First Advantage – PROFILE Advantage REFERENCE GUIDE TO THE FIRST ADVANTAGE QUALIFICATION PROCESS & DRIVER MANAGEMENT

September 2024– Version 6

CONFIDENTIAL & PROPRIETARY

Table Of Contents

INTRODUCTION

Welcome to First Advantage. First Advantage's web-based Enterprise Advantage system enables Service Providers doing business with FedEx to directly administer the qualification verification process for their personnel. The verification process is essential for regulatory compliance purposes and in furtherance of the service provider's and FedEx's mutual commitment to safety and security, as reflected in the terms of the parties' agreement(s).

Throughout this document "candidate" refers to service provider employees or prospective employees who the service provider seeks to assign to provide service under an agreement with FedEx.

PLEASE BE ADVISED: There are laws and regulations governing hiring and other employment-related decisions, and the acquisition and use of background information, including criminal conviction history information. Service providers are responsible for complying with all applicable laws and regulations and are encouraged to consult their own legal counsel for guidance.

HIGH LEVEL OVERVIEW FOR DRIVING CANDIDATES

Qualifying a driving candidate to provide service is a **two-phase process**.

In **Phase One**, various background screens, including criminal, MVR, driving history investigation, and drug tests are conducted on the candidate. Steps included in phase one are:

1. Service provider kicks off process by adding a candidate profile within First Advantage's (FA) system.
2. System initiates an email with a link to the candidate. The service provider will select the correct Profile Selections for the candidate being qualified.
3. The candidate will receive the email with a link to complete the FA DOT Profile.
4. After completion of the application by the candidate, the information is then made available to the service provider for review. Please take a moment and check the information for accuracy and completeness. Service provider can then order the background screens. Remember to "Place the Order"
5. After the background screens are ordered, the driving candidate can take a drug test and physical. A physical is not needed if the candidate has a valid medical card. MEC is required for any driver above 10,001 LBS.
6. The service provider can monitor the progress of background screens (under Employment Screening). In most cases, the service provider should not have to actively engage FA for the background screens to complete.
7. If a candidate is found not to meet contractual standards from the background package…OR…flagged red, FA will communicate an adverse action letter with next steps directly to the candidate.

8. If the candidate is eligible, "Needs Further Review" will be the status for the overall case with the employment flagged yellow and all other searches flagged green. This is for TSP only.

After the background screenings are successfully completed and the candidate is considered Eligible, the second phase can be completed.

In **Phase Two**, the Department of Transportation required Driver Qualification File (DQF) which must be completed and compliant before the driving candidate can provide service. The steps in phase two are:

1. After the driver candidate is considered Eligible through background screening, a digital DQF is built on FA's Driver Management platform, for any driver over 10,001 lbs.
2. FA systematically populates the digital DQF with the DOT Profile, the MVR, the CDLIS (for CDL only) and the Driving History Investigation.
3. Service provider is responsible for uploading the completed Road Test and Medical Card to the DQF in Driver Management and the training certificate if qualifying in the Entry Level Driver Program. The qualification certification must be updated for any P&D driver over 10,001 lbs.

HIGH LEVEL OVERVIEW FOR NON-DRIVING CANDIDATES

Qualifying a non-driving candidate to provide service requires fewer background screens and does not require the Driver Qualification File (DQF).

Non-drivers require criminal background checks only.

1. Service provider kicks off process by adding a candidate profile within First Advantage's (FA) system. System initiates an email with a link to the candidate. The service provider will select the correct Profile Selections for the candidate being qualified.
2. Candidate opens email and clicks on link to complete the FA Profile.
3. After completion of the application by the candidate the information is then made available to the service provider for review. Please take a moment and check the information for accuracy and completeness. Service provider can then order the background screens. Remember to "Place the Order".
4. Service providers can monitor the process of background screens. In most cases, the service provider should not have to actively engage FA for the background screens to complete.

PHASE 1

MODULE 1 – FIRST ADVANTAGE – CANDIDATE APPLICATION INVITATION
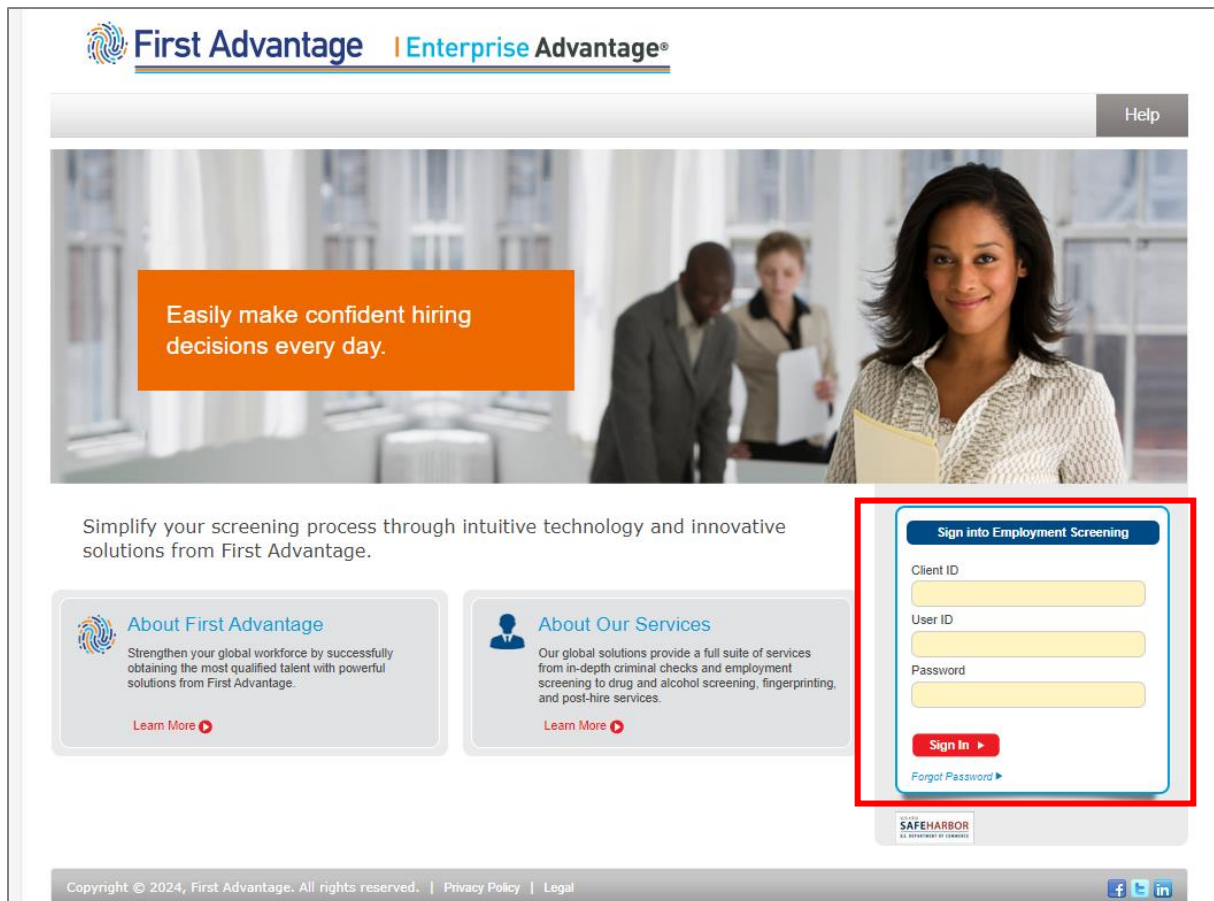
After the service provider pre-qualifies the candidate, the service provider will send the candidate an invitation through the First Advantage platform. This will begin the DOT verification process.

