CAPPS Desk Aid

Managing Applicant Status

Note: This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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Managing Applicant Status

Overview

This desk aid outlines how applicant statuses are managed during each stage of the hiring process.

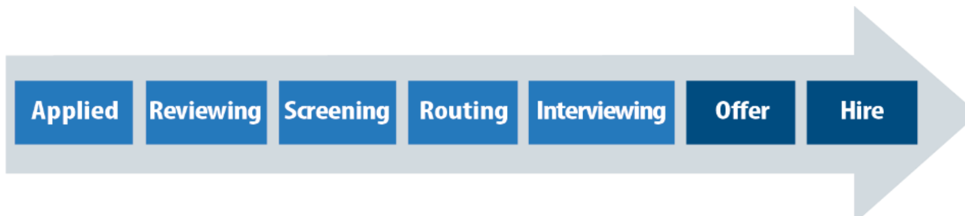
The user should be familiar with:

- Logging in to CAPPS HR/Payroll.
- Navigating the main dashboard and using tiles to navigate to the desired functions.
- Searching for applicants and applications.

Recruitment Status Arrow

The Recruitment *Status* arrow shows the main statuses (dispositions) that the applicant, job opening and offer move through during the hiring process. This desk aid explains each part of the process in detail. The statuses are:

- Applied
- Reviewing
- Screening
- Routing
- Interviewing
- Offer
- Hire



Note: Detailed information on using *Applicant Checklists* is provided in a separate desk aid.

Understanding the Status Areas

Recruitment Area
1-Job Open
2-Appl
3-Summary
4-Route
5-Intvw
6-Offer

The system uses six status areas to describe different steps in the recruiting process:

- *1-Job Open*
- *2-Appl*
- *3-Summary*
- *4-Route*
- *5-Intvw*
- *6-Offer*

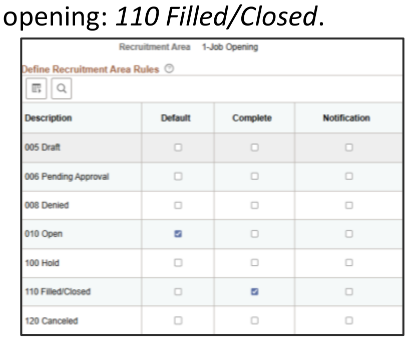
The applicant primarily moves through the *3-Summary* status area and, as they do, the other recruitment area statuses may also change. For example:

- When a job opening is created and approved, the status area *1-Job Open* shows an *Active* status. In contrast, the other status areas have no status set because nothing has yet happened to impact them.
- When an applicant applies to a job opening, *the 2-Appl and 3-Summary* statuses change to *Applied*. The remaining status areas may not yet have a value.

1-Job Open

The *1-Job Open* status area rules configuration table:

- Shows where the job opening is in the recruitment process.
- Depicts the `DEFAULT` (beginning) status for the job opening: *010 Open*.
- Depicts the `COMPLETE` (completion) status for the job opening: *110 Filled/Closed*.
- Shows no `NOTIFICATION` configured at this time.
- Statuses:
  - *005 Draft*
  - *006 Pending Approval*
  - *008 Denied*
  - *010 Open*
  - *100 Hold*
  - *110 Filled/Closed*
  - *120 Canceled*

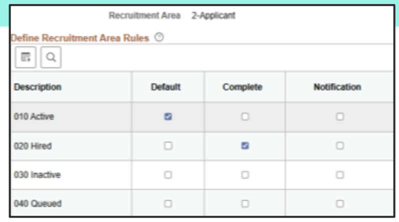


Recruitment Area 1-Job Opening

Define Recruitment Area Rules

Description	Default	Complete	Notification
005 Draft	☐	☐	☐
006 Pending Approval	☐	☐	☐
008 Denied	☐	☐	☐
010 Open	☑	☐	☐
100 Hold	☐	☐	☐
110 Filled/Closed	☐	☑	☐
120 Canceled	☐	☐	☐

2-Appl



Recruitment Area 2-Applicant

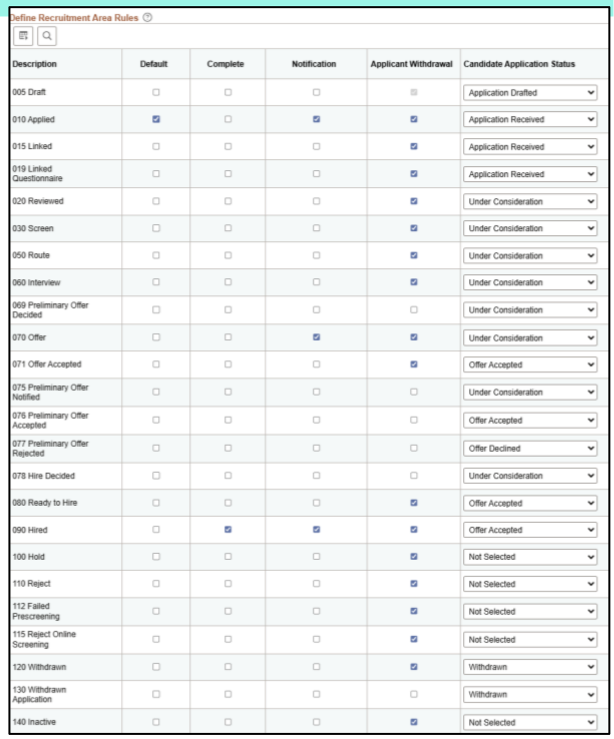
Define Recruitment Area Rules

Description	Default	Complete	Notification
010 Active	☑	☐	☐
020 Hired	☐	☑	☐
030 Inactive	☐	☐	☐
040 Queued	☐	☐	☐

The *2-Applicant* (*2-Appl*) status area rules configuration table:

- Displays where the applicant is in the recruitment process.
- Displays the `DEFAULT` (beginning) status for the applicant: *010 Active* — the applicant has successfully submitted their application, and the application is no longer in *Draft* status.
- Displays the `COMPLETE` (completion) status for the applicant: *020 Hired.*
- Displays no `NOTIFICATION`s are configured at this time.
- Statuses:
    - *010 Active*
    - *020 Hired*
    - *030 Inactive*
    - *040 Queued*

