses to run the background check the requesting manager will be notified once the background check is complete if their role is selected to receive notifications under Global Settings.



### + RUNNING BACKGROUND CHECKS ON MINORS

• As a reminder, in order for the system to run background checks on minors, the setting must be selected in Global Settings under Settings>Company Name>Features & Add-ons>Background Checks.

| Global Settings  |   |
|--|---|
| Packages   |   |
| Select the packages you would like to use for all locations                                  | 3   |
| Packages -   |   |
| User Settings  |   |
| Business Unit Admins are allowed to RUN backgrou   | ind checks  |
| Business Unit Admins are allowed to REVIEW THE R   | EPORTS returned for background checks                         |
| V Human Resources Admins are allowed to REVIEW T   | THE REPORTS returned for background checks                    |
| Allow the Admin to hire candidates before the resu   | Its of the background check are returned                      |
| Check for duplicate SSNs across all locations  |   |
| Notifications  |   |
| In addition to the person who initiated the background cl<br>complete (proceed/discontinue). | heck, notify the following roles when the background check is |
| Business Unit Admins   | Custom Store Managers   |
| Human Resources Admins   | Financial Admins  |
| Business Admins  | Primary Admins  |
| Recruiter Admins   |   |
| Minors   |   |
| Run background checks on minors  |   |
| Rehire Settings  |   |
| Require background checks for Rehires  |   |

• When this checkbox is selected, and a minor applies, they are emailed a parental consent form that must be completed with a wet signature and uploaded in order for the background check to be run.

| Company King Street Market and Bistro   |  |
|---|--|
| Date  |  |
|   |  |
| I, legal parent of Lee Tramell<br>voluntarily agree to allow said child to have a b<br>Sterling Infosystems, Inc. I do hereby waive in my<br>said child, all rights and do voluntarily agree th<br>performed and the results transmitted to King Street<br>for employment purposes. | , do hereby declare that I ackground investigation conducted by behalf, and in behalf of my spouse and at background investigations may be t Market and Bistro for use   |
| In consideration of and as an inducement for S background investigation on my child, I and my Infosystems, Inc., its officers and employees, and a officers and employees, and agents from any and a child having a background investigation performed the results thereof.         | terling Infosystems, Inc. to perform a<br>y spouse do hereby release Sterling<br>King Street Market and Bistro, its<br>ill liability whatsoever as a result of said<br>I and the transmitting and utilization of |
|   |  |
|   |  |
| Signature Of Legal Parent Or Guardian   |  |
| Print Name  |  |
|   |  |



 Until the parental consent form is received, the manager is blocked from running the background check and told consent is needed. If the manager chooses to remove the consent, while it is waiting to be completed and uploaded, it will be permanently deleted.



 Once the consent document has been received, the manager uploads it under the Background Checks tab of the Candidate record by selecting Options. Once uploaded, the manager will be able to select a background check package to run.

| 🛱 Tracking 🐧 Applications 🙎 Assessments 🧟 References 🗐 Notes 🔂 Background Checks 🗋 Docur  | nents                                |
|---|--------------------------------------|
| Download Disclosures Consent Document   Download Authorization Consent Document<br>Last Consented: 10/03/2016                                       | Options •                            |
|   | Renew Consent                        |
| Run New Background Check View Previous Background Check   | Email Most Recent Signed Consent Doc |
|   | Resend Parental Consent              |
| Select a background check package   | Upload Parental Consent              |
| No Background Check Package Selected  | *                                    |
|   |                                      |
| Parental Consent Needed Parental consent form is required to run this background check. Remove Consent Document (Parental Consent was not provided) |                                      |



#### + REVIEWING BACKGROUND CHECKS

Once a background check is completed, the requestor and anyone whose role is selected under Global Settings, will be notified. Results are accessed under the Background Check tab on the candidate or employee record by selecting the View Previous Background Check sub-tab and selecting the specific background check from the drop list.

- Business Unit Admin level and higher users have access to the Background Check tab and can view if the results are Discontinue, Needs Review, or Proceed. Custom Store Managers can also be given access under User Role Settings, if desired.
- Additionally, under Global Settings, you can determine if the HR Admin and/or the Business Unit Admin/Custom Store Manager are able to view the details of the background check report.
- Business Unit Admins and Custom Store Managers cannot hire a candidate with a discontinue status but HR and higher level admins, with access to the location, are able to.
- If a previously run background check had a Discontinue status, but a more recent one has a Proceed status, then Business Unit Admins and Custom Store Managers can hire the candidate.

| Work Info Assessments BG Checks Learning Schedule                                   |                                       |
|---|---------------------------------------|
| Download Consent Document   Download Parental Consent<br>Last Consented: 11/07/2014 | Options -                             |
| Run New Background Check View Previous Background Check                             |                                       |
| Most Recent Background Check Result DISCONTINUE                                     | Background Check Requested: 2/25/2015 |
|   |                                       |

 When Admins do not have the rights to review results, they will simply see the status result of Proceed, Needs Review, or Discontinue but no details as to why the status is assigned.