There are two subject types: Drivers and Non-Drivers. When selecting an Invitation for a Driver, three choices are available: P&D Non-CDL Driver, CDL Driver and Non-DOT Driver L10. Selecting an invitation for a non-Driver will result in one choice: Non-Driver.

LOGGING ON

To log onto the system, enter https://enterprise.FA.com/ into your web browser's address bar.

1. When the Enterprise Advantage login screen appears, enter your **Client ID**, **User ID**, and **Password** in the field in the login box and click *Sign In*.

TYPES OF CANDIDATES AND INVITATIONS

Subject Type: Pre-Qualification – Drivers

P&D Non-CDL Driver candidates seeking to provide service in a vehicle that does not require a Commercial Driver's License (CDL).

CDL Driver candidates seeking to provide service in a vehicle that does require a Commercial Driver's License (CDL).

Non-DOT Driver L10 candidate seeking to provide service in a vehicle that does not require a Commercial Driver's License (CDL)
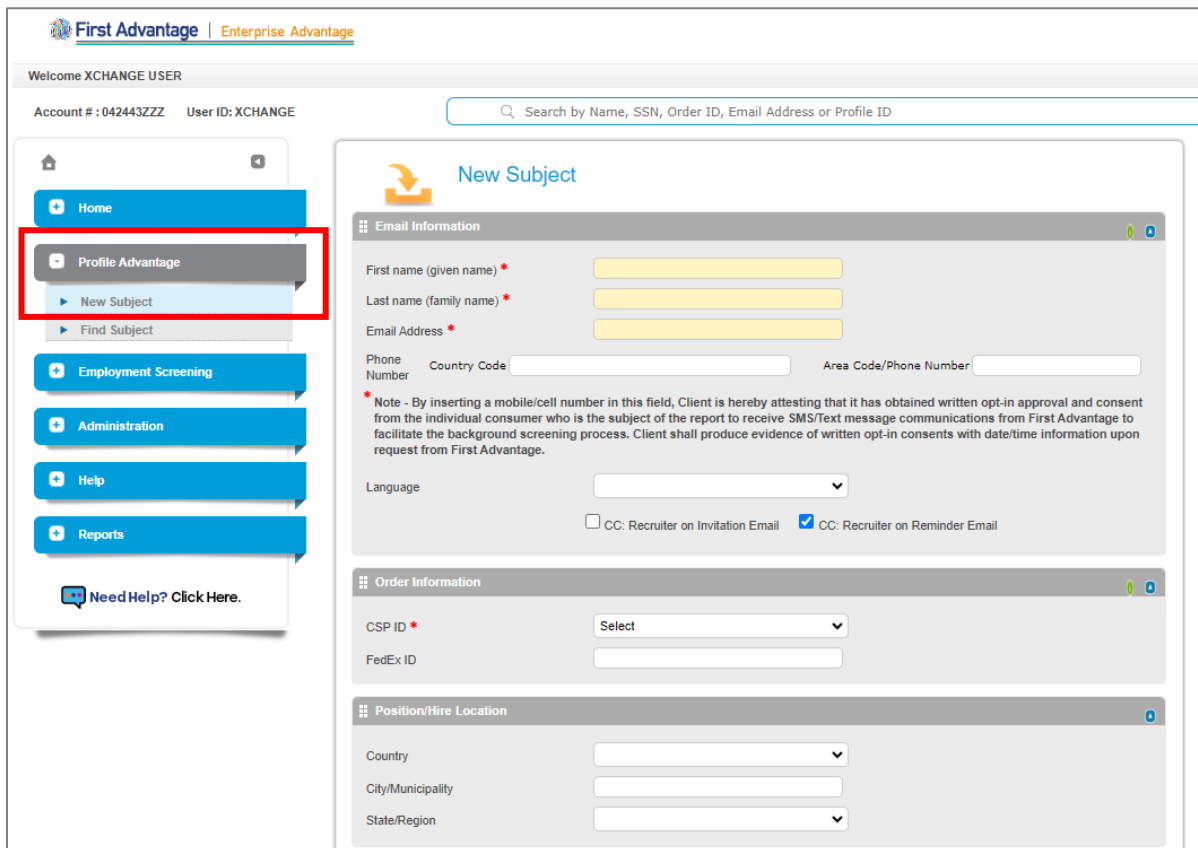
Subject Type: Pre-Qualification – Non Drivers

Non-Driver candidates seeking to provide service in a non-driving capacity.

ADDING A NEW CANDIDATE PROFILE IN PROFILE ADVANTAGE

To start the process, you first add a new profile for the candidate.

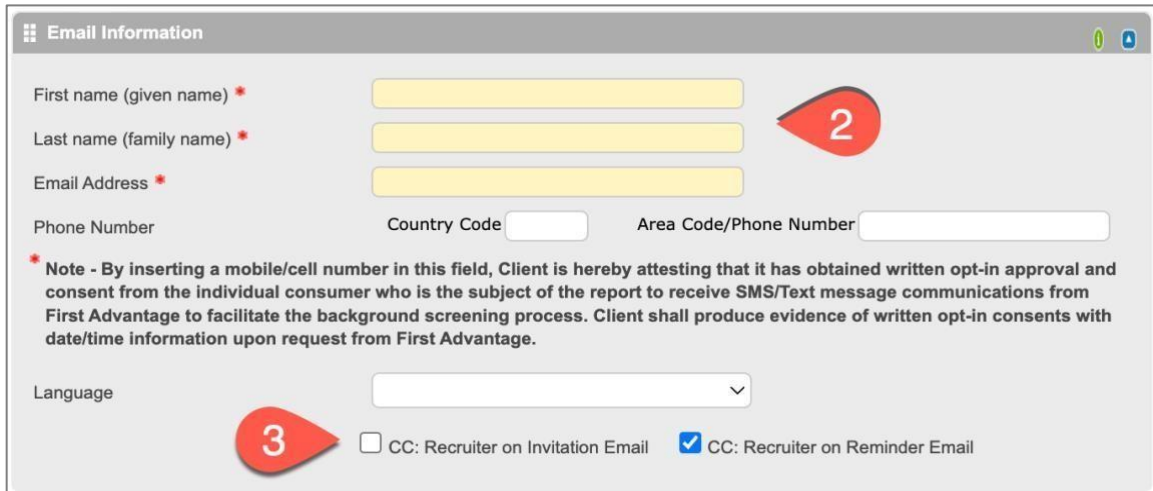1. In Enterprise Advantage click *Profile Advantage* on the navigation menu and click *New Subject.*

2. In the **Email Information** section enter the candidate's **First Name, Last Name, Email Address, and phone number (optional).**

3. The candidate will receive reminder emails if they haven't logged on and completed their online profile. The checkbox to *CC: Recruiter on Reminder Emails* is pre-selected. If you do not wish to be copied on these reminder emails, uncheck the box. If you would like to be copied onto the invitation, email the candidate receives, check the box to *CC: Recruiter on Invitation Email*.

