

## We're Grateful All Year Long

This November, we're reflecting on the year we've shared with you, our clients and partners, and focusing on the many things we're grateful for.

**HRO**<sup>TODAY</sup> Baker's Dozen  
Customer Satisfaction Ratings  
**PRE-EMPLOYMENT SCREENING**  
○○○○○  
*2022 Midsize Program Winner*

### The Opportunity To Work With You

Our goal has never been to be the biggest background screening company; it's to be the best. We constantly strive to provide the highest level of service to you and your team. It's important to us that we learn each client's specific needs so we may provide a perfect solution tailored to your onboarding and screening process.

As we often say, we truly consider ourselves to be your partner in the hiring process. We are committed to helping you identify reliable candidates who best fit your needs.

### Placing On The HRO Baker's Dozen List

Thanks to your support and feedback, we were included on the prestigious HRO Today's Baker's Dozen Employment Screening List for the fifth consecutive year! Once again, we placed in four important categories:

- Overall Screening Leaders
- Quality Of Service Leaders
- Breadth Of Service Leaders
- Size Of Deal Leaders

We'd like to thank everyone who took a moment from their busy schedule to rate us as one of the top screening companies in the nation. It's amazing to receive such a huge response and it helps us as we continue to improve.



## Sharing Our Services With You

One of the biggest differentiators between Backgrounds Online and our competitors is the proprietary software we've built, maintain, and improve inhouse. Over the years, we've made regular improvements to our application based on your feedback and suggestions. Some of the many features leveraged to help us serve you best include:

- Proactive communication. Not only will our team reach out to notify you directly to communicate potential delays or other important bits, but our software allows us to tag orders with pertinent details directly within your Report Manager.
- Accelerated ordering process. Our web app makes it easy to customize, name, and save packages for every type of position. You can easily locate previously created packages and place an order in just a few seconds.
- Applicant guidance. Our applicant self-submittal tool enables the people you screen to submit their information directly to us. This expedites the process, opens a line of communication and saves you time acquiring important compliance documents.

## The Future

Over the past few months, our development team have been working on a variety of enhancements to our application that we're excited to share with you. Our goal is to create a faster, cleaner and streamlined experience for you. A few highlights you can look forward to include:

- A fresh design that makes it easier than ever to quickly find what you need.
- An enhanced Annual Screening Dashboard that empowers you to automate rescreening every member of your team on a monthly or yearly basis.
- A slick new timeline feature that informs you of where we are in the screening process so you may plan accordingly.
- An overhauled Dashboard for easy access to your open orders, results, orders that may need your attention and your most commonly ordered packages.
- A brand-new Order Summary page that centralizes each order's vital data points, allowing you to manage related documents, modify screening requests, set onboarding dates and add instructions for our team.



### Completed

The report is ready to review  
Thur. 12/14/22 9:35am  
Onboarding Date: Mon. 12/19/22

## Thank You

We're thankful for the opportunity to be your screening provider and always happy hear from you. If you have questions or comments that you'd like to share, please contact us. We're available to assist you Monday through Friday from 5am to 6pm PT.