3-Summary



Define Recruitment Area Rules

Description	Default	Complete	Notification	Applicant Withdrawal	Candidate Application Status
005 Draft	☐	☐	☐	☐	Application Drafted
010 Applied	☑	☐	☑	☑	Application Received
015 Linked	☐	☐	☐	☑	Application Received
019 Linked Questionnaire	☐	☐	☐	☑	Application Received
020 Reviewed	☐	☐	☐	☑	Under Consideration
030 Screen	☐	☐	☐	☑	Under Consideration
050 Route	☐	☐	☐	☑	Under Consideration
060 Interview	☐	☐	☐	☑	Under Consideration
069 Preliminary Offer Decided	☐	☐	☐	☐	Under Consideration
070 Offer	☐	☐	☑	☑	Under Consideration
071 Offer Accepted	☐	☐	☐	☑	Offer Accepted
075 Preliminary Offer Notified	☐	☐	☐	☐	Under Consideration
076 Preliminary Offer Accepted	☐	☐	☐	☐	Offer Accepted
077 Preliminary Offer Rejected	☐	☐	☐	☐	Offer Declined
078 Hire Decided	☐	☐	☐	☐	Under Consideration
080 Ready to Hire	☐	☐	☐	☑	Offer Accepted
090 Hired	☐	☑	☑	☑	Offer Accepted
100 Hold	☐	☐	☐	☑	Not Selected
110 Reject	☐	☐	☐	☑	Not Selected
112 Failed Prescreening	☐	☐	☐	☑	Not Selected
115 Reject Online Screening	☐	☐	☐	☑	Not Selected
120 Withdrawn	☐	☐	☐	☑	Withdrawn
130 Withdrawn Application	☐	☐	☐	☐	Withdrawn
140 Inactive	☐	☐	☐	☑	Not Selected

The *3-Summary* area rules configuration table:

- Is managed by the CAPPS team.
- Displays a summary of the applicant's progress in the recruitment process.
- Displays the `DEFAULT` (beginning) status for an applicant: *010 Applied.*
- Displays the `COMPLETE` (completion) status for an applicant: *090 Hired.*
- Outlines the steps marked where the applicant receives system-generated `NOTIFICATION`s, where the applicant receives a system-generated notification:
    - *010 Applied*
    - *070 Offer*
    - *090 Hired*
- Indicates the `APPLICANT WITHDRAWAL` statuses that allow the applicant to withdraw.
- Displays the `CANDIDATE APPLICATION STATUS` that displays to the applicant throughout the process in Candidate Gateway. Available statuses:
    - *005 Draft*
    - *010 Applied*
    - *015 Linked*
    - *019 Linked Questionnaire*
    - *020 Reviewed*
    - *030 Screen*
    - *050 Route*
    - *060 Interview*
    - *069 Preliminary Offer Decided*
    - *070 Offer*
    - *071 Offer Accepted*
    - *075 Preliminary Offer Notified*
    - *076 Preliminary Offer Accepted*
    - *077 Preliminary Offer Rejected*
    - *078 Hire Decided*
    - *080 Ready to Hire*
    - *090 Hired*
    - *100 Hold*
    - *110 Reject*
    - *112 Failed Prescreening*
    - *115 Reject Online Screening*
    - *120 Withdrawn*
    - *130 Withdrawn Application*
    - *140 Inactive*

Note: This section is similar to how the *Candidate Communication Area* functioned in the previous system.

Disposition Setup

The *Disposition Setup* configuration page:

- Is managed by the CAPPS team.
- Controls the flow from one status to the next and what statuses are available as successor statuses.
- Includes three columns:
  - PREDECESSOR DISPOSITIONS:
    - Indicates where the applicant came from.
    - Lists the statuses that can precede the current one.
  - SOURCE DISPOSITION:
    - Displays the applicant's current status.
    - Is the starting point for deciding next steps.
  - AVAILABLE TRANSITIONS:
    - Shows where the applicant can move next.
    - Displays available options based on the current SOURCE DISPOSITION.

> **Note:** Typically, *3-Summary* statuses are the primary ones to reference throughout the process, as the other status areas update based on what occurs in *3-Summary*.

Disposition Setup

Predecessor Dispositions	Source Disposition	Available Transitions
090 Hired 130 Withdrawn Application	010 Applied (Default)	020 Reviewed 030 Screen 050 Route 110 Reject 120 Withdrawn
010 Applied	020 Reviewed	030 Screen 110 Reject 120 Withdrawn
010 Applied 020 Reviewed	030 Screen	050 Route 060 Interview 110 Reject 120 Withdrawn
010 Applied 030 Screen	050 Route	060 Interview 110 Reject 120 Withdrawn
030 Screen 050 Route	060 Interview	070 Offer 110 Reject 120 Withdrawn
060 Interview	070 Offer	071 Offer Accepted 110 Reject 120 Withdrawn
070 Offer	071 Offer Accepted	080 Ready to Hire 110 Reject 120 Withdrawn
071 Offer Accepted	080 Ready to Hire	090 Hired 110 Reject 120 Withdrawn
080 Ready to Hire	090 Hired	010 Applied 110 Reject 120 Withdrawn
010 Applied 020 Reviewed 030 Screen 050 Route 060 Interview 070 Offer 071 Offer Accepted 080 Ready to Hire 090 Hired	110 Reject	120 Withdrawn 130 Withdrawn Application
010 Applied 020 Reviewed 030 Screen 050 Route 060 Interview 070 Offer 071 Offer Accepted 080 Ready to Hire 090 Hired 110 Reject	120 Withdrawn	130 Withdrawn Application
110 Reject 120 Withdrawn	130 Withdrawn Application	010 Applied

4-Route

The *4-Route* area rules configuration table:

- Displays where the applicant was when they were routed for review.
  - Typically, the hiring manager reviews the applications.
  - A different subject matter expert resource can also help review applications.
- Displays the DEFAULT (beginning) status for an applicant: *010 Route* — the applicant was routed to someone for evaluation.
- Displays the COMPLETE (completion) status for an applicant — *020 Invite for Interview:*
  - The evaluator recommends that the applicant be invited for an interview.
  - This does not initiate the interview process; the *Edit Disposition* function (discussed later) must be used to change the disposition to the next step in the process.
- No notification is configured in the example configuration table.
- Statuses:
  - *010 Route*
  - *020 Invite for Interview*
  - *100 Hold*
  - *110 Reject*
  - *120 Withdrawn*
  - *130 Withdrawn Application*

Recruitment Area 4-Route

Define Recruitment Area Rules

Description	Default	Complete	Notification
010 Route	☑	☐	☐
020 Invite for Interview	☐	☑	☐
100 Hold	☐	☐	☐
110 Reject	☐	☐	☐
120 Withdrawn	☐	☐	☐
130 Withdrawn Application	☐	☐	☐

5-Intvw

The *5-Interview* (*5-Intvw*) area rules configuration table:

- Displays where the applicant is in the interview process.
- Displays the DEFAULT (beginning) status for an applicant— *005 Interview:* the applicant was moved to the point where they are ready to have an interview.