4. Select your *CSP ID* from the drop down in the **Order Information** field. Do not enter a **FedEx ID**. It is not necessary to enter anything in the **Position/Location** section.
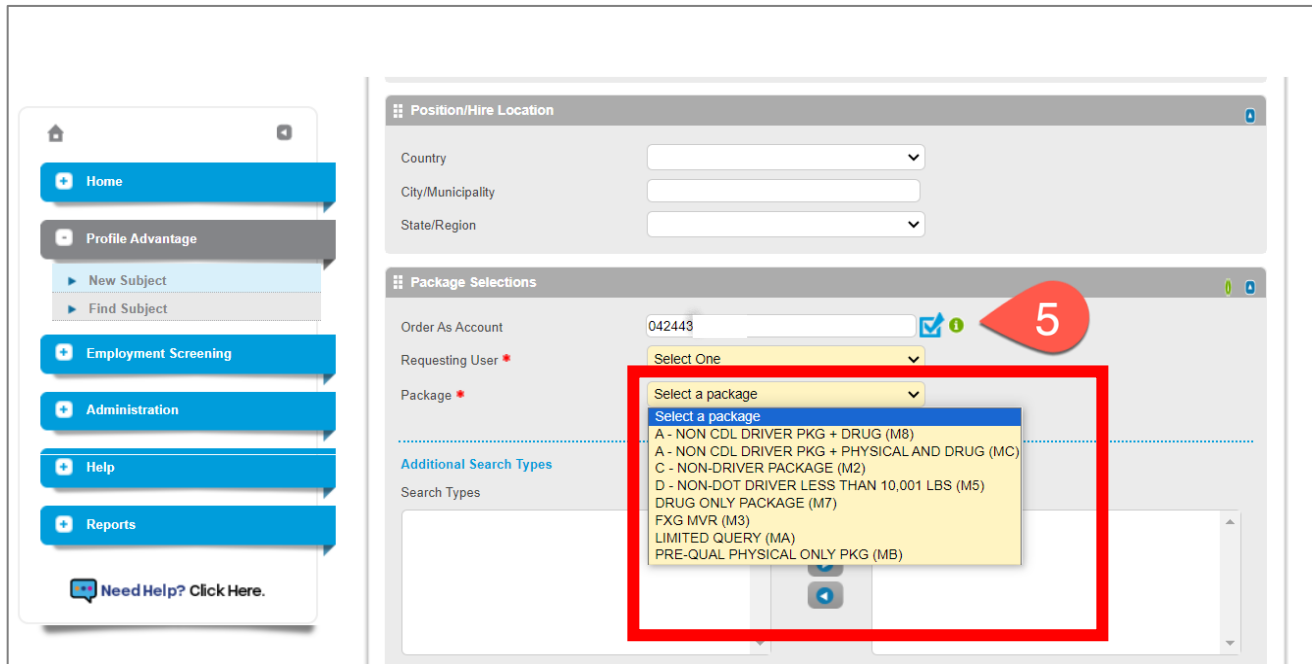
5. Select the **Package** you would like to order from the drop down.

6. Select the **Company ID, Facility ID** (this is the facility where the driver will be domiciled), **Position Type** and **Driver Type** from the drop downs. Scroll down and click **Send**.

Position Type:	A- P&D Non-CDL Driver
	B- CDL Driver
	C- Non-Driver
	D- Non-DOT Driver Less Than 10,0001 LBS.
Drive Type: If no selection is made, the candidate must meet the highest level of qualification standards listed in the service provider agreement.	E – Entry Level Driver Program *(Package B only)* U- Under 10,001 lbs. Program** *(Package D only)* V - Alternative Vehicle Program**(*Package D only)* X - ISP Over 10,000 lbs. Qualification Cert** *(Package A only)* Q – 6 months or more driving experience (Package B only) **To upgrade an active driver to larger vehicles, refer to MyGroundBiz, Keyword: Graduated Qualifications**

For questions regarding the Position Type or Driver Type, refer to the Profile Selections Chart on page 17-19

Select From Drop Down

Company ID *	Select One ⌄
Facility ID *	Select One ⌄
Position Type *	Select One ⌄
Driver Type	Select One ⌄
Person Request ID	

6
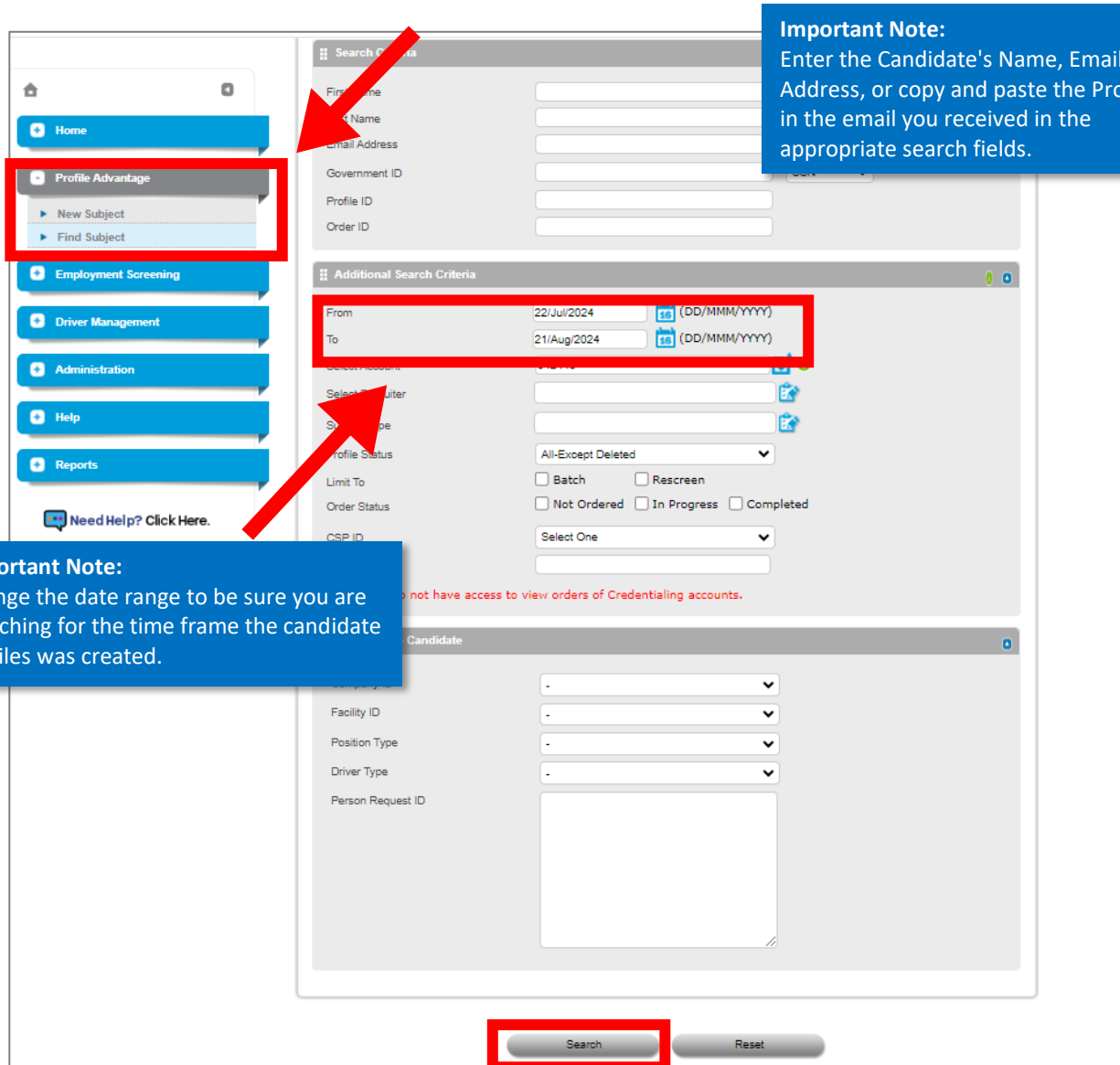
REVIEW THE PROFILE AND PLACE THE ORDER

You will receive email notification when your candidate submits their online profile. To review the profile for errors, click *Profile Advantage* on the navigation menu and click *Search Subject*. Enter your search criteria and click *Search*.

