

SterlingNOW Training Guide

Prepared for Chick-fil-A

October 15th, 2019

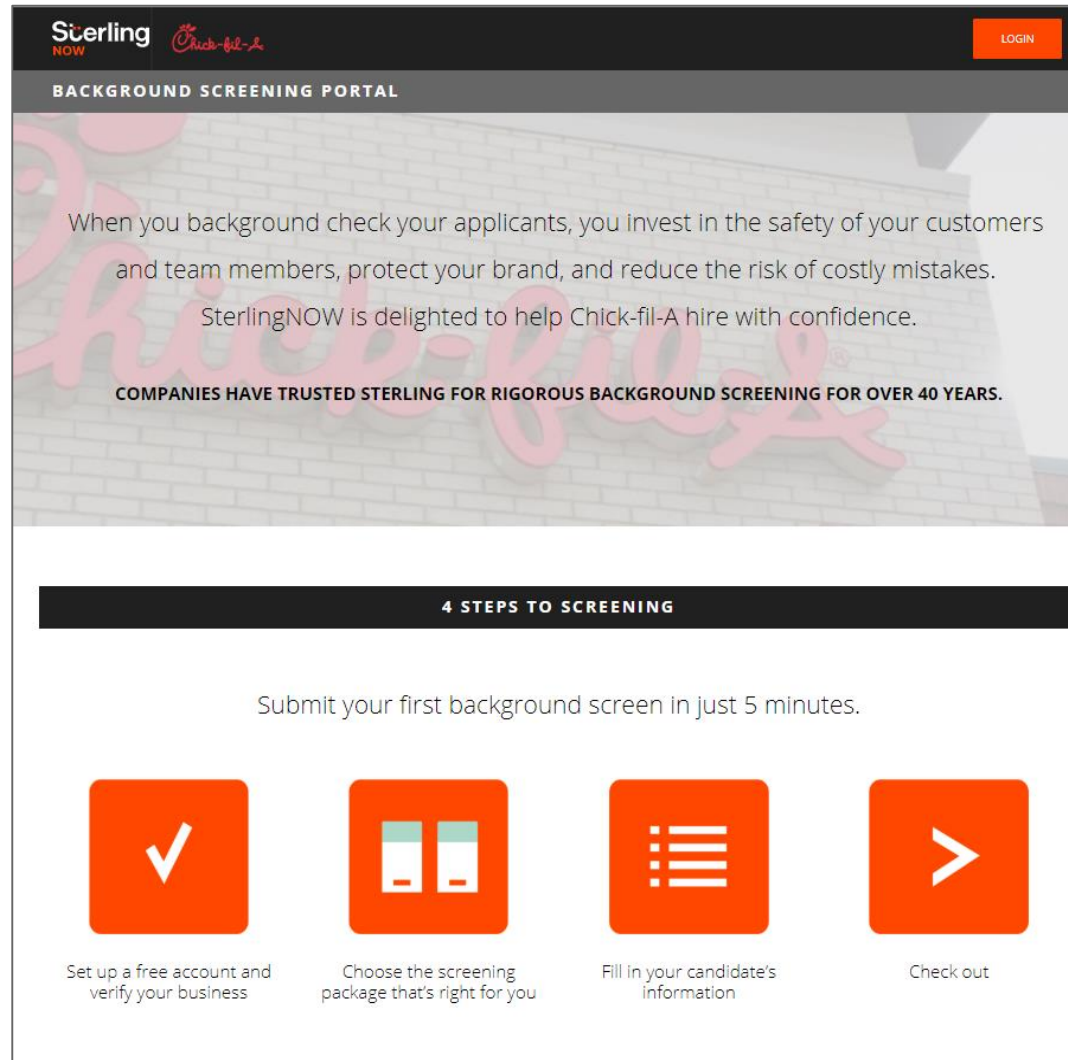


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Sterling
NOW

Chick-fil-A Custom Screening Experience



SterlingNOW Customized Site for Chick-fil-A
<https://www.sterlingnow.io/partner-chick-fil-a/>

- By clicking the referral link, customers are brought to the SterlingNOW Chick-fil-A custom website!
- Review the packages offered and pricing
- New users click 'Get Started' at the bottom. Returning customers click 'Login' at the top right corner

Create Your Login Information!



Welcome

Your account setup is free.

First Name
John

Last Name
Adams

Business Email
jadams@gmail.com

Password

Create an Account

Sign In

The email and password you provide
will be the login information for your
account

Click “Let’s Get Started”

Hello John! Welcome to SterlingNOW.