Recruitment Area 5-Interview

Define Recruitment Area Rules

Description	Default	Complete	Notification
005 Interview	☑	☐	☐
020 Make Offer	☐	☑	☑
100 Hold	☐	☐	☐
110 Reject	☐	☐	☐
120 Withdrawn	☐	☐	☐
130 Withdrawn Application	☐	☐	☐

- Displays the `COMPLETE` (completion) status for an applicant — *020 Make Offer:*
  - The team indicates that the applicant is ready for an offer.
  - This does not initiate the offer process; the *Edit Disposition* function (discussed later) must be used to change the disposition to the next step in the process.
  - The recruiting team receives a notification when the applicant offer is ready to be created, approved and extended.
- Statuses:
  - *005 Interview*
  - *020 Make Offer*
  - *100 Hold*
  - *110 Reject*
  - *120 Withdrawn*
  - *130 Withdrawn Application*

6-Offer


Recruitment Area 6-Offer

Define Recruitment Area Rules

Description	Default	Complete	Notification
005 Draft	☐	☐	☐
006 Pending Approval	☐	☐	☐
008 Denied	☐	☐	☐
010 Extend	☑	☐	☐
020 Accept	☐	☑	☑
030 Acceptance Withdrawn	☐	☐	☐
100 Hold	☐	☐	☐
110 Offer Rejected	☐	☐	☐
120 Offer Withdrawn	☐	☐	☐
130 Withdrawn Application	☐	☐	☐

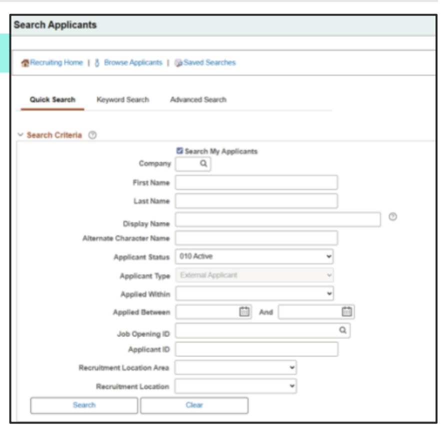
The *6-Offer* area rules configuration table:

- Displays the applicant's offer status.
- Displays the `DEFAULT` (beginning) status for an offer — *010 Extend*: The offer was created, approved and is ready to be extended to the applicant.
- Displays the `COMPLETE` (completion) status for an offer — *020 Accept:*
  - The applicant accepted the offer.
  - The recruiting team also receives a notification that the applicant accepted the offer. This advances the applicant to the *080 Ready for Hire* status, along with using the *Edit Disposition* function to initiate the *Prepare for Hire* action for the applicant (see *3-Summary* chart above).
- Statuses:
  - *005 Draft*
  - *006 Pending Approval*
  - *008 Denied*
  - *010 Extend*
  - *020 Accept*
  - *030 Acceptance Withdrawn*
  - *100 Hold*
  - *110 Offer Rejected*
  - *120 Offer Withdrawn*
  - *130 Withdrawn Application*

Searching and Managing Applicants

Navigation
Dashboard: Recruiting; **Tile:** Recruiting Activities; Search Applicants
– or –
NavBar, Menu; Recruiting; Search Applicants

Searching Applicants



To search for applicants:

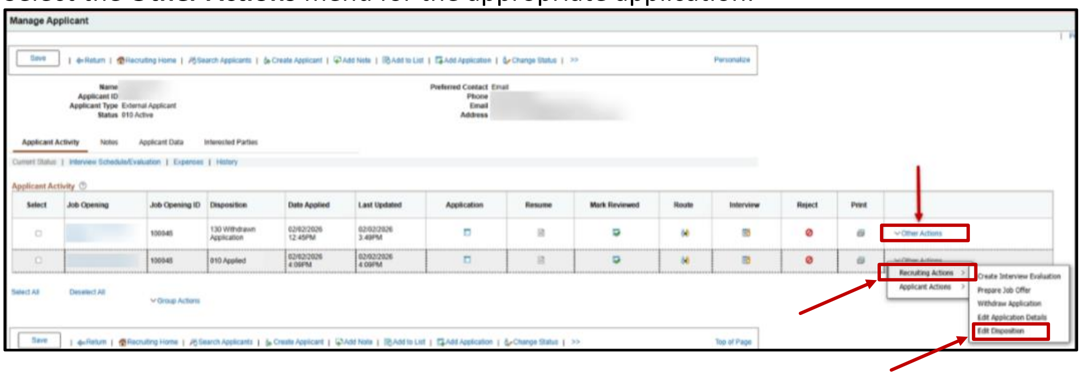
1. Navigate to the *Search Applicants* page.
2. Enter keywords and use filters to locate applicants based on the criteria entered.
3. Select **Search**.
   The results displays for all applicants who meet the search criteria.
4. Select an applicant's name to open the *Manage Applicant* page that lists all applications the individual has submitted to the agency and indicates those that are currently active.

Editing the Disposition

The *Manage Applicant* page displays a table listing all applications the applicant has submitted to the agency, along with several data points for each.

To edit the disposition from the *Manage Applicant* page:

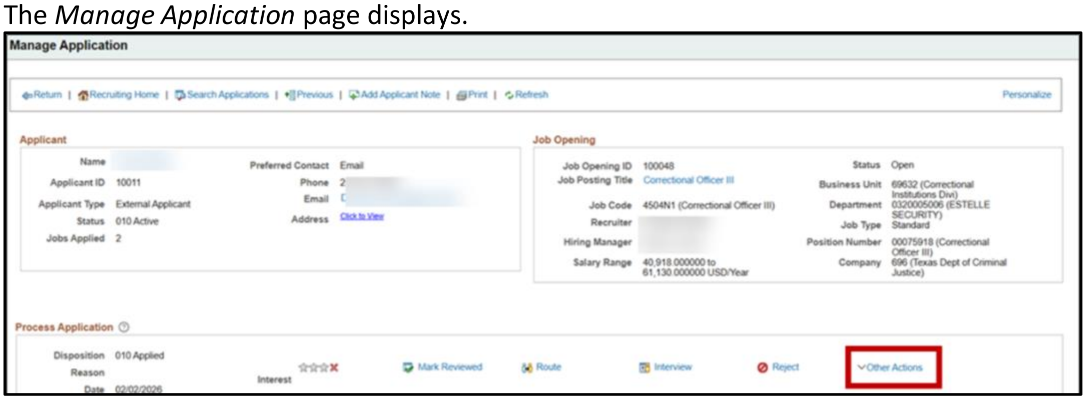
1. Select the **Other Actions** menu for the appropriate application.



2. Select **Recruiting Actions**.
3. Select **Edit Disposition**.
   The *Edit Disposition* window displays.

Alternatively, the disposition can be edited from the *Manage Application* page:

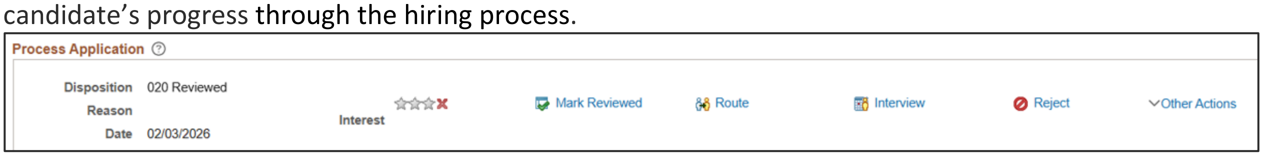
1. Select the icon under the *Application* column for the appropriate row.
   The *Manage Application* page displays.



2. Select **Other Actions** in the *Process Application* section.
3. Select **Recruiting Actions** in the drop-down menu.
4. Select **Edit Disposition**.
   The *Edit Disposition* window displays.
5. Edit the disposition, as necessary.

