



Croatia Candidate Document Guide | EMEA Background Verification

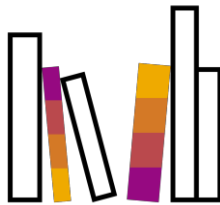
Your career with SAP is nearing! We hope you are excited as we are. SAP's hiring process requires you to undergo the Background Verification (BGV) process. We've created this guide to help you with the background check process.



The global vendor who does the background verification for SAP is First Advantage (FADV). To start the process, you will be asked to create a profile in the FADV portal. During the creation of your profile, you will be asked to supply the necessary documents for the Background Check process, which is mandatory for all new hires globally. This is an important part of SAP's onboarding process in adherence to internal and external security regulations in meeting industry standards and fulfilling the demands of our clients.



GOVERNMENT ID



EDUCATION



EMPLOYMENT



CRIMINAL CHECK &
CONSENT FORM



QUICKTIPS



FAQs



Government ID

There are several valid IDs that are acceptable per country. It is best to provide your passport ID page as this is accepted globally. The document must contain your full date of birth. Month and/or year only will not be accepted. In addition, kindly ensure when submitting your ID for your background check profile, that you select the country where the corresponding identification was issued.

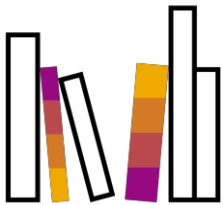
Kindly refer to the [Appendix](#) for the list of all acceptable Government IDs available in your country.

Please prepare a copy of either one of the following:

- ✓ Passport ID Page
- ✓ Front and Back copy of your National ID card
- ✓ Front and Back copy of your Driving Licence



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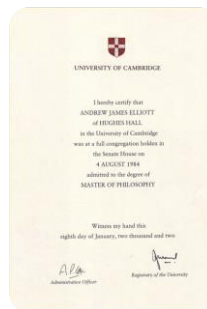


Education

Kindly make sure that you provide information and documents for your HIGHEST EDUCATION. In certain countries, you may also be required to provide an ID document, however, this is dependent on the institute. A passport or local ID document will suffice for this part of the process.

Please prepare a copy of either one of the following:

- ✓ Degree Certificate
- ✓ Transcripts
- ✓ Marksheet



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Employment

Your employment from 7 years back are verified during the background check process. This is the same for all countries globally. It is best to provide documents which states your position and dates of employment.

Note that it is imperative to cluster together all legal entities and subsidiaries in case you elect for a Present Employer not to be contacted (e.g., SAP SE, SAP Philippines, SAP Singapore, SAP Ariba, should all be listed as SAP). This is to ensure that First Advantage will not contact your Present Employer as they will strive to contact any employment that is marked as Former.



Employment (continuation)

It is highly recommended to prepare a copy of following documents before proceeding:

- ✓ Employment Certificate/Relieving letter certifying job designation and dates of tenure
- ✓ Job offer letter + Appointment letter (for current position) + Latest pay stubs (3 months at least)
- ✓ Government-issued documents (i.e. provident fund records, SS contribution records, housing fund records, tax documents with company name)

Should you be unemployed, self-employed, in an unpaid internship or in school during the timeline, these are all options which you can choose from the drop down.

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Criminal Check and Consent Forms

If your position requires, FADV will conduct a criminal background check. In order to prevent delays, please ensure you provide complete addresses, including door number, street name and/or landmarks and postal code. You will also be required to provide your Father's full name.

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Quick Tips

1. Make sure that the information you provide in your FADV profile matches the information in your CV / resume.
2. Provide all documents you can during profile creation.
3. Provide all information necessary for the check such as your highest education, your address from 7 years ago to present, employment experience from 7 years ago to present, etc.
4. Please make sure that all documents provided in the system are clear, **colored**, & uncut (all 4 sides are visible). The following conditions must be met:
 - ✓ A good quality image - 300dpi (scanning) or 5 megapixels (camera/smartphone) is a suggested minimum.
 - ✓ File size should not exceed 6MB.
 - ✓ File format should be JPG, PNG, or PDF.
 - ✓ The copy or scan cannot be blurred, fuzzy, or cropped in any way.
 - ✓ The document must contain your full date of birth. Month and/or year only will not be accepted.
 - ✓ Do not manipulate the document in any way. For example, do not make a copy of the document and the cut it into the shape of an ID. This type of document will be rejected.