We need to know more about your business so we can run background checks.



Let's Get Started

Verify Your Business

- We are legally required to verify your business information before running background checks
- This is a one-time process, only necessary before your first check
- Fill in your business information, and our credentialing team will review it and reach out with any questions
- Click “Submit” when you are done

Tell us about your company.

We need to verify your business information before running background checks.

Enter your information below:

→ Legal Business Name

Doing Business As (DBA)

Business Address

City State

Zip Code Business Phone Number

Business Website ☐ Don't have a business website

Industry

Type of Organization Business Type of Business

Number of employees Years in Business


→ Submit

- Review our full Service Agreement
- Click to affirm you agree with SterlingNOW's Service Agreement
- Easily sign electronically
- Once completed click "Agree & Accept"
- Your account is now created

Now let's review your consent and agreement forms.


SterlingNOW Service Agreement and BSRA

This SterlingNOW Service Agreement (this "Agreement") is entered into by and between Sterling Infosystems, Inc. dba Sterling Talent Solutions with offices located at 1 State Street Plaza, 24th Floor, New York, NY 10004 ("Sterling") and you or the entity on whose behalf you are accepting this Agreement, as applicable ("Client", "You", or "Your"). This Agreement sets forth the terms and conditions that govern Your access to and use of the SterlingNOW platform ("Platform") and the Sterling screening services available via the Platform ("Services"). BY CHECKING THE BOX INDICATING ACCEPTANCE OF THIS AGREEMENT AND CLICKING THE BUTTON TO CONTINUE, OR BY OTHER MEANS PROVIDED BY STERLING FOR ACCEPTANCE...

 ☐ Expand to review full agreement

Consent and Notice Regarding Electronic Signature

By providing your signature below, you agree to electronically sign the following Services Agreement and BSRA forms for accepting the terms and conditions. You agree your electronic signature is the legal equivalent of your manual signature...

 ☒ I agree to the SterlingNOW Service Agreement, BSRA, and Consent and Notice Regarding Electronic Signature.

Electronic Signature

Type Your Name
John Doe

Preview Your Signature

Draw Your Signature



John Doe

You may either accept your signature as it appears in the **Preview Your Signature** window or click **Draw Your Signature** to draw your own.

 **Agree & Accept**

Let's get started with your first background check.



You can submit background check orders while we verify your business. This typically takes less than one business day and we won't charge you until we are done.



Start a Background Check

**Hang tight – Your account
is being verified**

**You can order background
checks in the meantime**

**Click “Start a Background
Check”**

- The yellow box is letting you know your account is being reviewed by credentialing
- It will go away once your account is approved!
- Select one of the three screening packages

! Your account is under review for verification. You may create an order and it will process as soon as your account is approved. X

Start a New Background Check [Go to Dashboard](#)

Select Package Data Collection Candidate Information Review Check Out Order Confirmation

Chick-fil-A Driver

\$7.95

Per Check

- ✓ DOJ Sex Offender Search
- ✓ Driver's Record

→ Select

Chick-fil-A Standard

\$29.95

Per Check

- ✓ Social Security Number Trace
- ✓ Multi-State Instant Criminal Check with Verification
- ✓ DOJ Sex Offender Search
- ✓ Driver's Record
- ✓ Single County Criminal Search

→ Select

Chick-fil-A Preferred

\$39.95

Per Check

- ✓ Social Security Number Trace
- ✓ Multi-State Instant Criminal Check with Verification
- ✓ DOJ Sex Offender Search
- ✓ 7-Year County Criminal Record Search
- ✓ Federal Criminal Record Search
- ✓ Driver's Record

→ Select

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We also have verifications as add-on services

Click “Select” to add them, then “Next”

If you don’t want to use them, click “Next”

ⓘ Your account is under review for verification. You may create an order and it will process as soon as your account is approved.

×

Start a New Background Check

[Go to Dashboard](#)

Select PackageData CollectionCandidate InformationReviewCheck OutOrder Confirmation

Optional Add-ons

Employment Verification\$ 17.95Select

Education Verification\$ 17.95Select

Order Summary

Chick-fil-A Standard	\$29.95
Total	\$29.95

BackCancel

➔Next

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Test

Sterling
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Entering the Candidate's Information

Two ways to enter candidate information. Choose your method

- I will provide candidate information
- Email to candidate inviting them to fill out their own information
- The next two slides demonstrate what both options look like

ⓘ Your account is under review for verification. You may create an order and it will process as soon as your account is approved. X

Start a New Background Check


✓ Select Package Data Collection Candidate Information Review Check Out Order Confirmation

Data Collection


To initiate a background check, SterlingNOW requires:

1. Candidate's personal information — full name, Social Security Number, date of birth (must be 18 or older), mailing address
2. Candidate's consent to perform a background check for employment purposes

How will your candidate's information and consent be collected?