Processing Applications

The *Process Application* section on the *Manage Application* page provides convenient options for managing a candidate's progress through the hiring process.



In the *Process Application* section, there are various fields and options:

- DISPOSITION —displays the status of the application. For example, if the DISPOSITION reads *010 Applied*, this means the applicant successfully applied to the job opening.
- REASON.
- DATE — displays the date when the status is updated.
- INTEREST.
- **Mark Reviewed**.
- **Route**.
- **Interview**.
- **Reject**.
- **Other Actions**.

Rating the Level of Interest

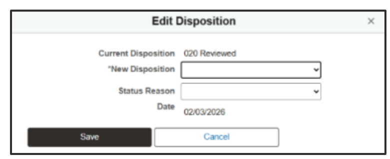
The INTEREST field is a four-star rating tool recruiters use to denote the level of interest they have in a candidate, indicating how strong a fit the applicant might be for the position. The rating (if used) is specific to the Recruit user; other users cannot see values assigned by that user.

Marking as Reviewed

Selecting *Mark Reviewed* (quick-action option) indicates a user has reviewed an applicant and saves time by automatically updating the system to reflect the review. This option updates the applicant status in *the 3-Recruitment* status area. In addition, the DISPOSITION field updates to *020 Reviewed*, ensuring consistency across the overall statuses in the *3-Recruitment* status area.

Note: If an *Applicant Checklist* is assigned to an applicant at this stage, selecting **Mark Reviewed** does not update or affect the checklist. The checklist provides additional detail throughout the disposition steps. For example, the checklist can help explain why the applicant was marked as reviewed and moved forward or why their DISPOSITION was edited to indicate they were not selected and exited the process.

Alternatively, this action can be manually performed by selecting **Other Actions** and updating the available **Edit Disposition** options.



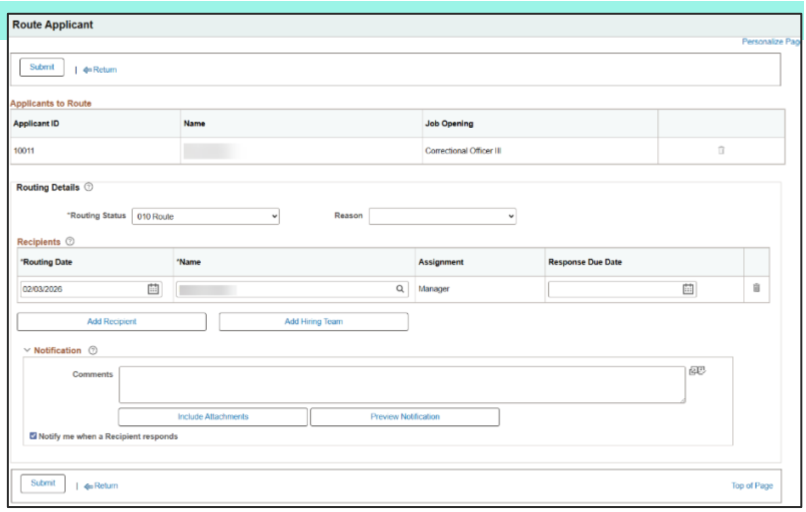
The status updates brought about when selecting **Mark Reviewed** can also be confirmed from the *Edit Disposition* window by viewing the status in the CURRENT DISPOSITION field.

Note: This action is similar to marking an applicant as *Passed HR Screen* (depending on the Candidate Selection Workflow [CSW] used by the agency) in the previous system.

Initiating the Routing Process

Select **Route** to initiate the routing process so that another individual can evaluate the applicant and provide feedback to the recruiter. Selecting this option opens the *Route Applicant* page, where the user can:

- Specify the evaluator
- Set a feedback due date
- Configure notifications related to the routed applicant



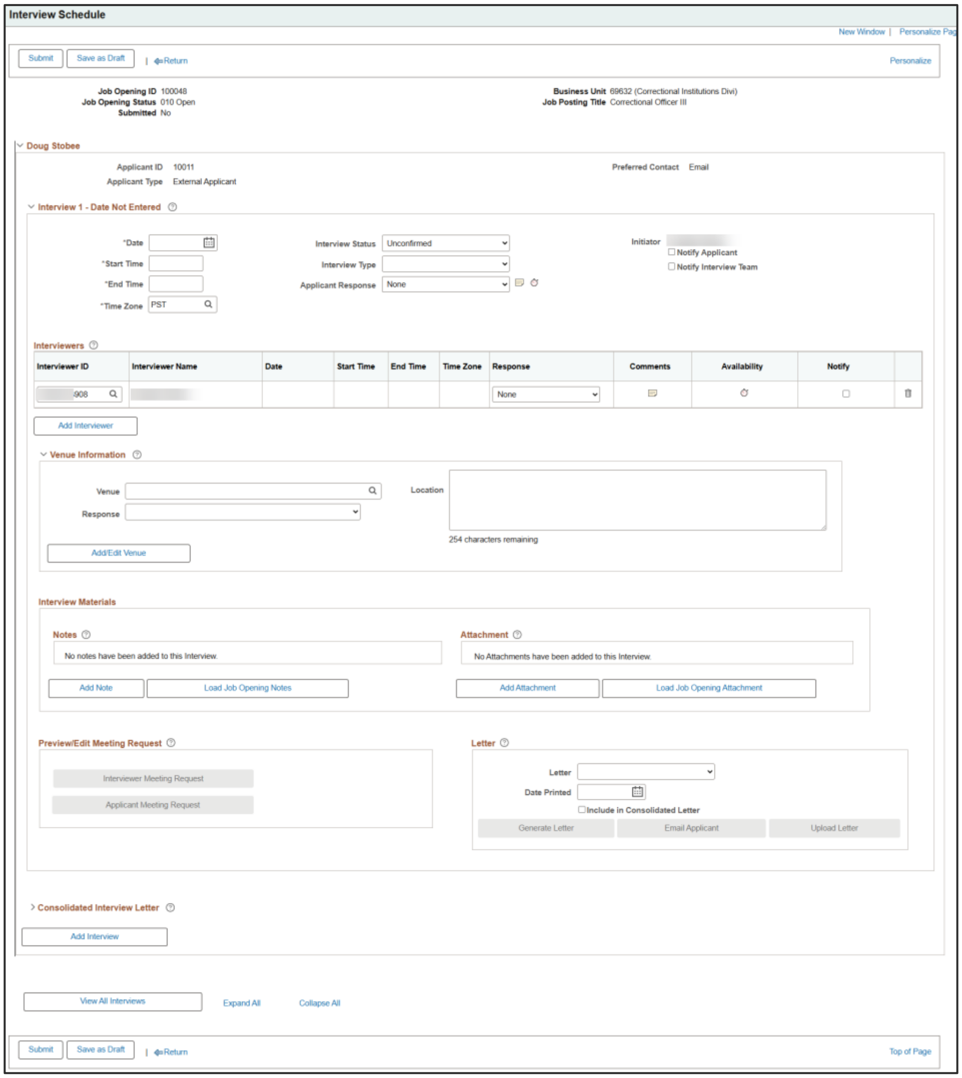
An applicant can be routed to multiple evaluators at the same time (if necessary) using the *Route Applicant* page with shared due dates and notification settings.