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FAQs

1. What information is needed from me?

- Personal Information
 - Government identification numbers
 - Personal details (Full Name, Name in local characters, Date of Birth, contact number, e-mail address, Alias /es)
- 7-year Address History
- Highest Educational Attainment - if you're currently completing your Master's Degree, you must provide your Bachelor's Degree details.
- 7-year Employment History

2. Why am I getting emails asking for more documents when I already provided this during profile creation?

- The document provided could be unclear or cut.
- Not all pages of the document were provided. These missing pages should be submitted.
- The provided document is not a valid document as per FADV guidelines.
- FADV was not able to verify the check based on the information and/or documents provided during profile creation.

3. How to fill out your profile: country to indicate on the first stage of profile creation

Please indicate your current country of residence not your country of hire.

Should you indicate the wrong country of residence, please reach out to the Recruitment Operations - Background verification team via sapbackgroundverification@sap.com for assistance.

SAP Welcomes You

Congratulations on your new position with SAP!

As you have been already informed by SAP, we, First Advantage (FADV), would like to welcome you to our Direct Advantage site!

In the following steps you will find the Information Notice where we explain how we process your personal data.

The process:

- Please review the information pane which will appear at the top of each form. Each information pane provides you with specific instructions for that form. You will not be able to change the information provided for your background screening after the application has been submitted.
- Once you have completed all the required information, you must click "Submit Application" button in order for your application to be submitted.

NOTE: 'Country of Residence' should be the country of your current address.

Links:

- <https://www.fadv.com/privacy-policy.aspx>
- <https://www.fadv.com/legal-privacy-guarantee.aspx>
- <https://www.fadv.com/>

Profile ID:

* Country Of Residence

* Create Password

* Re-enter Password

* Security Question

* Answer

New password requirements
Must contain at least 2 of the following 4 types of characters:
Upper case letter A-Z
Lower case letter a-z
Digit 0-9
Symbol (@#%*!\$^&*)
Must contain at least 8 characters
Cannot contain three (3) of the same character in succession

Please select either a standard question, or provide your own custom security question, and answer. You should choose a question that only you know the answer to. If you forget your password you will be prompted to answer the security question you supplied or selected to enable your login.

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FAQs

4. How to fill out your profile: employment section of profile to cover gaps in employment

You will be asked to fill in gaps for the 7-year employment history requirement. During this gap, you could still be in school or unemployed. On the employment details, you will first be asked of the EMPLOYMENT TYPE. Your options would be the following:

- Current Employer
- Former Employer
- Self Employed
- Not Employed
- In school
- Unpaid Internship

The screenshot shows the 'Employment 1' form with the following fields and options:

- Country: [Dropdown]
- *Employment Type: [Dropdown menu open with options: Current Employer, Former Employer, Self Employed, Not Employed, In School, Unpaid Internship]
- Permission to Contact: Yes No
- From: [Date field]
- To: [Date field]
- Job Type: [Dropdown]
- Employer: [Text field]
- Address 1: [Text field]
- Address 2: [Text field]
- City: [Text field]
- Region: [Dropdown]
- ZIP Code/Postal Code: [Text field]
- Phone: [Text field]
- Extension: [Text field]

5. How to fill out your Current Employment information to address the following concerns:

- My Current Employer is also my Former Employer
- My Current Employer should not be contacted immediately/at all during the verification period.

Kindly ensure to follow the instructions below as our vendor will strive to reach out to any employment that is listed permissible to contact.

