

## ONE SOURCE ADVERSE ACTION PROCESS

This guide is designed to walk you through the process of initiating the adverse action process in the One Source portal. If you have questions as you're doing so, please reach out to our One Source Client Relations Department at 402-933-9999, or tollfree at 800-608-3645, and choose option 1. Thank you!

1. Log into the One Source portal and navigate to the order that you want to initiate the adverse action process on.
2. Click on the **HTML** link for the order.

Links	Order Number	Order Date	New Update	Name
<input type="checkbox"/> Summary   <b>HTML</b>   PDF	[REDACTED]	01/15/2023	YES	[REDACTED]

3. On the righthand side under ACTIONS, click on the **Adverse Action Process** button.

**ACTIONS**

**Order Options**

- Add to order
- Add AKAs
- Create Subject-specific documents
  - Pre-Adverse Action Letter**
    - Pre Adverse Letter
  - Adverse Action Letter**
    - Adverse Letter
- Order additional searches on this subject(as a separate order)
- Order criminal records on this subject
- Archive this order
- One Click Order(?)
  - Adverse Action Process**

- On the next page, you'll be prompted to save the request for later or submit it now. Click on the **Submit Now** button.

**SUBMIT OR SAVE ORDER.    REPORT ETA:**

Please review the details of your order below.

**PRE-ADVERSE ACTION LETTER**

Letter Description	Jurisdiction Type	Actions
Pre Adverse Letter	Applicant's Location	Preview Letter

**Number of Days Before Sending Adverse Letter: 7**

- You will receive an *Order Confirmation* box indicating the process has been initiated. An order number will also be listed.

**Order Confirmation**

Thank you for your order for Test Test placed 03/02/2023.

Your order number is **265705**.

- Back on the applicant's order, there will now be an *Adverse Action Summary* box. The box will have time stamps for when the process was initiated and when the letter was emailed to the applicant.

Adverse Action Summary	
Event Time ↕	Description
2023-03-02 08:59:47	Adverse Action Process Ordered
2023-03-02 08:59:56	Pre-Adverse Letter Emailed

The component on the search will also show as "PENDING - unknown".

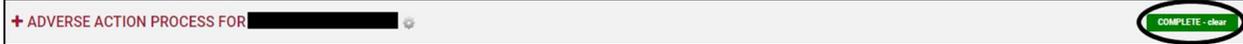
+ ADVERSE ACTION PROCESS FOR [REDACTED] PENDING - unknown

- Once the applicant opens and reviews the letter, an additional time stamp is added to their order in the *Adverse Action Summary* box indicating that. If the applicant receives and review the letter but doesn't initiate a dispute with One Source, then the adverse letter will automatically be sent after the 5-day wait period.

If the applicant doesn't review the letter within the first 2 business days of it being sent, then One Source will mail a hard copy to the applicant at the address listed on the background check. The adverse action letter would then be sent out 5 business days after that. Additionally, if the initial email generates a bounce back and can't be delivered via email, then a hard copy will be sent out.

Adverse Action Summary	
Event Time ↕	Description
2023-03-02 08:59:47	Adverse Action Process Ordered
2023-03-02 08:59:56	Pre-Adverse Letter Emailed
2023-03-02 09:06:37	Pre-Adverse Letter Opened

8. Once the entire process has been completed, the component on the search will show as "COMPLETE - clear".



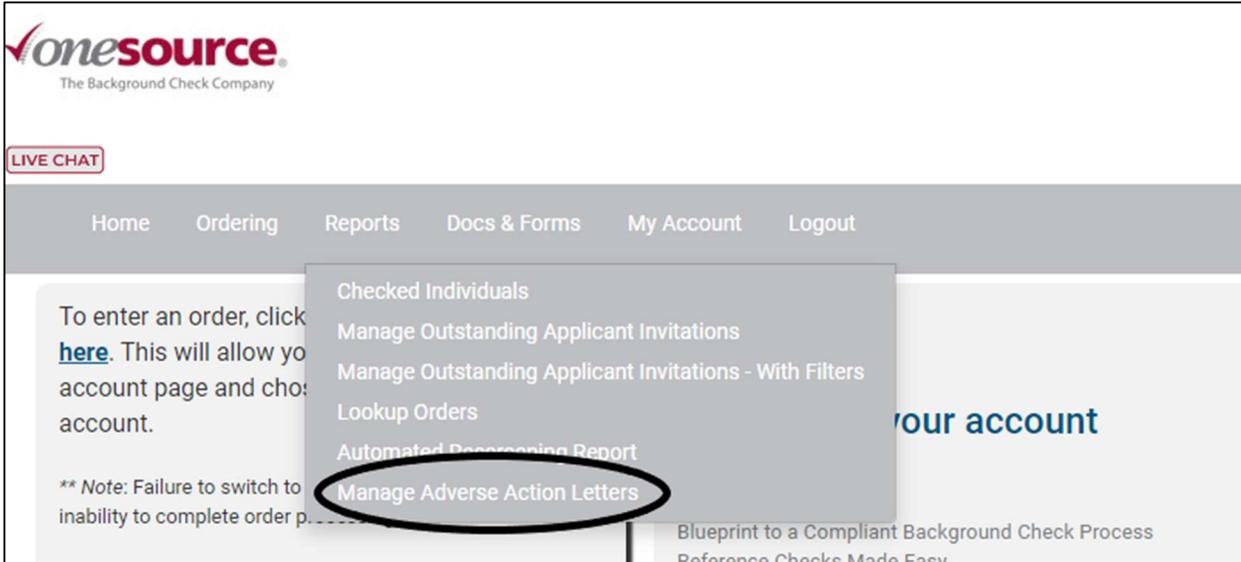
Additionally on the applicant's order, the last line in the *Adverse Action Summary* box will show that the adverse action letter was sent via the automated process or via mail.