When this action is selected and the *Route* is initiated, the applicant's disposition automatically updates to *050 Route*, causing the system to skip the *030 Screen* step.

Note: The *Route* process is discussed in more detail in a separate desk aid.

Initiating the Interview Process

Selecting *Interview* (quick-action option) initiates the interview process, saving the user time by automatically updating the system to reflect that the applicant is ready to move into the interview phase. Use of this option displays the *Interview Schedule* page, where the user can configure interview details and designate interviewers from the *Interviewers* section configured on the job opening. Materials and attachments can be added for interview participants to reference. In addition, the user may specify the type of response required from the interview team.



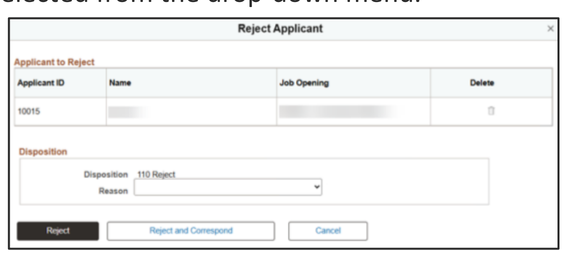
Note: The *Interview* process is discussed in a separate desk aid.

Rejecting an Applicant

Selecting **Reject** (quick-action option) indicates that an applicant is not selected. This option displays the *Reject Applicant* window, where the REASON for the rejection can be selected from the drop-down menu.

Selecting *Reject* for an applicant also updates the following dispositions and status areas:

- *2-Appl— 030 Inactive*
- *3-Recruitment— 110 Reject*
- *4-Route— 110 Reject*
- *6-Offer— 110 Reject* (occurs if they are in the *Offer* phase)



Reject Reasons

The complete list of values for the reject `REASON` field, alphabetically:

- Another job
- Appl canceled the interview
- Appl request to end interview
- Did not complete hire process
- Did not report to work
- Did not respond to offer
- Duplicate applicant
- Failed background check
- Failed credit check
- Failed criminal check
- Failed drug testing
- Failed education check
- Failed employment test
- Failed final screening
- Failed medical exam
- Failed physical fitness test
- Failed polygraph exam
- Failed prepolygraph review
- Failed psychological exam
- Failed testing
- Failed written test
- Future consideration
- Hired on other JO
- Ineligible— basic eligibility
- Ineligible— employment cond
- Ineligible— min grade/salary
- Ineligible to work in US
- Job Opening canceled
- Lacks other min qualifications
- Lacks required credentials
- Lacks required education
- Lacks required experience
- Misrepresentations
- Never returned calls
- No reason
- No show for interview
- Not eligible to transfer
- Not interested in agency
- Not interested in position
- Not met required criteria
- Not selected
- Not willing to relocate
- Not willing to travel
- Offer rejected
- Offer withdrawn
- Other qualified appl selected
- Other
- Personal reasons given
- Position canceled
- Salary expectations
- Salary is insufficient
- Salary not in line with role
- Selected for other position
- Unable to contact applicant

Other Actions

The *Other Actions* menu is an actionable list that provides access to various tasks related to the general recruiting process or to a specific applicant. The options available in this menu change throughout the hiring workflow and are determined by factors such as the applicant's progress, the status of the job opening, the status of any offer and the user's security permissions.

Selecting **Other Actions** displays two menus:

- *Recruiting Actions*
- *Applicant Actions*

Each menu provides dynamic options that change based on the user's access and disposition.

Recruiting Actions

- **Create Interview Evaluation**.
- **Prepare Job Offer**.
- **Accept Offer** — this action is available only if an offer is in the default *Open* status.
- **Reject Offer** — this action is available only if an offer is in the default *Open* status.
- **Withdraw Application** — this action is available only if the disposition *130 Withdrawn Application* is configured as a successor to the current disposition.
- **Prepare for Hire** — this action is available only if the current disposition is either:
  - 071— *Offer Accepted*
  - 080— *Ready to Hire*
  - 090— *Hired*
  - 120— *Withdrawn*
- **Withdraw from Hire** — this action is available only if the current disposition is: *080 — Ready to Hire.*
- **Edit Application Details**.
- **Edit Disposition** — if a flexible recruiting process governs the job opening, this is available only if the process provides the user with valid transitions from the current disposition.

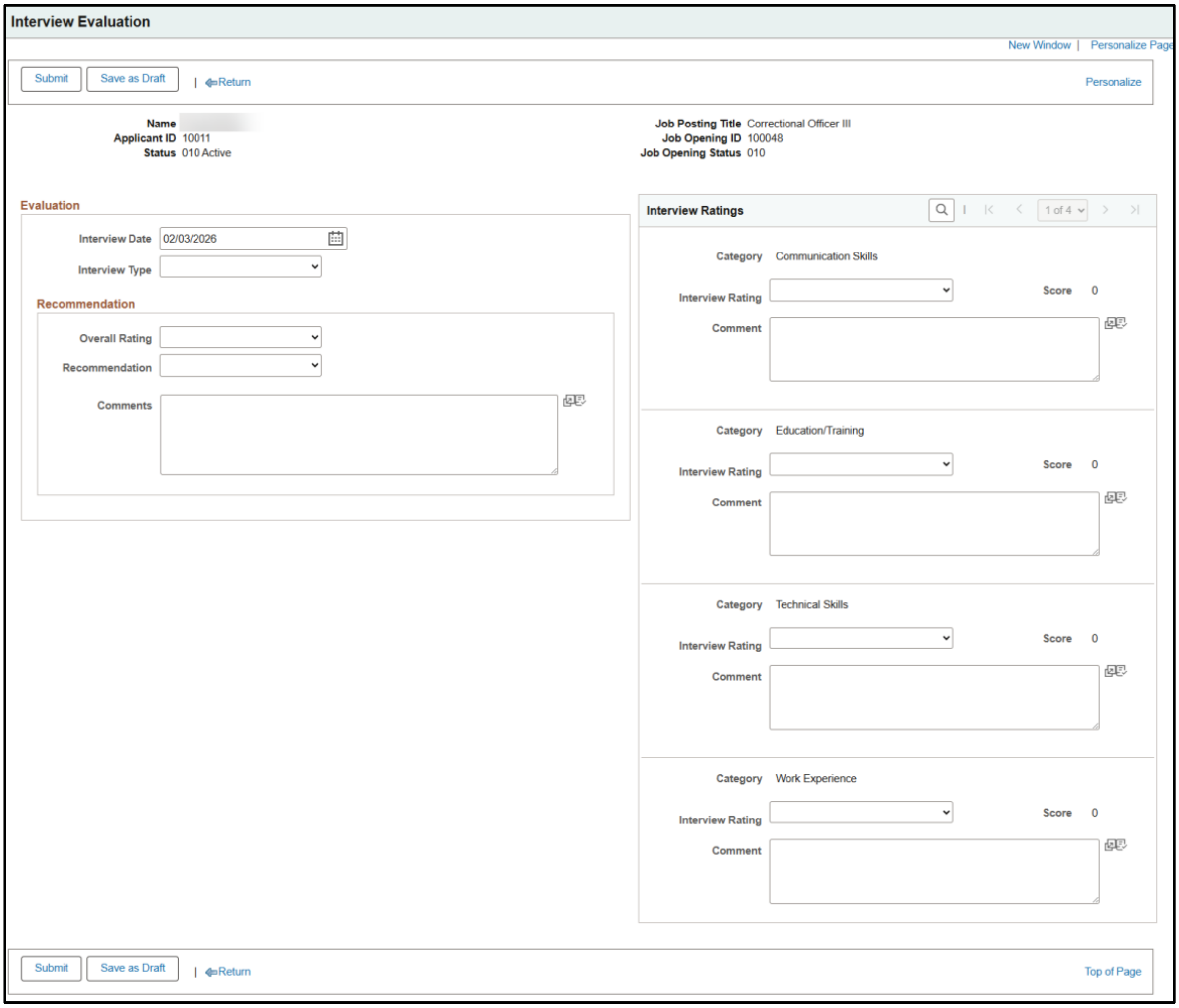
Alternatively, this action can be manually performed by selecting **Other Actions** and updating the available **Edit Disposition** options.