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Please follow the instructions below carefully:

A. Enter your Present Employment details.

IMPORTANT: Please indicate whether or not your current or present employer can be contacted during the verification process. If you choose not to, please select “NO” in the Permission to Contact section. You will still, however, be asked to provide your current/present employer’s details for records purposes.

The screenshot shows the SAP Employment form. The 'Employment' section includes fields for Country (UNITED KINGDOM), Region (Essex), Employment Type (Current Employee), Job Type (Full-time Employee), and Address (1, 2, City, ZIP Code/Postal Code, Phone). The 'Job/Position Details' section includes Department (Operations), Salary Currency, Starting Pay, Current Pay, Contact (Last Manager), and Contact Title (Operations Manager). A red circle highlights the 'Permission to Contact' dropdown menu, which is currently set to 'Yes'.

B. Add your Current Position and indicate your start date.

The screenshot shows the same SAP Employment form, but with the 'Current Project Name' field highlighted in red. The 'Current Project Name' is 'Call Line Service Agent'. The 'Dates' field shows 'Start' as 01/2019 and 'End' as 01/2019. The 'Employer Name in Local Language Characters' field is empty.

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- C. Next, you'll need to select **"Add Another"** if you've held different positions within your current company (**Note: please include all subsidiaries or legal entities**). It is imperative that this to be added to ensure that your current company will not be contacted, as FADV will strive to contact any employment marked as Former.

The screenshot shows the 'Job/Position Details' form in SAP FADV. The 'Current Position' section is filled with 'Customer Service Agent' and dates from 01/2018 to 01/2018. A red circle highlights the 'Add Another' button at the bottom of the form. The 'Employer' section is filled with 'First Advantage' and 'Customer Service'.

- D. Ensure that the dates of employment are added for the previous position at this company. The periods of employment do not need to be adjacent.

The screenshot shows the 'Job/Position Details' form in SAP FADV. The 'Previous Position' section is filled with 'Customer Service Agent' and dates from 01/2018 to 01/2018. A red circle highlights the 'Add Another' button at the bottom of the form. The 'Employer' section is filled with 'First Advantage' and 'Customer Service'.

- E. Hit Save and Continue at the bottom of the page.

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FAQs

6. Missing information link is not working

If the link provided on the email is not working. Please send an email to FADV directly via SAPSupportEMEA@fadv.com

7. Data entry link expired

Please reach out to SAP's Recruitment Operations - Background Verification team for assistance via sapbackgroundverification@sap.com.

8. Can I get a copy of my BGV report?

Yes, but only for US residents (you have the option to have the report posted to you upon completion). For EMEA located candidates, please contact the SAP Background Verification Team at sapbackgroundverification@sap.com for further information.

9. I've been asked to provide an additional consent form - why?

Your school or former employer may require you to provide an additional consent in order for them to release the verification of your details. Please sign the form that you have been sent and return it to SAPSupportEMEA@fadv.com.

10. I've been asked for my Mother's/Father's name - why?

Your school or former employer may require you to provide an this detail as an additional identifier, to ensure that the details they provide are yours. Please sign the form that you have been sent and return it to SAPSupportEMEA@fadv.com

11. I've been asked to assist with collecting a criminal certificate/criminal record results - why?

Certain countries will not provide a 3rd party with the criminal results, thus, First Advantage requires your assistance to collect additional documents in order to complete your check and provide it back to their partner in order to complete your background verification.