Important Note:
Enter the Candidate's Name, Email Address, or copy and paste the Profile ID in the email you received in the appropriate search fields.

Important Note:
Change the date range to be sure you are searching for the time frame the candidate profiles was created.
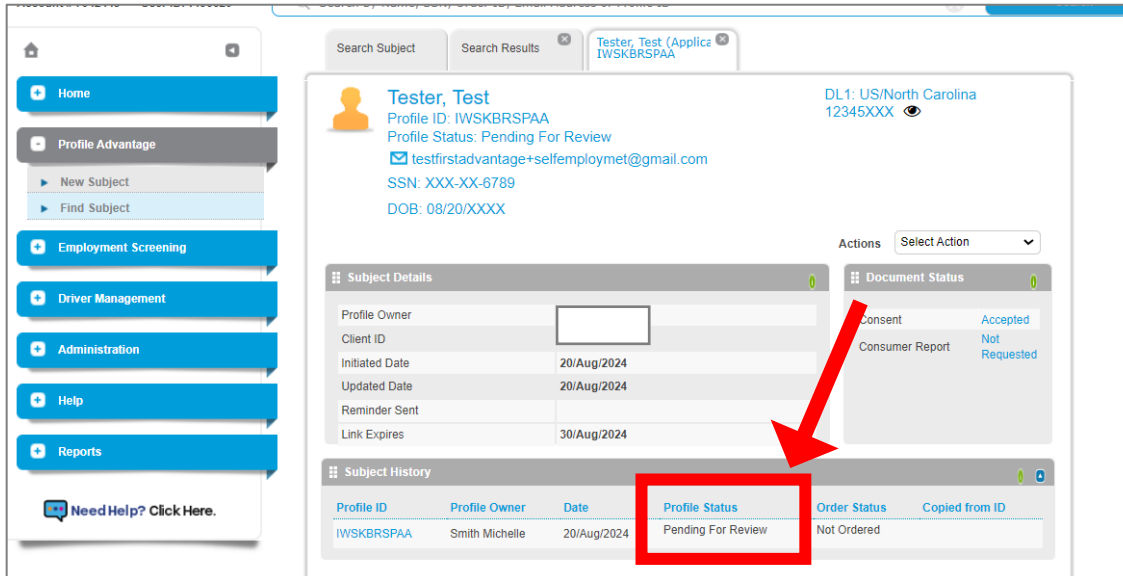
To view the **candidate's profile**, click their *name* on the search results list. Then Click on their **status** and the profile will pop-up in an external browser. Make sure and have your pop-up blocker turned off.

REVIEWING PROFILE

The service provider will review the profile before placing the order for the screening.

As you are reviewing the application, here are some common areas where errors occur:

✓	Has the candidate completed all e-signatures on the application? If not, please send the candidate a new invitation so the e-signatures can be completed then submit the order.
✓	Has the candidate **refused** consent? If so, please send the candidate a brand-new invitation.
✓	Has the candidate selected "**United States**"? If not, you will need to send the candidate a brand-new invitation
✓	Is the candidate's **name** entered correctly?
✓	Has the candidate entered the correct **birthdate** in Personal Details.
✓	Has the candidate entered the correct **social security number**? Candidates should type in the SSN, do not use "copy & paste".
✓	Has the candidate entered the correct **driver's license** number and **expiration date**?
✓	Has the driver candidate listed **employment information** and selected Present Employment or Former Employment? **To Avoid Delays:** Please ensure the candidate did not choose "Self-Employment" (if selected please have corrected by resending a new invitation). The candidate will need to only choose Present Employment or Former Employment. Did the driver candidate respond to the question regarding **driving duties**?
✓	Is the **profile** complete?

1. To review the profile, click the *profile status* and the completed application will pop-up in a new window.

2. The profile will open in pdf format. This profile contains all of the information the candidate entered for their screening.
   Before placing the order, it is essential that you review the content for errors to prevent any delays in processing the background.

Consent   Accepted   – Country Selected

3. Scroll to the **Consent Form** section.
   a. Check to be sure they accepted the **consent**. If the consent was rejected, you will need to send them a new invitation.

   b. Check that the **candidate's name** is entered correctly.

   c. Check to ensure **United States** is entered as the Country. If the country displayed is not the United States, you will need to send them a new invitation.

Driver's   License Information

4. Scroll to the **Driver's License** field. If the package you are ordering contains a Motor Vehicle Record search, be sure the candidate entered all of the required information for the license. Please ensure the candidate enters only one valid US driver's license on the application.

Employment And Driving History Information

5. Scroll to the **Employment** section.
   a. Check the **Employment Type** for each employer to be sure they selected either **Present Employment** or **Former Employment**.
   b. Check the question "**Did this position include driving duties?**" Be sure **Yes** was selected for all driving employment positions.

C. Make sure the Candidate did not select **Self-Employment** for driving experience. This will NOT create a verification and will slow down the onboarding process. You will need to send a new profile advantage link to the candidate so they can correct their information.

MODULE 2 – PROFILE SELECTIONS

After reviewing the information on the candidate's application, the service provider will select the review and place the order.

You will receive a confirmation pop up, click ok.

Once the order is placed, the **Profile Status** will change to **Completed**.

Facility ID

Many service providers have agreements in more than one FedEx facility. Select the correct facility for the candidate. This facility will be from where the candidate is being dispatched or will be domiciled. *The candidate will be set up in this location in FedEx's CDAS system.* If you need an additional facility, please reach out to your regional quals mailbox.

Package   And Position Type

The Package and Position Type will be selected based on the vehicle size the candidate intends to operate, not the type of license the candidate currently holds.

*Package and Position Type **MUST** Match*

Reference the chart below to determine the correct Package and Position Type for the candidate.

FEDEX PROFILE SELECTIONS CHART

Profile Advantage Invitation: Select an accurate combination

__SUBJECT TYPE__ must correlate with the package being ordered. This indicates the type of profile (application) the candidate will receive.

__PACKAGE and POSITION TYPE SELECTIONS__: Package and Position Type MUST match. This indicates the background screens to process.

Subject Type:	You must select:		
Pre Qual **Non**-Driver	C – **Non**-Driver Package		
Pre Qual Driver	A – P&D Non-CDL **Driver** OR D – **Non-DOT Driver Less Than 10,001 lbs.**	**OR**	B – CDL **Driver** ***NOTE:*** Transportation Service Provider Agreements (Company 120 – Linehaul) must select CDL Driver

__FACILITY ID:__ Verify that the correct Facility ID has been selected. The candidate will be set up in this location in FedEx's CDAS system.

16

PACKAGE and POSITON TYPE SELECTIONS: Package and Position Type MUST match.
The Package and Position Type will be selected based on the vehicle size the candidate intends to operate, not the type of license the candidate currently holds.

