

How to order manual VOE direct when configured for instant VOE as well?

If an account is configured for both instant and manual VOEs, when ordering a new VOE the user will always be prompted to attempt an instant order first.

The instant VOE order will be directed to either Equifax The Work Number or Experian Verify, depending on which provider is enabled in the customer setup and how the Auto Cascade settings are enabled.

If any and all instant VOE providers return a No-Hit response, then an "Attempt Alternative Verification?" link will appear on the VOE Order Info Page. Selecting that link will prompt the user to proceed to place a manual VOE.

Verification of Employment Order Info

File #:	47059
Status:	NoHit - Attempt Alternative Verification?
Error Message:	Consumer data not found
Reference #:	SmartAPI Client Sample
Type:	Employment plus Income
Record Filter:	Current Employers
Date Ordered:	7/8/2022
Employee:	JOHN ARCENEUX - *****1200
Vendor Reference Number(s):	
Price:	\$0.00
Ordered From:	INETAPI
Product:	Experian's Verify

Internal Notes: (Any changes must be saved) [Access History](#)

If a user needs to override the instant VOE search and instead begin with a manual VOE, a workaround solution is to first run an instant search that would inherently return a no-hit, such as the specific employer with a wrong employer name or going into a previous no-hit file for the account. From within that file, they will see this link to begin a manual VOE search for the actual consumer.