I will provide candidate's information



Email candidate for information

[Back](#) [Cancel](#) [Next](#)

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Email Candidate for Information


ⓘ Your account is under review for verification. You may create an order and it will process as soon as your account is approved. X

Start a New Background Check

✔ Select Package ✔ Data Collection Candidate Information Review Check Out Order Confirmation

Candidate Profile Information

Provide your candidate's personal information below.

First Name	Last Name
Email Address	Social Security Number
*Date of Birth 	Select State/Territory ▼

Back

Cancel

* Required

Next

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I Will Provide Candidate's Information


ⓘ Your account is under review for verification. You may create an order and it will process as soon as your account is approved. ✕

Start a New Background Check

✔ Select Package ✔ Data Collection Candidate Information Review Check Out Order Confirmation

Candidate Profile Information

Provide your candidate's personal information below.

First Name	Middle Name
	<input type="checkbox"/> No Middle Name Provided by Candidate
Last Name	Suffix
Social Security Number	*Date of Birth 
Phone	Email Address
Mailing Address	
City	Select State/Territory ▼
Zip Code	

Driver License Information

State ▼	License Number
---------	----------------

* Required

Collecting Consent

Based on your responsibilities under the Fair Credit Reporting Act, you are to collect consent from the candidate in order to run a background check

Before you can move forward, this box is affirming that you have collected consent

We provide a sample form for your reference

Start a New Background Check

✓ Select Package ✓ Data Collection Candidate Information Review Check Out Order Confirmation

Candidate Profile Information
Provide your candidate's personal information below

First Name
John

Last Name
Adams

Social Security Number
888123456

Phone
8097651347

john190930010054@example.com

Mailing Address
1227 124th Avenue Northeast, Bellevue, WA, USA

City
Bellevue

Select State/Territory
Washington

Zip Code
98005

Driver License Information

State
Washington

License Number
1234567

Collect Consent

FCRA regulation requires that you get consent from the candidate before requesting a background screening. Please see the sample consent form below and confirm you have collected consent before proceeding.

Download sample form

☐ I acknowledge that I need written consent.

Go back **I acknowledge**

Review The Order

After you enter in the information with either option, you will be brought to a review page

Verify everything is correct. Press “Next” to continue

ⓘ Your account is under review for verification. You may create an order and it will process as soon as your account is approved. X

Start a New Background Check

✔ Select Package

✔ Data Collection

✔ Candidate Information

Review

Check Out

Order Confirmation

Review Your Order

Order Package Information

Package
Chick-fil-A Standard

Candidate Profile Information

First Name (optional)
John

Last Name (optional)
Adams

Email Address (optional)
jadams@gmail.com

Social Security Number (optional)
888123456

Date of Birth
01/01/1990

State
Washington

Back

Cancel

➔

Next

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Sterling
NOW

Purchasing The Background Check

! Your account is under review for verification. You may create an order and it will process as soon as your account is approved. X

Start a New Background Check

✔ Select Package ✔ Data Collection ✔ Candidate Information ✔ Review Check Out Order Confirmation

Enter your payment information.

We will not charge your credit card until your order is processed.

*Credit card number

*Expiration date

*CVC

Country
United States

Address

City

State

Zip Code

SterlingNOW accepts most major credit and debit cards:



Add a promotion code

Promotion Code

Apply

Back

Cancel

☐ By clicking this box, I affirm that I have opened this Fair Credit Reporting Act (FCRA) Legal Certification hyperlink, and have read and agree to all of the certifications set forth therein.

Pay \$32.80

Order Summary

Chick-fil-A Standard \$29.95

Estimated Tax \$2.85

Total \$32.80

A copy of completed background check report will be sent to the candidate.