If your FedEx Agreement is:	You may select: (Package and Position Type MUST Match)	AND	You may select: (Package and Position Type MUST Match)
Company 120 – Linehaul (also known as Transportation Service Provider)	**Package:** B – CDL Driver	**AND**	**Position Type:** B – CDL Driver **Driver Type (Select One):** Q – 6 months or more driving experience E – Entry Level Driver Program
Company 120 – Linehaul (Transportation Service Provider)	**Package:** C - Non-Driver	**AND**	**Position Type:** C – Non-Driver
Company 300 – ISP (Independent Service Provider)	**Package:** A – Non-CDL Driver	**AND**	**Position Type:** A – P&D Non-CDL Driver **Driver Type (Select One):** X - ISP Over 10,000 lbs. Qualification Cert
Company 300 – ISP (Independent Service Provider)	**Package:** C – Non-Driver	**AND**	**Positon Type:** C- Non-Driver
Company 300 – ISP (Independent Service Provider)	**Package:** D – Non-DOT Driver Less Than 10,001 lbs.	**AND**	**Position Type:** D – Non-DOT Driver Less Than 10,001 lbs. **Driver Type (Select One):** U – Less than 10,001 lbs Program** V – Alternative Vehicle Program** **To upgrade an active driver to larger vehicles, refer to MyGroundBiz, Keyword: Graduated Qualifications**
If your FedEx Agreement is:	You may select: (Package and Position Type MUST Match)	AND	You may select: (Package and Position Type MUST Match)

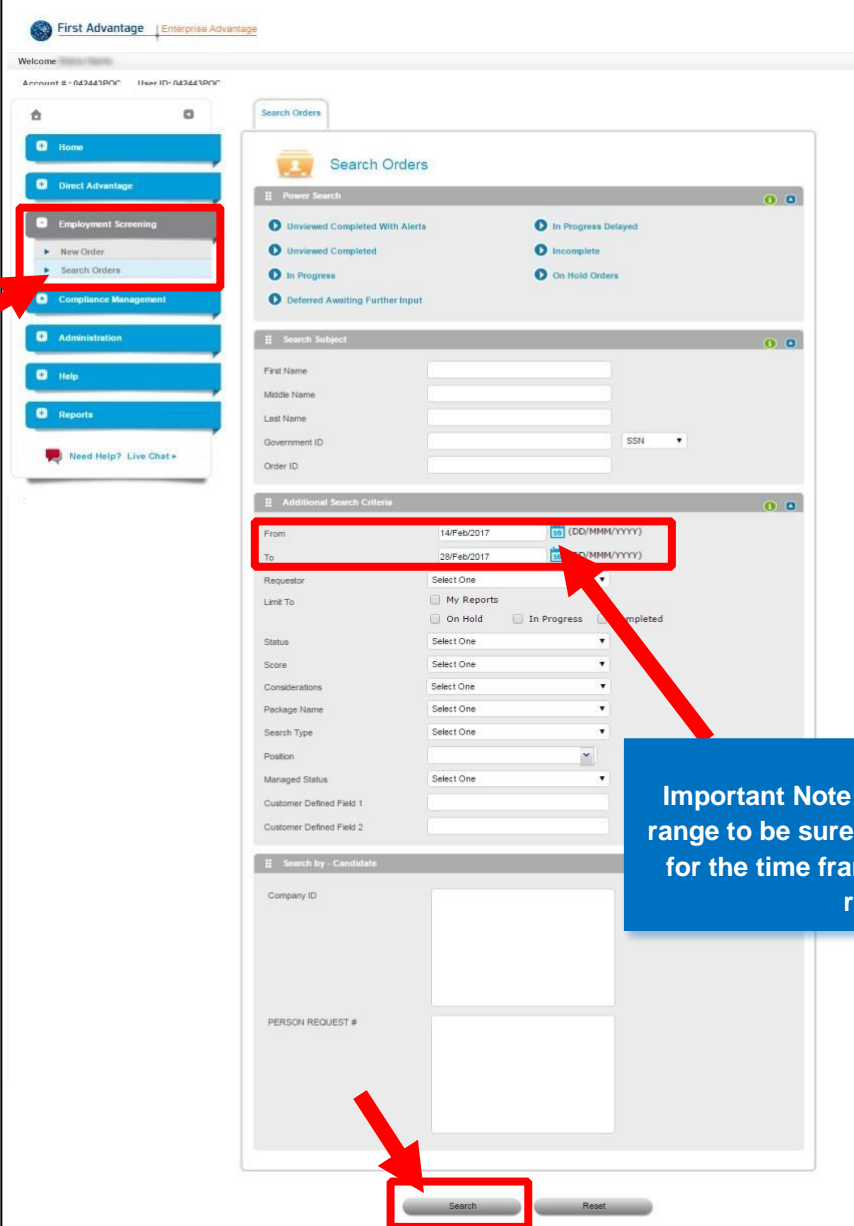|			
Company 300 – ISP (Independent Service Provider) **NOT AVAILABLE IN HAWAII**	**Package:** D – Non-DOT Driver Less Than 10,001 lbs.	**AND**	**Position Type:** D – Non-DOT Driver Less Than 10,001 lbs. **Driver Type (Select One):** V – Alternative Vehicle Program** ****To upgrade an active driver to larger vehicles refer to MyGroundBiz, Keyword: Graduated Qualifications**
Company 300 – ISP (Independent Service Provider) **ALTERNATIVE VEHICLE PROGRAM FOR NEW MEXICO ONLY**	**Package:** A – Non-CDL Driver	**AND**	**Positon Type:** A – P&D Non-CDL Driver **Driver Type (Select One):** V – Alternative Vehicle Program** ****To upgrade an active driver to larger vehicles, refer to MyGroundBiz, Keyword: Graduated Qualifications.**

PACKAGE and POSITON TYPE SELECTIONS: Package and Position Type MUST match.
The Package and Position Type will be selected based on the vehicle size the candidate intends to operate, not the type of license the candidate currently holds.

MODULE 3 – VIEWING THE CASE FILE AND ORDER RESULTS

You will receive email notification when your case is complete, however, you may review the case file at any time.

To view submission results, click *Employment Screening* on the navigation menu and click *Search Orders.* Enter your search criteria and click *Search*. (For instructions on how to search, refer to section "Review the Profile and Place the Order" on Page 16 in Module 2)

VIEWING BACKGROUND ORDER DETAILS

1. To view the Background Screen details, click the *candidate's name* for the **Background Screen** list item.

Hover over the Completion Date for additional details.

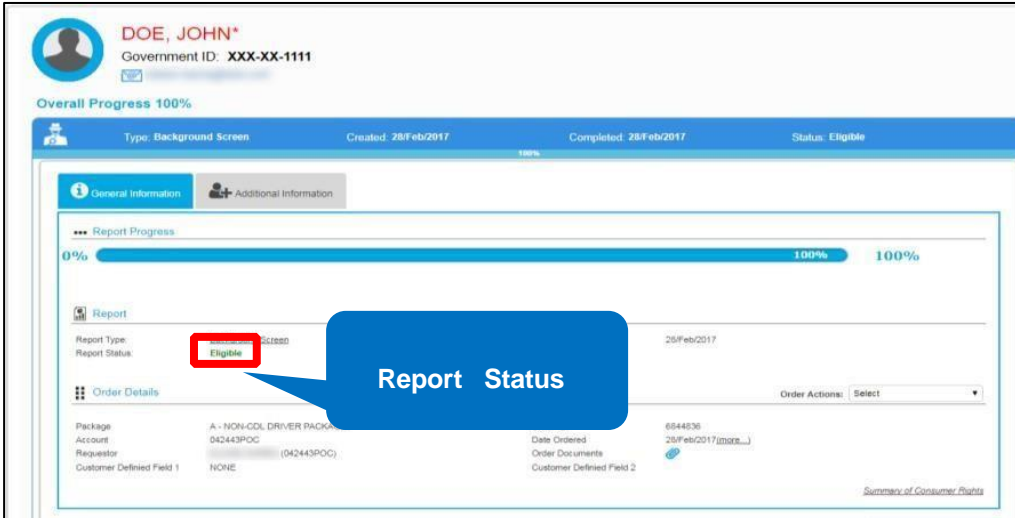**Important Note: The Progress Bar will display the case progress displayed as a percentage.**

All of the components of your screening are listed in this detail along with the search status, date ordered and completed.