Adverse Action Summary		
Event Time ↕	By	Description
2023-02-22 16:42:57	4582/sdwm384396	Adverse Action Process Ordered
2023-02-22 16:43:01	systemdispatcher/systemqueueprocessor	Pre-Adverse Letter Emailed
2023-02-22 21:05:52	Applicant	Pre-Adverse Letter Opened
2023-03-02 09:06:42	onesource/[REDACTED]	Adverse Letter Printed

## PULLING THE ADVERSE ACTION PROCESS REPORT

Within the One Source portal, you can also generate a “report” of the orders that have the adverse action piece in process.

1. Log into the One Source portal and navigate to the order that you want to initiate the adverse action process on.
2. Hover over Reports and then click on Manage Adverse Action Letters.



3. This will then populate a list of the orders that have the adverse action in process. Click on an order number will take you into that order and you'll be able to view the *Adverse Action Summary* box from there.

The screenshot shows the 'Manage Adverse Action Letters' page. The page title is 'Manage Adverse Action Letters' and there is a 'Help / Instructions' link in the top right corner. Below the title is a 'Show Table Settings' button. The main content area is titled 'Adverse Action Letters' and contains a table with the following columns: Order Number, Applicant Name, Pre-Adverse Letter Name, Pre-Adverse Sent, Pre-Adverse Opened, Adverse Letter Days Wait, Adverse Days Remaining, Adverse Letter Name, Adverse Sent, Adverse Opened, Logs, and Actions. The table contains two rows of data. The first row has Order Number 262562, Applicant Name [REDACTED], Pre-Adverse Letter Name 'Pre Adverse Letter', Pre-Adverse Sent '2023-02-28 14:55:52', Pre-Adverse Opened '2023-02-28 14:57:27', Adverse Letter Days Wait '7', Adverse Days Remaining 'N/A', Adverse Letter Name [REDACTED], Adverse Sent [REDACTED], Adverse Opened [REDACTED], Logs 'Show Logs', and Actions 'Print Pre-Adverse Letter'. The second row has Order Number 265734, Applicant Name [REDACTED], Pre-Adverse Letter Name 'Pre Adverse Letter', Pre-Adverse Sent '2023-03-02 08:59:56', Pre-Adverse Opened '2023-03-02 09:06:37', Adverse Letter Days Wait '7', Adverse Days Remaining 'N/A', Adverse Letter Name [REDACTED], Adverse Sent [REDACTED], Adverse Opened [REDACTED], Logs 'Show Logs', and Actions 'Print Pre-Adverse Letter' and 'Cancel'. The page also shows 'Page 1 of 4,347 items' and a search bar with 'Go' and '100'.

Order Number	Applicant Name	Pre-Adverse Letter Name	Pre-Adverse Sent	Pre-Adverse Opened	Adverse Letter Days Wait	Adverse Days Remaining	Adverse Letter Name	Adverse Sent	Adverse Opened	Logs	Actions
262562	[REDACTED]	Pre Adverse Letter	2023-02-28 14:55:52	2023-02-28 14:57:27	7	N/A	[REDACTED]	[REDACTED]	[REDACTED]	Show Logs	Print Pre-Adverse Letter
265734	[REDACTED]	Pre Adverse Letter	2023-03-02 08:59:56	2023-03-02 09:06:37	7	N/A	[REDACTED]	[REDACTED]	[REDACTED]	Show Logs	Print Pre-Adverse Letter Cancel

# WHAT THE APPLICANT SEES ON THEIR END OF THE ADVERSE ACTION PROCESS

1. Once the process has been initiated, the applicant will receive a link via email. The email will come from our [orders@onesourcebackground.com](mailto:orders@onesourcebackground.com) email address. When the applicant clicks on the link, they'll be prompted to enter their date of birth or last four of their Social Security Number for verification purposes. The applicant will then be able to click on the button to *View as PDF*, which will populate a copy of their report. Clicking on the *Review Document* button will populate the adverse action letter. After reviewing the letter, the applicant is prompted to click on the **Reviewed** button.

The screenshot shows the OneSource user interface. At the top left is the OneSource logo with the tagline 'The Background Check Company'. Below the logo is a 'Welcome' message followed by a redacted name. A yellow status bar indicates 'Pending: ETA - 03/02/2023'. Underneath, there is a 'Name:' label followed by a redacted name. To the right is a clipboard icon with a red 'X' and a green 'View as PDF' button. A red banner with a minus sign and the text 'Attention Required' is present. Below the banner, a message states 'We need you to review: Pre Adverse Letter (Pre-Adverse Action)'. A red button labeled 'Review Document' is circled in red.

This screenshot shows the 'Download document' section of the user dashboard. At the bottom right, a red button labeled 'Reviewed' is circled in red.

If the applicant sees any discrepancies on the report, they can then click on the Report an Error button.

The screenshot shows the 'Questions?' section. It includes the heading 'Questions?' and the text 'Do you have an issue with your results? Click below to tell us!'. Below this, there are 'Examples:' listed as '- This is not me.', '- These dates are not correct.', and '- The case was dismissed.'. A red button labeled 'Report an Error' is circled in red.

This pops up a Report an Error box that allows them to type a message that is then sent to One Source.

The screenshot shows a 'Report an Error' modal box. It has a title bar with a close button. The 'From' field contains a redacted name. Below it is a 'Message' text area. At the bottom, there are two buttons: 'Send' and 'Close without sending'.