| Work Info Onboarding   | Assessments 🚺 Notes                | BG Checks Docs Learning Sc           | hedule                   |
|--|------------------------------------|--------------------------------------|--------------------------|
| Download Consent Docume<br>Last Consented: 11/07/2014                                  | nt   Download Parental Consent     |                                      | Options -                |
| Run New Background Check   | ew Previous Background Check       |                                      |                          |
| Select a background check from the list  | t of background checks that have b | een previously ran for this employee |                          |
| Drug Screening (02/25/2015 12:36P  | M)                                 |                                      | •                        |
| Drug Screening 2/25/2015<br>Status: DISCONTINUE<br>Original Status: Red                |                                    |                                      | 🖶 Print Background Check |
| Pre-Employment Screening Report<br>PeopleMatter<br>For c1451624-8b32-48c1-a6af-9e00008 | fef62                              |                                      |                          |
| Profile Information  |                                    |                                      |                          |
| Name:  | Cane Able                          |                                      |                          |
| SSN:   | 245-63-4568                        |                                      |                          |
| DOB:   | 1998-02-11                         |                                      |                          |
| Reference:   | f64ee36f-5e48-4928-                | a3c4-a5f353f63f60                    |                          |
| Street:  | fghdfghfg                          |                                      |                          |
| City:  | Red                                |                                      |                          |
| State:   | SC                                 |                                      |                          |
| Zip:   | 34534                              |                                      |                          |
| The following are included in this repor   | t                                  |                                      |                          |
| Search Type  | Detail                             | Status                               |                          |
| SSN Screening  |                                    | Completed                            |                          |
| CRIMINAL Screening   |                                    | Complete                             |                          |
| CRIMINAL Screening   |                                    | Complete                             |                          |
| ARREST Screening   |                                    | Complete                             |                          |
| EMPLOYMENT Screening   |                                    | Complete                             |                          |
| EDUCATION Screening  |                                    | Complete                             |                          |
| LICENSE Screening  | professional                       | Complete                             |                          |
| DRUG Screening   |                                    | Complete                             |                          |

 Admins with access to report results have details they are able to review. This is just a portion of what the Admin will see when results are returned.



### + VIEWING BACKGROUND CHECK STATUS

PeopleMatter provides a snapshot view of your background checks and their current status. Using filters you can easily manage background checks.

• Access background check statuses by navigating to the Home tab and clicking Background Checks.





### + BACKGROUND CHECK FILTERING DEFINITIONS

- Using the Status filter, you can choose to search for specific background check statuses.
- You also have the option to search by if you are waiting on consent from a candidate/employee or parent of minor.
- Each background check run/requested is listed; therefore, if multiple background checks are run on candidates/employees then the candidate/employee will be listed multiple times.



### **Background Check Status Filter Options**

- **Needs Review** Indicates a background check returned with information that requires review before you can hire the applicant.
  - If you have selected a cascading background check package, where the DMV check is run first, and the DMV check comes back with a Needs Review status you must review the results and choose to proceed in order to start the remaining background check(s).
- **Proceed** Indicates nothing questionable was found with the background check and you may proceed with hiring.
  - If you have selected a cascading background check package, where the DMV check is run first, and the DMV check comes back with a Proceed status the remaining background check(s) will automatically start running.
- **Discontinue** Indicates information was found on the background check and the candidate is not recommended for hire. Note that a HR Admin or higher level role can choose to hire a candidate with a Discontinued status but a Business Unit Admin and Custom Store Manager cannot.
- **Canceled** Indicates a user has canceled the background check. You can only cancel a request when a duplicate SSN has been found and someone has chosen to cancel the background check. Another way that a background check can be canceled is from Sterling. In either case, PeopleMatter will show a note on the person's record.
- **Error** This is a rare situation, but can indicates that an error occurred with the background check. Contact Support for more information.
- In Progress Indicates the background checks is still running and a result has not been received from Sterling.
- Not Yet Run (Cascading BGC) Indicates a package was selected in which the DMV check must be run before the remaining background checks can be run. This status is applied to the remaining background checks when the DMV check is still runnings; requires review; or results in a discontinue status.
- **Paused (Duplicate)** Indicates a background check has already been run on this SSN (perhaps at a different location) and thus the check has been paused. You can choose to proceed to cancel the check.
- **Requested by Manager** Indicates a Business Unit Admin or Custom Store Manager, who does not have rights to run background checks, has requested an HR Admin or higher admin with access to the location run a background check on the candidate/employee.

### **Consent / Required Info Filter Options**

- **Received** Indicates either consent was requested from the candidate/employee and it has been received or additional information (SSN and date of birth) has been requested from the candidate has been received.
- **Awaiting Info** Indicates a manager who did not have rights to fill in personal information (SSN and DOB) on behalf of the candidate sent the request but it has not yet been received.
- Awaiting Parental Consent Indicates the parental consent form has not been uploaded for a minor and, thus, the background check(s) cannot be run.