SERVICE PROVIDER's do not have the ability to view the details of the criminal searches.

VIEWING BACKGROUND ORDER RESULTS

2. Background Report statuses in the Case File:

STATUS	EXPLANATION
Eligible	Order has been received, processed and completed. No information negatively impacting qualification was found.
Needs Further Review	Order has been received, processed and completed; however, additional review is required. *This is the normal status for employment verifications for TSP.*
Ineligible	Order has been received, processed and completed. The results indicate the subject may not be qualified per regulatory criteria and contractual terms. **Request for Further Review** *When background reports are obtained from First Advantage, before any adverse determination is made regarding an individual's eligibility to provide service according to regulatory requirements and the terms of the applicable agreement, the individual receives a notice from First Advantage. - This notice includes: - A copy of the report(s) - Instructions for contacting First Advantage if any of the information in the report(s) is inaccurate or incomplete - Information and instructions relating to the option to submit a *Request for Review*. If the candidate believes the results are incorrect, they will need to contact First Advantage to open a dispute. Otherwise, each candidate is given the opportunity to provide further information about the information contained in the background report as well as the opportunity to provide further information about his/her rehabilitation. The information will be sent to the candidate's email that is on the First Advantage application. If the candidate did not receive the email, they can retrieve it by going to https://secure1.FA.com/. If the candidate cannot locate the email or access the website, they should contact First Advantage at fedex.Support@FA.com for additional assistance. The candidate should complete the Request for Review form and give to their prospective employer, the FedEx Service Provider who must review and complete their section of the form before submitting to FedEx via the Individualized Assessment email address found on form. When a candidate's additional information is given to the service provider, the service provider may provide this information to FedEx where it will be assessed and taken under consideration prior to FedEx making its final determination. Only the Service Provider can submit the request. If the request comes in from the candidate, they are advised to follow the instructions and give it to the Service Provider.

3. To view the full background report, click **Background Screen**. The report will contain all the details for the searches in the order. There will be a separate section for each search as you scroll through the report.

VIEWING BACKGROUND COMPONENT DETAILS

4. In the **Consideration** column, searches that are clear are indicated with a Green status while Yellow statuses indicate the search may require additional review.

    Previous or current employment will show "yellow" under the column "Consideration" for TSP.
    Verify that the "Status" of the employment verifications shows "Complete"

REVIEWING THE DETAILS OF THE REPORT

5. To view ETAs for your searches and processing notes for a search, scroll down through the report to view the details in the upper right-hand corner of each search section, the search status and score will be listed.

Motor Vehicle Report

Status: Complete
Score: Eligible

Order Process History

Date	Description
28/Feb/2017 09:43:32 AM	Search In Progress.
28/Feb/2017 10:00:19 AM	Record Judged.

Search Status and score

Note: If this score field is blank, the search is still in process.

BACKGROUND REPORT SEARCH STATUSES, REMARKS AND ORDER PROCESS HISTORY

Some searches include the **Remark** section along with the **Order Process History** details while some only include one or the other.

The **Order Process History** provides chronological details of the actions taken by the fulfillment teams for that particular search.

Note: Ensure you are reviewing the **Status** and not the **Order Process History** when determining if the component is closed or not.

CHANGING HOW A CANDIDATE IS BEING QUALIFIED

To change how a candidate is qualified, prior to placing the new order, the pending person request will need to be denied through the MGBA, Service Provider Employee Association Details page. When the new order is placed updated information will populate a new person request. This person's request will be processed through the auto approvals.

Further information may be found in the Service Provider Employee Association Details Technical Guide which is posted on MGBA > Helpful Links > Tech Guide – Workforce Assoc.

SERVICE PROVIDER NO LONGER QUALIFYING A CANDIDATE

If a candidate is not going to complete the qualification process for your company, please deny the pending person request through the MGBA, Service Provider Employee Association Details page. This will allow a new person request to populate if the candidate applies at a later time or through a different service provider.

Further information may be found in the Service Provider Employee Association Details Technical Guide which is posted on MGBA > Helpful Links > Tech Guide – Workforce Assoc.

SERVICE PROVIDER UPGRADING AN ACTIVE P&D DRIVER TO LINEHAUL DRIVER

A P&D driver already active in CDAS who wishes to upgrade to provide service as a linehaul driver, will need to complete additional qualifications through First Advantage. Please send the driver an invitation through First Advantage for:

Package: B – CDL Driver
Position Type: B – CDL Driver
Driver Type – Select appropriate Driver Type.

The P&D driver will need:

Commercial Driver's License (CDL)	CDLIS must be scored eligible
Drug Screen	DOT Drug Screen results must be negative / pass
Driving Experience Verification	Verified tractor/trailer driving experience (One year in the past three years – or – five years in the past ten years)
Motor Vehicle Record (MVR)	Proper medical self-certification of 'Non-Excepted Interstate' must appear on driver's license.
OP-104S or OP-104M	Successful completion of the Linehaul road test in the DQF (Driver Qualification File)
FMCSA (Pre-Employment) CDL Clearinghouse	Candidate consent in their Clearinghouse account. (Instructions sent to candidate email address – please have driver complete within 48 hrs.)
ELDP Training Certificate (if applicable)	Entry Level Driver Program candidates will need to have a training certificate from a FedEx approved driving school
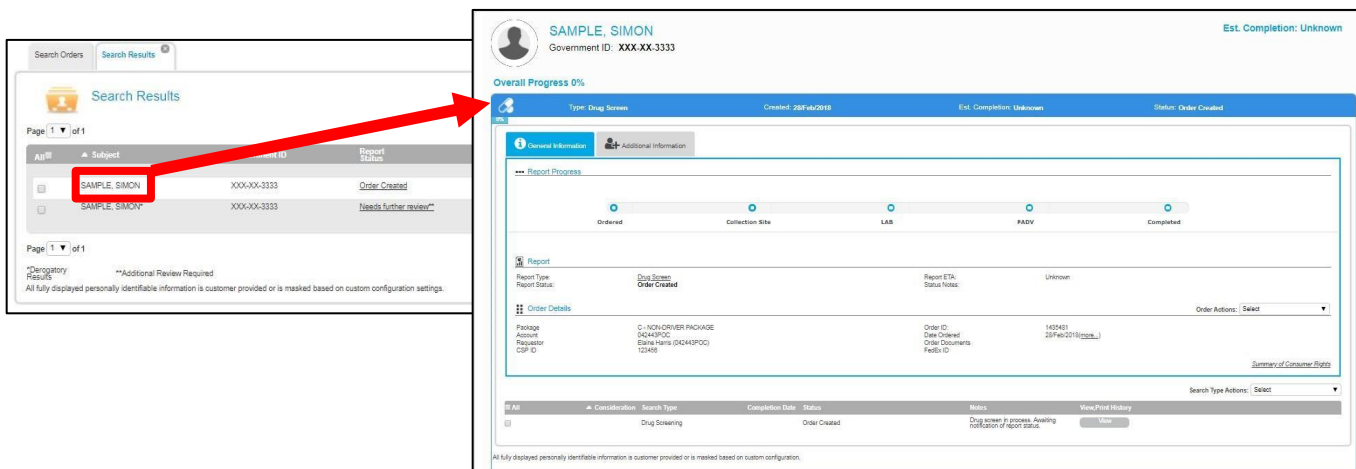
When these components have been completed, email the FedEx Service Provider Regional Support mailbox with the candidate's name, FedEx ID and First Advantage order number advising that all components to upgrade the P&D driver to be a linehaul driver have been completed so that the upgrade can be completed.