Fair Credit Reporting Act (FCRA) End User Certification

I have provided the individual a disclosure and received the individual's written authorization for the report. I certify on behalf of the end user requesting the report to the following: I am requesting this background check for an employment purpose as defined in the FCRA; that the applicant has received a clear and conspicuous disclosure in a document consisting solely of the disclosure that a consumer report may be requested and used for employment purposes, and the applicant has authorized in writing that a background report may be requested by Sterling Talent Solutions ("Sterling"). Further, in using a report for employment purposes, I certify that information from the consumer report will not be used in violation of any applicable Federal or State equal employment opportunity law or regulation; and, before taking any adverse action based in whole or in part on the report, the end user will provide to the consumer or authorize Sterling on the end user's behalf to provide to the consumer to whom the report relates: a pre-adverse action letter; a copy of the report; a copy of the Summary of Consumer Rights and any applicable state summary of rights; and provide the individual with a reasonable opportunity of time to correct any erroneous information contained in the report (and provide Sterling's name and contact information) and if the individual is ultimately disqualified, provide an Adverse Action letter, including the statutorily required notices identified in Section 615 of the Fair Credit Reporting Act [15 U.S.C. § 1681m] and applicable state and local law.

Close

- Enter in your credit card and billing information
- Fair Credit Reporting Act
 - Check the box to confirm you've provided the candidate disclosure and authorization to run a background check
- Click "Pay" once you've reviewed the FCRA

! Your account is under review for verification. You may create an order and it will process as soon as your account is approved.



Start a New Background Check

✓ Select Package ✓ Data Collection ✓ Candidate Information ✓ Review ✓ Check Out Order Confirmation

Order payment was successful, we are processing your order.

Order ID	20852
Date	October 17, 2019, 5:29 pm
Candidate Name	John Adams
Package	Chick-fil-A Standard
Total Charge	\$32.8

[View Report](#)

[New Order](#)


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You'll receive an email once the background check is complete.

Click "View Report" to log into your account to view the report.

You can always find the current report and other reports under the "Reports" tab.

Under the “Reports” tab, click on the candidate you want to review



Screening

Reports 15

Pending Orders

New Order

Search

Report	Package	Status	Result	Created	Updated
Cook, Betty	Chick-fil-A Standard	Report in Progress		Aug 7, 2019 12:14 pm	Aug 26, 2019 10:30 am
Jones, James	Chick-fil-A Standard	Complete	Alert	Aug 12, 2019 2:43 pm	Aug 12, 2019 2:44 pm
Jones, James	Chick-fil-A Standard	Adverse Complete	Alert	Aug 12, 2019 2:09 pm	Aug 12, 2019 2:38 pm
Jones, James	Chick-fil-A Standard	Report in Progress		Aug 12, 2019 2:03 pm	Aug 12, 2019 2:03 pm
Marsupial, Mark	Chick-fil-A Standard	Complete	Alert	Aug 12, 2019 10:40 am	Aug 12, 2019 10:44 am
Marsupial, Mark	Chick-fil-A Standard	Report in Progress		Aug 12, 2019 10:37 am	Aug 12, 2019 10:37 am
Marsupial, Mark	Chick-fil-A Standard	Report in Progress		Aug 12, 2019 10:31 am	Aug 12, 2019 10:31 am
Jones, Mary	Chick-fil-A Standard	Complete	Clear	Aug 7, 2019 11:16 am	Aug 8, 2019 10:33 am
Johnson, Robert	Chick-fil-A Preferred	Adverse in Progress	Alert	Aug 7, 2019 11:17 am	Aug 7, 2019 8:01 pm
Adams, John	Chick-fil-A Driver	Adverse in Progress	Alert	Aug 7, 2019 11:15 am	Aug 7, 2019 7:43 pm

Showing 1 to 10 of 15

< 1 2 >


+ New Order

Viewing the Final Report

- Click “View Full Report”
- Here you will be able to review the details provided on the candidate’s background check

James Jones

Report Summary



[View Full Report](#)

^ Report Summary

Components	Results	Status
SSN Trace	no data	complete
Multi-State Instant Criminal Check	complete	complete
DOJ Sex Offender	alert	complete
Criminal Check by Jurisdiction	alert	complete

^ Candidate Summary

Report ID	990930021
SSN	xxx-xx-3456
Date of Birth	xxxx-xx-01
Address	123 Main Street Portland, OR 97201
Email	chickfila_sterlingnow_candidate8@dispostable.com
Phone	(555) 555-5555

^ Order Details

Package	Chick-fil-A Standard
Order ID	20708
Order Status	Complete
Submitted	Aug 12, 2019 02:43pm
Completed	Aug 12, 2019 02:44pm

- View the completed report for the candidate
- Results that come back with an “Alert” result, indicate Sterling found adverse information that you need to review