Select **Recruiting Actions** from the *Other Actions* drop-down menu for a list of options that change depending on the disposition and the user's access.

The following are the most common actions available under the *Recruiting Actions* menu.

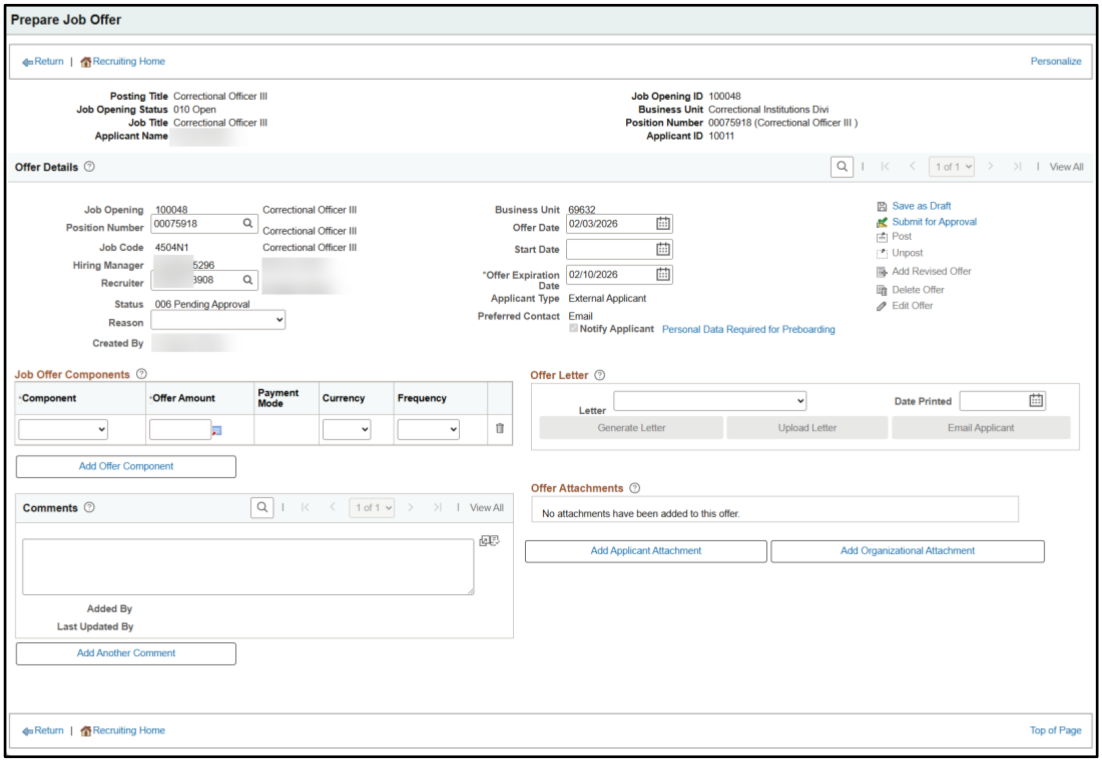
Creating the Interview Evaluation

Select **Create Interview Evaluation** to open the *Interview Evaluation* page, where an interview evaluation can be initiated and stored in the system along with the application for the recruiting team to reference.



Preparing a Job Offer

Select **Prepare Job Offer** to display the *Prepare Job Offer* page, where the *Job Offer* process can be initiated.



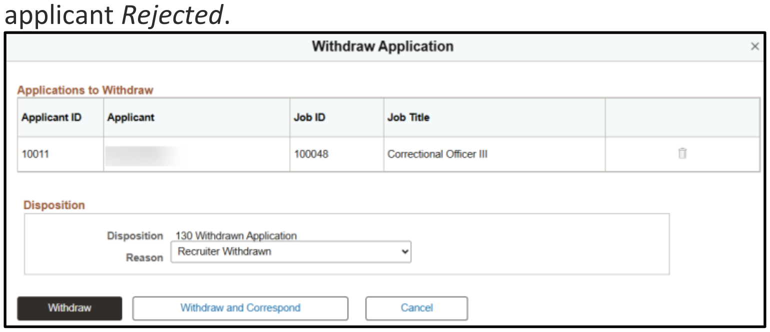
Note: When the offer is approved, select the `NOTIFY APPLICANT` checkbox to ensure the system informs the applicant that an offer was extended and posts it to the Candidate Gateway for their review.

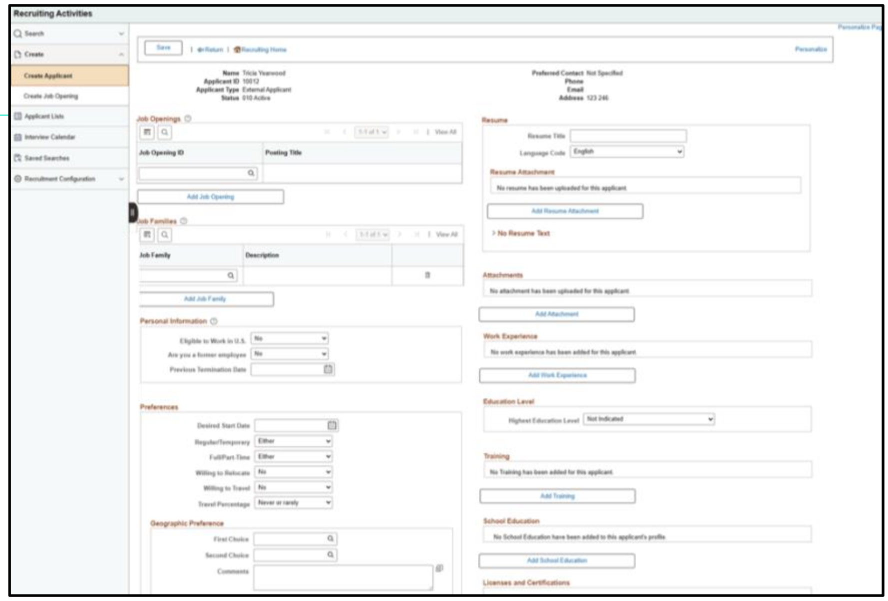
Beside the `NOTIFY APPLICANT` checkbox is the **Personal Data Required for Preboarding** hyperlink that allows the Recruit user to select which of the three PII (personally identifiable information) data elements are needed for the hire:

- `NATIONAL ID`
- `DATE OF BIRTH`
- `DRIVER'S LICENSE`

Withdrawing an Application

Select **Withdraw Application** to display the *Withdraw Application* window, where the recruiter can withdraw an applicant's application from a job opening. This has the same effect as marking the applicant *Rejected*.



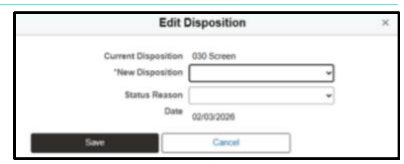


Editing the Application Details

Select **Edit Application Details** to update an applicant's application. Some sections are visible only to recruiters and cannot be accessed by the applicant. Any editable parts of the application can be modified (as necessary) and updates can be saved.

Editing the Disposition

Select **Edit Disposition** to update the applicant's disposition. In most cases, this action moves the applicant forward in the process, but it can also place the applicant on hold or return them to the *Applied* stage.

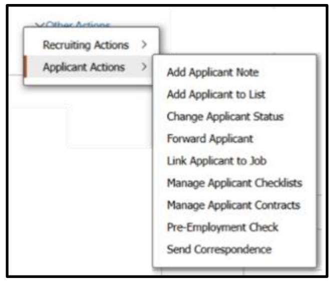


Information and fields available on the *Edit Disposition* window:

- CURRENT DISPOSITION.
- NEW DISPOSITION:
  - Drop-down menu of values that corresponds to the *3-Summary* status area.
  - The available values:
    - *005 Draft*
    - *010 Applied*
    - *015 Linked*
    - *019 Linked Questionnaire*
    - *020 Reviewed*
    - *030 Screen*
    - *050 Route*
    - *060 Interview*
    - *069 Preliminary Offer Decided*
    - *070 Offer*
    - *071 Offer Accepted*
    - *075 Preliminary Offer Notified*
    - *076 Preliminary Offer Accepted*
    - *077 Preliminary Offer Rejected*
    - *078 Hire Decided*
    - *080 Ready to Hire*
    - *090 Hired*
    - *100 Hold*
    - *110 Reject*
    - *112 Failed Prescreening*
    - *115 Reject Online Screening*
    - *120 Withdrawn*
    - *130 Withdrawn Application*
    - *140 Inactive*
- STATUS REASON — available as a drop-down menu for some dispositions.
- DATE — the date of the edit displays (cannot be modified by the user).
- **Save** — finalizes and records the edit.
- **Cancel** — abandons the edit.

Applicant Actions

- *Add Applicant Note*
- *Add Applicant to List*
- *Change Applicant Status*
- *Forward Applicant*
- *Link Applicant to Job*
- *Manage Applicant Checklists*
- *Manage Applicant Contracts*
- *Pre-Employment Check*
- *Send Correspondence*



Select the **Other Actions** option, then select **Applicant Actions** to access a list of options that change depending on the disposition and the user's access.

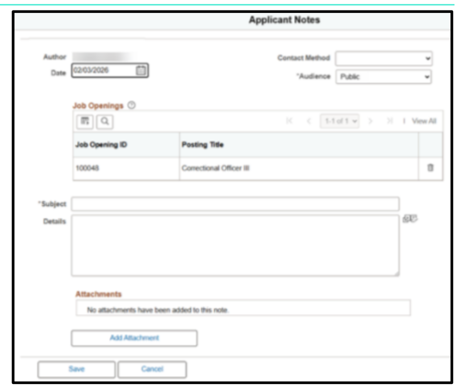
The following are the most common actions available under the *Applicant Actions* menu.

Adding an Applicant Note

Select **Add Applicant Note** to add a note to the applicant's online record.

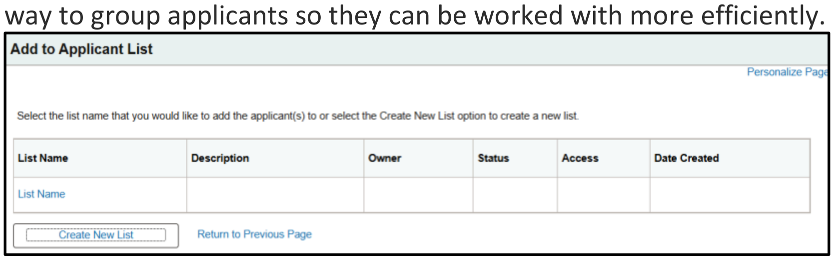
Notes are part of the applicant's overall history. They should be assigned an `AUDIENCE` value of *Public* so the entire hiring team can view them.

> **Note:** It is important to adhere to factual information when posting notes to an applicant's online record.



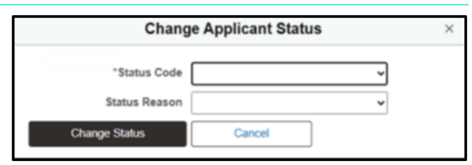
Adding an Applicant to a List

Select **Add Applicant to List** to initiate adding an applicant to an *Applicant List*. Lists provide a quick way to group applicants so they can be worked with more efficiently.



Changing the Applicant's Status

Select **Change Applicant Status** to change the applicant status for the *2-Appl* status area. If the *2-Appl status* is changed here, corresponding status areas also update.

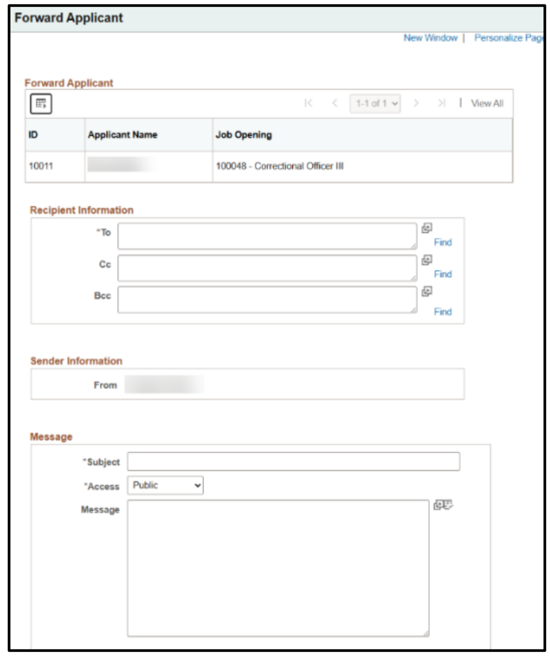


Available `STATUS CODES`:

- *010 Active*
- *020 Hired*
- *030 Inactive*
- *040 Queued* (CAPPS does not support functionality for this status)

Select a `STATUS REASON` value depending on the `STATUS CODE` value selected.