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APPENDIX

Instructions for Applicants

For First Advantage successfully process your Government Identity Verification, we'll need a colour image of your ID. The requirements are:

- A good quality image – 300 dpi (scanning) or 5 megapixels (camera/smartphone) is suggested as a minimum
- File must be smaller than 6MB
- In JPG, PNG or PDF format
- Not be blurred, fuzzy or cropped in any way
- The document must contain your full date of birth. Month and/or year only will not be accepted
- Do not manipulate the document in any way. For example, do not make a copy of the document and then cut it into shape of an ID. This type of document will be rejected

Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Afghanistan	✓	—	—	—
Albania	✓	✓	✓	—
Algeria	✓	—	—	—
Andorra	✓	—	—	—
Angola	✓	—	—	—
Anguilla	✓	—	—	—
Antigua and Barbuda	✓	—	—	—
Argentina	✓	✓	✓	—
Armenia	✓	—	—	—
Australia	✓	✓	✓	—
Austria	✓	✓	✓	—
Azerbaijan	✓	—	—	—
Bahamas	✓	—	—	—
Bahrain	✓	✓	—	—
Bangladesh	✓	✓	✓	—
Barbados	✓	✓	✓	—
Belarus	✓	✓	—	—
Belgium	✓	✓	✓	—
Belize	✓	—	—	—
Benin	✓	—	—	—
Bermuda	✓	—	—	—
Bhutan	✓	—	—	—
Bolivia	✓	—	✓	—
Bosnia and Herzegovina	✓	—	✓	Electronic ID
Botswana	✓	✓	✓	—
Brazil	✓	✓	✓	Resident Permit Card (RNE)



Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Brunei Darussalam	✔	✔	—	—
Burkina Faso	✔	—	—	—
Burundi	✔	—	—	—
Cambodia	✔	—	—	—
Cameroon	✔	✔	✔	—
Canada	✔	✔	✔	Citizenship Certificate
Cape Verde	✔	—	—	—
Cayman Islands	✔	—	—	—
Chad	✔	—	—	—
Chile	✔	✔	✔	—
China	✔	—	—	—
Colombia	✔	✔	✔	—
Comoros	✔	—	—	—
Congo, Democratic Republic of the	✔	—	—	—
Costa Rica	✔	✔	✔	—
Cote d'Ivoire	✔	—	—	—
Croatia	✔	✔	✔	—
Cuba	✔	—	—	—
Cyprus	✔	—	✔	—
Czech Republic	✔	✔	✔	—
Denmark	✔	✔	✔	—
Djibouti	✔	—	—	—
Dominica	✔	—	—	—
Dominican Republic	✔	—	✔	—
Ecuador	✔	✔	✔	—
Egypt	✔	—	—	—
El Salvador	✔	✔	✔	—
Equatorial Guinea	✔	—	—	—
Estonia	✔	✔	✔	—
Ethiopia	✔	—	—	—
Fiji	✔	—	—	—
Finland	✔	✔	✔	Minor's ID
France	✔	✔	✔	—
Gabon	✔	—	—	—
Gambia	✔	—	—	—
Georgia	✔	✔	✔	—
Germany	✔	✔	✔	—



Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Ghana	✓	✓	✓	—
Gibraltar	✓	—	—	—
Greece	✓	✓	✓	—
Grenada	✓	—	—	—
Guatemala	✓	✓	✓	—
Guernsey	✓	—	—	—
Guinea	✓	—	—	—
Guinea Bissau	✓	—	—	—
Guyana	✓	—	—	—
Haiti	✓	✓	—	—
Honduras	✓	✓	✓	—
Hong Kong	✓	—	✓	—
Hungary	✓	✓	✓	—
Iceland	✓	✓	—	—
India	✓	✓	✓	PAN Card
Indonesia	✓	✓	✓	—
Iran, Islamic Republic of	✓	—	—	—
Iraq	✓	—	—	—
Ireland	✓	✓	✓	—
Isle of Man	✓	✓	—	—
Israel	✓	✓	—	—
Italy	✓	✓	✓	—
Jamaica	✓	✓	✓	—
Japan	✓	✓	—	—
Jersey	✓	—	—	—
Jordan	✓	—	—	—
Kazakhstan	✓	—	✓	—
Kenya	✓	—	✓	—
Kosovo	✓	—	—	—
Kuwait	✓	✓	—	—
Kyrgyzstan	✓	—	—	—
Lao, Peoples Democratic Republic of	✓	—	—	—
Latvia	✓	✓	✓	—
Lebanon	✓	—	—	—
Lesotho	✓	—	—	—
Liberia	✓	—	—	—
Libyan Arab Jamahiriya	✓	—	—	—



Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Liechtenstein	✔	✔	✔	—
Lithuania	✔	✔	—	—
Luxembourg	✔	✔	✔	—
Macao	✔	—	—	—
Macedonia The former Yugoslav Republic of	✔	✔	✔	—
Madagascar	✔	—	—	—
Malawi	✔	—	—	—
Malaysia	✔	✔	✔	Resident Permit ID
Maldives	✔	—	—	—
Mali	✔	—	—	—
Malta	✔	✔	✔	—
Marshall Islands	✔	—	—	—
Mauritania	✔	—	—	—
Mauritius	✔	—	—	—
Mexico	✔	✔	✔	—
Micronesia Federated States of	✔	—	—	—
Moldova Republic of	✔	✔	✔	—
Monaco	✔	—	—	—
Mongolia	✔	—	—	—
Montenegro	✔	✔	✔	—
Montserrat	✔	—	—	—
Morocco	✔	—	✔	—
Mozambique	✔	—	—	—
Myanmar	✔	—	—	—
Namibia	✔	—	—	—
Nepal	✔	✔	✔	—
New Zealand	✔	✔	—	—
Nicaragua	✔	—	✔	—
Niger	✔	—	—	—
Nigeria	✔	✔	✔	—
Norway	✔	✔	—	—
Oman	✔	✔	✔	—
Pakistan	✔	—	✔	—
Paleu	✔	—	—	—
Palestinian Occupied Territory	✔	—	—	—
Panama	✔	—	✔	—
Papua New Guinea	✔	—	—	—

Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Liechtenstein	✔	✔	✔	—
Lithuania	✔	✔	—	—
Luxembourg	✔	✔	✔	—
Macao	✔	—	—	—
Macedonia The former Yugoslav Republic of	✔	✔	✔	—
Madagascar	✔	—	—	—
Malawi	✔	—	—	—
Malaysia	✔	✔	✔	Resident Permit ID
Maldives	✔	—	—	—
Mali	✔	—	—	—
Malta	✔	✔	✔	—
Marshall Islands	✔	—	—	—
Mauritania	✔	—	—	—
Mauritius	✔	—	—	—
Mexico	✔	✔	✔	—
Micronesia Federated States of	✔	—	—	—
Moldova Republic of	✔	✔	✔	—
Monaco	✔	—	—	—
Mongolia	✔	—	—	—
Montenegro	✔	✔	✔	—
Montserrat	✔	—	—	—
Morocco	✔	—	✔	—
Mozambique	✔	—	—	—
Myanmar	✔	—	—	—
Namibia	✔	—	—	—
Nepal	✔	✔	✔	—
New Zealand	✔	✔	—	—
Nicaragua	✔	—	✔	—
Niger	✔	—	—	—
Nigeria	✔	✔	✔	—
Norway	✔	✔	—	—
Oman	✔	✔	✔	—
Pakistan	✔	—	✔	—
Paleu	✔	—	—	—
Palestinian Occupied Territory	✔	—	—	—
Panama	✔	—	✔	—
Papua New Guinea	✔	—	—	—



Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Paraguay	✓	✓	✓	—
Peru	✓	✓	✓	—
Philippines	✓	✓	✓	Postal ID; SSS - Social Security System Card; Unified Multi-Purpose ID
Poland	✓	✓	✓	—
Portugal	✓	✓	✓	—
Qatar	✓	✓	—	—
Russian Federation	✓	✓	✓	Resident Permit ID
Rwanda	✓	—	✓	—
Saint Kitts and Nevis	✓	—	—	—
Saint Lucia	✓	—	—	—
Saint Vincent and the Grenadines	✓	—	—	—
San Marino	✓	—	—	—
Sao Tome and Principe	✓	—	—	—
Saudi Arabia	✓	✓	—	—
Senegal	✓	—	✓	—
Serbia	✓	✓	✓	—
Seychelles	✓	—	—	—
Sierra Leone	✓	—	✓	—
Singapore	✓	✓	✓	Singapore Employment Pass
Slovakia	✓	✓	✓	—
Slovenia	✓	✓	✓	—
South Africa	✓	✓	✓	—
South Sudan	✓	—	—	—
Spain	✓	✓	✓	—
Sri Lanka	✓	✓	—	—
Sudan	✓	—	—	—
Suriname	✓	—	—	—
Swaziland	✓	—	—	—
Sweden	✓	✓	✓	—
Switzerland	✓	✓	✓	—
Syrian Arab Republic	✓	—	—	—
Taiwan	✓	—	—	—
Tajikistan	✓	—	—	—
Tanzania United Republic of	✓	—	—	—
Thailand	✓	—	✓	—
Timor Leste	✓	—	—	—



Country	Passport	Driving License (front & back)	ID Card (front & back)	Additional ID Cards Accepted
Togo	✓	—	—	—
Tonga	✓	—	—	—
Trinidad and Tobago	✓	—	—	—
Tunisia	✓	✓	—	—
Turkey	✓	—	✓	—
Turkmenistan	✓	—	—	—
Turks and Caicos Islands	✓	—	—	—
Uganda	✓	✓	—	—
Ukraine	✓	✓	—	—
United Arab Emirates	✓	✓	✓	—
United Kingdom	✓	✓	✓	CitizenCard;IND (Immigration & National Directorate Application Registration Card)
Uruguay	✓	✓	✓	—
Uzbekistan	✓	—	—	—
Vanuatu	✓	—	—	—
Venezuela Bolivarian Republic of	✓	✓	✓	—
Vietnam	✓	—	✓	—
Western Sahara	—	—	—	—
Yemen	✓	—	—	—
Zambia	✓	—	—	—
Zimbabwe	✓	—	—	—

List of Criminal Check Requirements

Country	ID document	Address in country	National ID number	Proof of current address	Place of Birth (City and Country)	Parent's names	Mother's Maiden name	Applicant assistance	Country-specific authorisation form	Fingerprints
Andorra	✓	✓			✓	✓				
Angola	✓	✓								
Austria	✓	✓						✓		
Benin		✓								
Brunei	✓	✓								
Cambodia		✓								
Cameroon		✓								
Central Africa Republic		✓								
Chad		✓								
Cook Island		✓								
Cote D'Ivoire		✓								
Croatia		✓								
Cyprus		✓								
Czech Republic		✓								
Ecuador		✓								
Egypt		✓								
Faroe Island		✓								
Finland		✓	✓		✓				✓	
Germany		✓						✓	✓	
Ghana		✓								
Gibraltar	✓	✓								
Greenland	✓	✓							✓	
Grenada	✓	✓								
Isle of Man	✓	✓								
Lebanon		✓								
Liechtenstein		✓						✓		
Lithuania	✓	✓								
Luxembourg	✓	✓							✓	
Maldives	✓	✓								
Malta	✓	✓						✓		
Mauritius	✓	✓								
Mayotte	✓	✓								
Nigeria	✓	✓				✓			✓	✓

Country	ID document	Address in country	National ID number	Proof of current address	Place of Birth (City and Country)	Parent's names	Mother's Maiden name	Applicant assistance	Country-specific authorisation form	Fingerprints
Palestine	✓	✓								
Pakistan	✓	✓	✓			✓				
Qatar	✓	✓								
Romania	✓	✓								
South Africa	✓	✓	✓							
Sweden	✓	✓							✓	
Switzerland	✓	✓			✓	✓			✓	
Turkey	✓	✓								
Ukraine	✓	✓			✓	✓				
United Arab Emirates	✓	✓								
United Kingdom (+Jersey)	✓	✓	✓	✓	✓		✓		✓	

(Source: First Advantage)