

The SSSO is scored automatically using SIGMA's Fax-In Scoring Service. This scoring system was designed to make the administration and scoring of the SSSO simple and convenient. Please read this Fax-In Scoring Guide prior to administering the SSSO to minimize the chance of transmission errors, and to ensure that you receive your reports in a timely manner. Each answer sheet has a unique serial number in the lower left-hand corner and can only be used by one applicant. Keep your answer sheets in a safe place as each one costs approximately \$20.00.

The SSSO can be administered and scored in four simple steps:

1. The applicant answers the items by filling in bubbles on a printed answer sheet.
2. The answer sheet is faxed to SIGMA's toll-free number, dedicated entirely to the scoring of assessments.
3. The expert system reads the fax, scores, and analyzes the results.
4. Reports are returned by fax within 15 minutes.

SIGMA's expert system will combine a validated job applicant screening device with the fast, accurate turnaround that your business requires.

### ***Requirements and Recommendations***

1. Please ensure that your fax machine is working properly.
  - a. If a fax machine produces "track marks," this will often interfere with SIGMA's scoring mechanism. When either light or dark marks appear on the incoming fax transmission, the SSSO automatic scoring mechanism will misread responses often resulting in an unscorable report. One way to check your fax machine for scanning problems is to copy a page with text using the fax machine and examine it for missing text or dark lines.
2. Your fax machine should have its Call Station Identifier (CSID) properly programmed to your fax number. This will help the system identify your machine if there are problems reading the answer sheet. Refer to your fax machine manual if you are not sure whether your machine is properly programmed.
3. If you are using a combination phone/fax line, please ensure that anyone answering the phone is instructed how to switch to fax calls, or set up the machine to automatically answer fax calls.
4. Do NOT use photocopies of answer sheets or reuse answer sheets for different candidates.

### ***Step-by-Step Guide***

1. We recommend that you read the SSSO Manual, and please ensure that you have read and understood the instructions on the back of the answer sheet.

2. Please ensure that the applicant understands the SSSO instructions and fills in his or her name in the box provided on the answer sheet.
3. Once the applicant is finished taking the assessment, please ensure that the SSSO has been completed according to the instructions.
  - a. More than one response marked for an item (duplicate response) will make that item unscorable.
  - b. If there are 3 or more improper responses, SIGMA will be unable to provide you with a SSSO report for the candidate.
4. If an applicant makes an error on the answer sheet, please make sure that all stray marks are completely removed by either using an eraser or “liquid paper.”
  - a. Crossing out responses is not a valid means for correcting errors. This will result in duplicate responses making that question unscorable.
5. Please ensure that you have accurately bubbled in the return fax number in the top right-hand corner of the answer sheet. Reports will be faxed back to this fax number. If the return fax number is not indicated, the reports will be faxed back to the fax number in our database. If your fax number changes or you want to change where your reports are sent, please contact SIGMA at 800-265-1285 with the new fax number.
6. Fax only the bubble side of the answer sheet to 888-TEST-555 (888-837-8555). A report will be faxed back to your designated fax number within 15 minutes.

### ***Batch Processing***

SIGMA’s Fax-In Scoring System is designed to fax back reports within 15 minutes of receiving the answer sheet. Therefore, large batches of answer sheets that may take longer than 15 minutes to be faxed to us can create problems. If you are going to be processing large batches of answer sheets, please review the following guidelines:

1. Limit batch size to 10-15 answer sheets per fax to increase the likelihood of us receiving the entire batch. For example, if 39 answer sheets are faxed at once and the faxing fails after the 37th answer sheet, your fax machine may resend the entire job again. Each page takes approximately a minute to fax, so it would be quicker to wait for the reports to return to determine which pages we did not receive (see Item 5).
2. If you have more than one fax machine, we recommend that you use one to send us the answer sheets and another to receive the reports. Ensure that the fax number of the receiving machine is correctly bubbled in on all answer sheets.
3. If you only have one fax machine, please fax small batches and wait for the reports to come back before faxing the next batch.
4. If you are going to be faxing more than three batches, please notify us so we can monitor the process to ensure everything runs smoothly.
5. Before re-faxing any answer sheets, wait to see which reports are returned to avoid receiving duplicate reports.

### ***For Best Results***

1. Please ensure that the fax is sent in the following manner:
  - a. Straight, not on an angle. Use your paper guides to ensure a straight paper path.
  - b. If possible, send title side first. Upside down faxes can be processed, but the time/date information from the fax machine may overwrite important parts of the form.
  - c. Do not send a cover page. Extra pages are received as error pages and must be matched to forms stored digitally. Unless there are problems scanning, the extra pages are never seen or printed by an operator at all.
  - d. The most important marks on the answer sheet are the four blocks in the corners, the form code in the top left of the form, and the serial number at the bottom. If these are modified or obscured in any way, delays in processing can result.
2. If you don't receive a report within 15 minutes, the quickest way to have it processed is to resend the answer sheet. Slight variations in the fax transmissions may solve the problem.
  - a. If your fax machine is set to "Standard Mode," try adjusting this to "Fine Mode" or "High Resolution." For a single answer form this typically increases the send time by about 50%-100%.
3. If you **still** have not received your SSSO report, please call us at 800-265-1285 with the serial number of the answer sheet and the fax number to which the report should be sent. We will work quickly and efficiently to return the SSSO results associated with valid answer sheets. Note that if an error occurs at night or on the weekends, we will be unable to manually process it until the following business day. Our regular office hours are 8:30 AM to 4:30 PM Eastern Time, Monday to Friday.

## ***Error Messages***

If you receive an Error Message, please see the following table to determine what action you should take.

<b>Error Message</b>	<b>Explanation / Remedy</b>
Serial number on answer form has already been used (Duplicate serial number)	We have already received an answer form with the same serial number. Duplicates will not be processed. It may also mean that the serial number was incorrectly identified. If the error report contains a serial number you did not send, but the name is correct, then try resending.
Too many missing or duplicate responses	There were too many answers for each question. <ul style="list-style-type: none"><li>• If more than one response has been filled in for an item, this is considered a duplicate response.</li><li>• This error may also be caused by misread answers due to dark streaks on the fax machine caused by defective scanners, or responses that were not completely erased.</li></ul>
Serial number on answer form not in database	We do not have that serial number on file. If the error report contains a serial number that you did not send, but the name is correct, then try resending.