To find your Regional Support Team please follow the link below:

https://info.fadv.com/fedex-ground-service-provider-resource-support-contact-information

MODULE 4 - VIEWING DRUG SCREEN ORDER DETAILS AND ORDER RESULTS

VIEWING DRUG SCREEN ORDER DETAILS

1. To view the Drug Screen details, click the *candidate's name* for the **Drug Screen** list item.

VIEWING DRUG SCREEN ORDER RESULTS

Drug Screen Statuses

STATUS	EXPLANATION
Order Created	This is a placeholder for the drug test results.
Negative	The donor's drug test is verified as Negative.
Negative Dilute	The donor's drug test is verified as Negative. The sample provided by the donor was diluted.
Positive	The donor's drug test is verified as Positive for one or more drugs tested.
Cancelled	There is a reason the order was cancelled that can be found in the results.
Order Expired / Donor No Show	The candidate did not report to the test in the allotted timeframe.

Once the candidate checks in at the facility, they should remain at the facility until the test is completed. Candidates should plan accordingly. Candidate that chooses to leave the facility prior to completion of the drug screen, will be considered to have refused to test and this will be considered a failed drug screen.

To view the full drug screen report, click **Drug Screen**. The report will contain all the details regarding the drug screen.

MODULE 5 – MISSING CANDIDATE INFORMATION

For orders where data is required to process a search, a missing information email will be sent to the candidate with a cc: to requestor.

Examples of missing information scenarios include but are not limited to:

- Invalid city, state, zip combination
- Missing date of birth

MISSING INFORMATION NOTIFICATION

Missing information messages are sent to the candidate through email.

Note: The candidate will click on the link in the email to enter directly into First Advantage to provide information.

Thu 12/1/2016 2:44 PM

Action Required: Missing Information for Employment Screen: 6827756

To

Candidate: TESTTWO TESTTWO
Order Number: 6827756
Your profile link: https://enterprisetest.fadv.com/pub/l/link?key=A12CA4A7-1BF1-4284-BB41-8B5CF27D7376

Hello,

First Advantage is conducting an employment screen on behalf of ███████████████████ and your immediate assistance is needed.

The following information is required and essential to complete your employment screen. If any duplicates are listed, you will only need to provide the information once within the online portal:

- Diploma Certificate
  Final Year Marksheet
  Provisional/Degree Certificate

Please Note: You may receive additional requests for information following this notice. Please review each request and respond using the link below as soon as possible.

Next Step - Click the link below
To expedite handling, please use this secure link to provide this information directly to First Advantage https://enterprisetest.fadv.com/pub/l/link?key=A12CA4A7-1BF1-4284-BB41-8B5CF27D7376

This link expires on Dec 06, 2016 02:43 PM EST

Sincerely,

Client Services
Clientservices.request@fadv.com
Toll Free Fax: 1-888-214-0986
For Faxes Outside the United States: 1-770-753-1026

Note - if you are unable to access the link above, you may email Clientservices.request@fadv.com or fax the information to the number above. Please include your name and order number (CID) in your response and expect a 24 hour delay when sending information by fax or email.

** Please do not reply to this email **

The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify employment.support@fadv.com, and delete the original message.

> **Important Note: The candidate will click on the link in the email to enter directly into First Advantage to provide information.**

MISSING INFORMATION PROCESS

The step-by-step directions below detail how the candidate will provide the missing information.

1. The candidate can provide the information *__using the link in the email__*. This is the most direct way to provide missing information and doing so will automatically insert the information and trigger the search to resume processing immediately.
   Note: After clicking the link, the candidate will log into their online profile with their email address and password they created when setting up their profile.
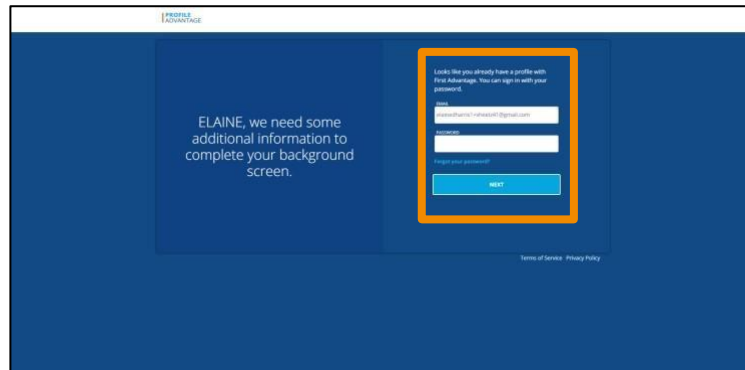
2. The candidate will be asked for the information required. It will differ based on the missing information requirement. In this example a middle name is required.
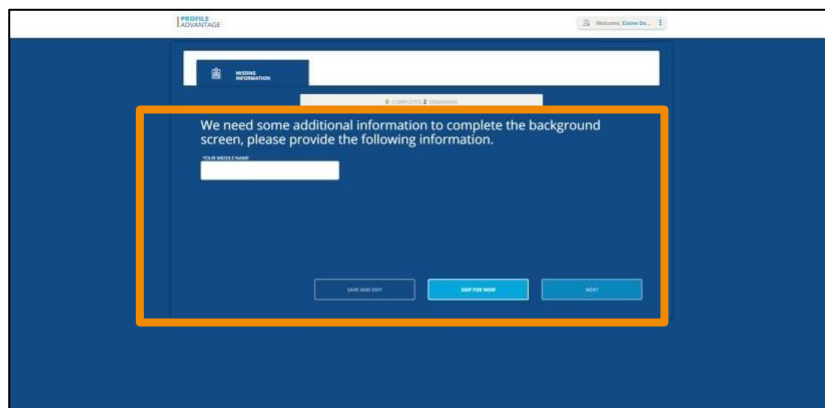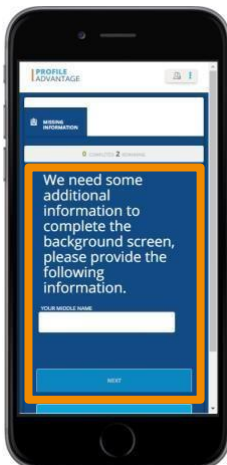
Required Missing Documentation

1. There are scenarios where a required document will trigger the missing information process. The document may be a specific form you must complete and upload, or a document that they possess.

a. The candidate will click the *Upload icon* to provide the required document.