Forwarding an Applicant

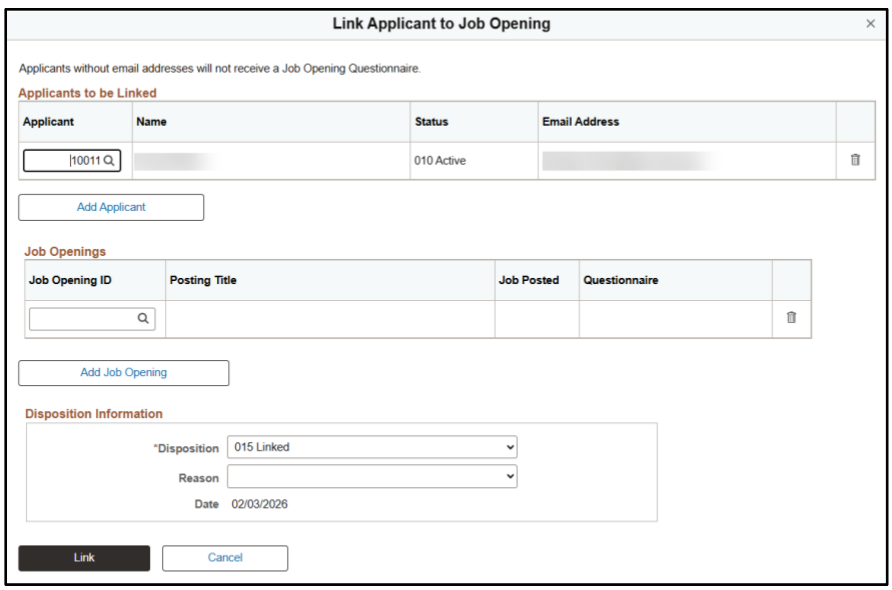


Select **Forward Applicant** to email the application and other information to someone else in the agency.

This option forwards an applicant's information to an individual who is not part of the hiring team and doesn't have any other role associated with the job opening. The recipient will not have access to the job opening or the full list of applicants. Access to the applicant's information is available only via the hyperlink in the email and depends entirely on the recipient's existing security permissions. If the recipient does not have the required access, the hyperlink cannot be opened and no applicant data will be visible. Forwarded applicant messages are tracked within the system.

Linking an Applicant to a Job

Select **Link Applicant to Job** to link an applicant to a specific job opening.



Use this option in situations where the application account was created on behalf of an applicant, such as:

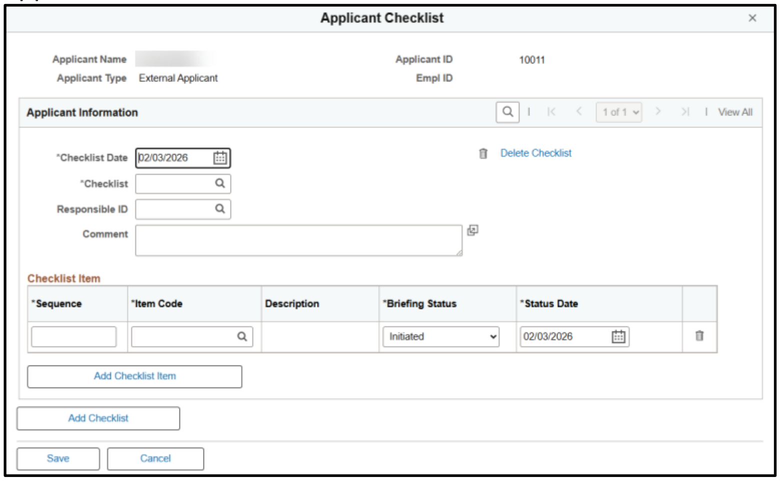
- When an application is received by fax.
  – or –
- During a conversation at a job fair.

An applicant can also be linked to a job when an applicant applies for one job opening that is not a suitable match but the recruiting team determines that the applicant may be a better fit for another opening. When the applicant is linked to the new job opening, the update appears in Candidate Gateway, allowing the applicant to review and respond.

When this option is used, the applicant's `DISPOSITION` in the *3-Summary* status area is set to *015 Linked*, indicating that the applicant did not originally apply for this job opening and was manually added to it by back office staff.

Managing Applicant Checklists

Select **Manage Applicant Checklists** to initiate a checklist or manage an existing one assigned to an applicant.



Note: Detailed instructions for using the *Applicant Checklist* are provided in a separate desk aid.

Managing Applicant Contracts

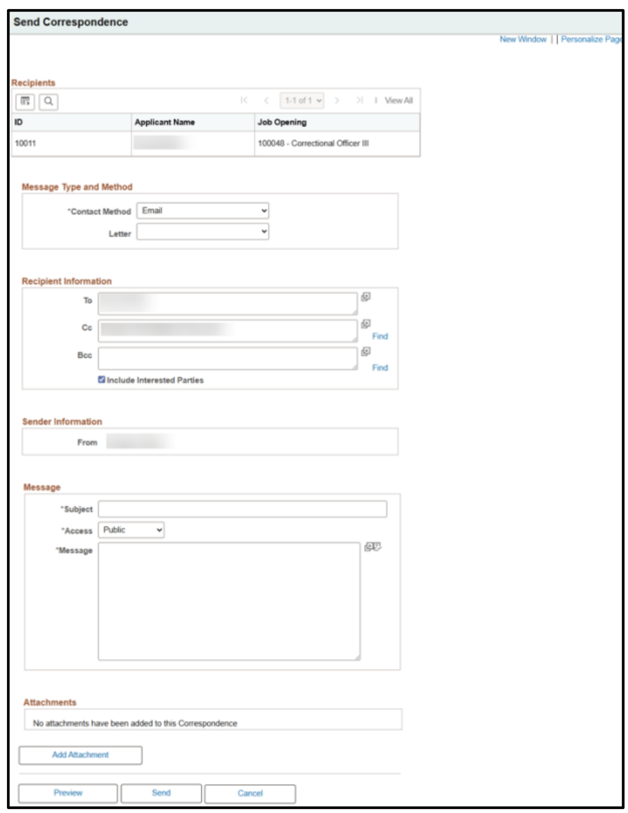
CAPPS does not support *Manage Applicant Contracts* functionality.

Pre-Employment Check

CAPPS does not support *Pre-Employment Check* functionality.

Sending Correspondences

Select **Send Correspondence** to send the applicant correspondence, which is tracked in the application's *Notes and History* section.



Revision History

Date	Description of Change	Changed By
July 29, 2026	Initial release.	D. Stobee