Report Summary		
Component	Result	Status
1 SSN Trace	✓	Complete
2 Multi-State Instant Criminal Check With Verification	✓	Complete
3 DOJ Sex Offender	⚠	Alert
4 County Criminal Check Jurisdiction: Multnomah County, Oregon	⚠	Alert

Candidate Information	
Report ID	990930021
Name	James Michael Jones
Social Security Number	xxx-xx-3456
Date of Birth	1/1/xxxx
Address	123 Main Street Portland, OR 97201

Order Details	
Requested by	John Smith Chick-fil-A Franchise (555) 555-5555
Package Title	Chick-fil-A Basic
Report Status	Complete
Request Submitted	Aug 12, 2019 2:43 pm
Report Completed	Aug 12, 2019 2:43 pm
Completion Time	1 minute

1 SSN Trace	
Social Security Number	xxx-xx-3456
Primary Name Searched	JAMES JONES
Result	✓ Complete: Full name matches SSN.
Possible Alternative Names	No possible alternative names were found for this candidate

Adverse Action

After viewing the report, if you decide to not move forward with this candidate, you can begin the Adverse Action process

To begin this process, you can click on the newly populated blue “Initiate Adverse Action” button

James Jones

Report Summary

View Full Report

Initiate Adverse Action

^ Report Summary		
Components	Results	Status
SSN Trace	no data	complete
Multi-State Instant Criminal Check	complete	complete
DOJ Sex Offender	alert	complete
Criminal Check by Jurisdiction	alert	complete
^ Candidate Summary		
Report ID	990930021	
SSN	xxx-xx-3456	
Date of Birth	xxxx-xx-01	
Address	123 Main Street Portland, OR 97201	
Email	chickfila_sterlingnow_candidate8@dispostable.com	
Phone	(555) 555-5555	
^ Order Details		
Package	Chick-fil-A Standard	
Order ID	20708	
Order Status	Complete	
Submitted	Aug 12, 2019 02:43pm	
Completed	Aug 12, 2019 02:44pm	

Once you click the “Initiate Adverse Action” button, a confirmation box will present itself

To confirm, click “Start Adverse Action”

The screenshot displays a user interface for a background check service. On the left, a sidebar lists report components: Report Summary, Components, SSN Trace, Multi-State Instant Criminal Check, DOJ Sex Offender, and Criminal Check by Jurisdiction. The main content area shows a 'Candidate Summary' table with personal details for James Jones, followed by an 'Order Details' table showing a 'Chick-fil-A Standard' package. An 'Initiate Adverse Action' modal is open, providing instructions on the legal requirements for adverse action and a warning for New York and Los Angeles residents. It includes a 'Cancel' button and a 'Start Adverse Action' button, with an orange arrow pointing to the latter.

James Jones
Report Summary

Components

SSN Trace

Multi-State Instant Criminal Check

DOJ Sex Offender

Criminal Check by Jurisdiction

Candidate Summary

Report ID	990930021
SSN	xxx-xx-3456
Date of Birth	xxxx-xx-01
Address	123 Main Street Portland, OR 97201
Email	chickfila_sterlingnow_candidate8@dispostable.com
Phone	(555) 555-5555

Order Details

Package	Chick-fil-A Standard
Order ID	20708
Order Status	Complete

Initiate Adverse Action

If, based on the information in the report embedded below, you decide not to offer employment to **James Jones**, you are required to initiate the Adverse Action process in compliance with the Fair Credit Reporting Act.

Under Adverse Action, the candidate will be notified about your decision and will have up to six business days to dispute or explain any disqualifying information in this report.

We do not provide Adverse Action for candidates who are in New York and Los Angeles.

To proceed, click the Start Adverse Action button below.


Cancel **Start Adverse Action**

Once again, you are brought to the payment page

Simply press “Pay Now” at the bottom, and that’s it!

You will receive an email notification once when the Adverse Action process is complete

Payment Information

Card Number
 XXXX XXXX XXXX 4242

Expiration Date
4/2024

Billing Address

Country
United States

Address
123 main street

City
bellevue

State or Territory
Washington

Zip or Postal Code
98004

[Use Another Card](#)


Order Summary

Pre Adverse Action package — James Jones	\$14.95
Estimated Tax	\$1.41
Total	\$16.36

A copy of completed background check report will be sent to the candidate.

Add a promotion code

[Apply](#)

[Back](#)[Cancel Order](#)[Pay \\$16.36 Now](#)

We're Here To Help!



For questions about SterlingNOW services, or help getting started, please contact

Ashley Allison

Strategic Account Manager

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