b. If they are using a smart device to provide the information, the candidate will have the option to select *Take a Picture* or *Upload File.*
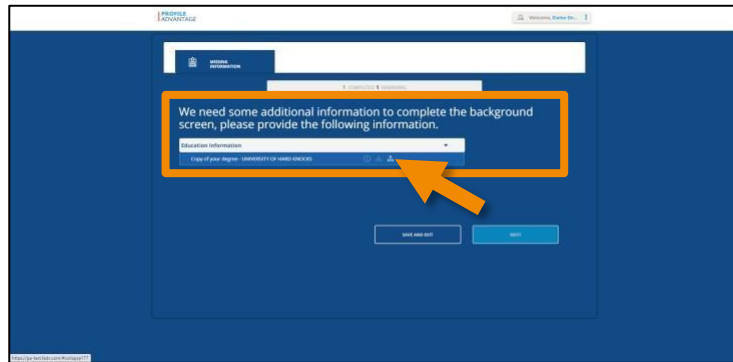
c. Locate and take a photo or upload the required document. They will have the opportunity to review the file and submit.
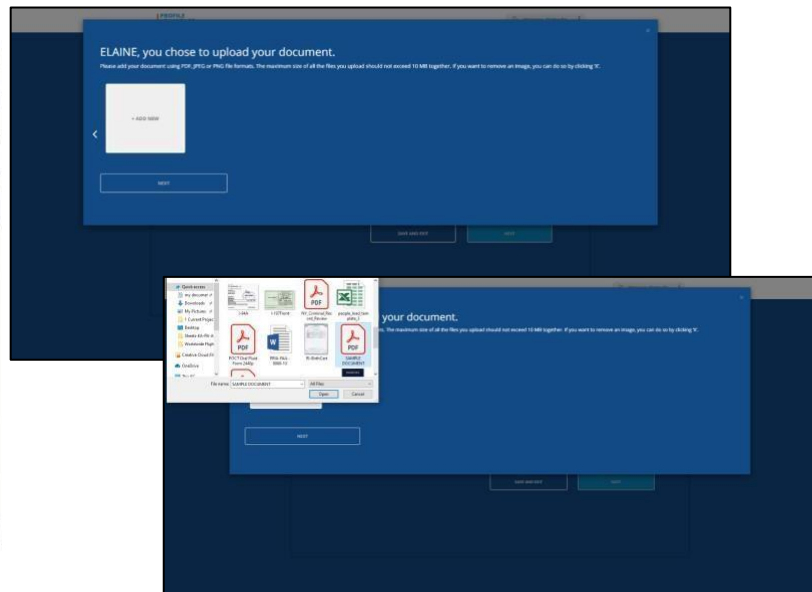
d. Once uploaded the candidate will see a green checkmark indicating the document upload requirement has been fulfilled.
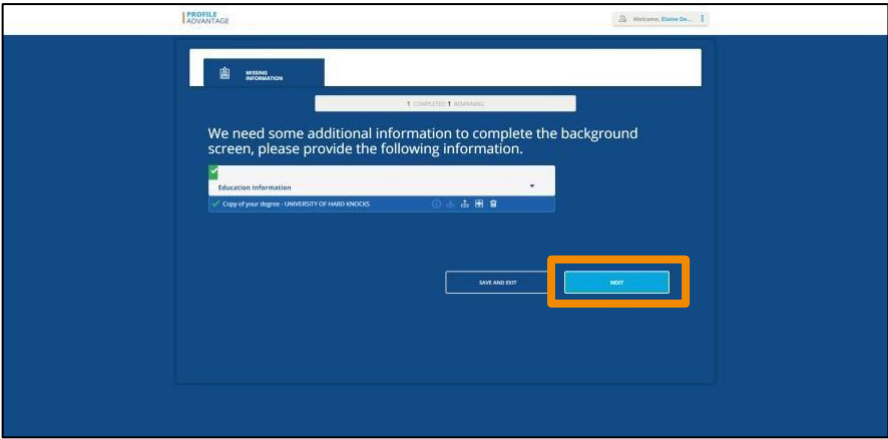
e.   They will click Done to complete the process.
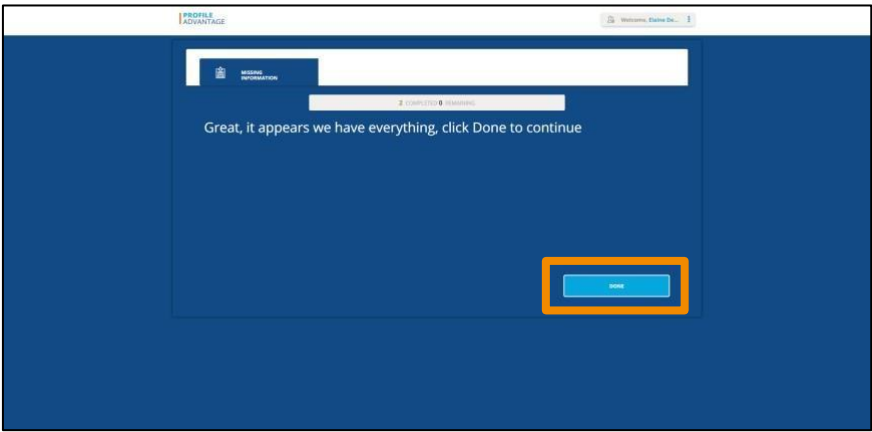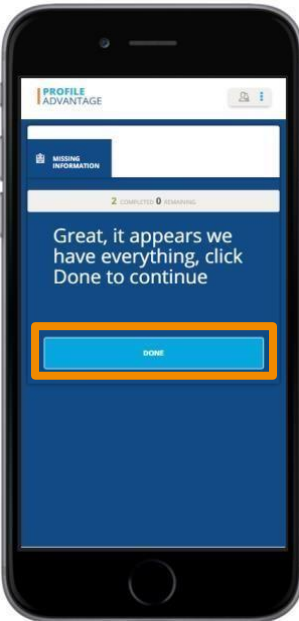
TROUBLESHOOTING IN THE CASE FILE AND THE DRIVER QUALIFICATION FILE

Listed below are some common errors that will cause a delay with processing the candidate.

ERROR	POSSIBLE REASONS
CDL not eligible	The candidate entered incorrect information. • The service provider will need to send the candidate a new invitation so that a correction can be made by the candidate.
Drug Screen results not in case file	The service provider will work with the collection site to have the drug screen results sent to First Advantage.
FedEx ID not appearing on First Advantage order	1. The candidate did not accept the electronic disclosures. The service provider will need to send the candidate a new invitation so that the disclosures can be accepted. 2. Another service provider has already started processing this candidate.
MVR not eligible	The candidate entered an incorrect driver's license number. • The candidate will need to contact First Advantage to provide corrected information and for further instructions.
Person Request was not generated to CDAS	1. Another person's request is pending for this candidate. 2. Package and Position Type do not match • The service provider will send the candidate a new invitation and make the correction to Package and Position Type when placing the order. 3. Candidate failed a previous background screen. If applicable, the candidate will follow the instructions previously provided by First Advantage to submit a FedEx Request for Review or completion of Substance Abuse Program (SAP).
Social Security Number not eligible	The candidate entered an **incorrect** social security number. • If the SSN was entered **correctly**, the candidate will need to contact Experian to resolve the issue.

	• Email the CSP Resource Support region mailbox for instructions.
Driver Qualification File is Not Compliant	Verify that all documents are approved: **Driver's Application** – Pulled from the candidate's application; has all of the information been entered correctly? **Motor Vehicle Report** – Pulled from the candidate's application; has all of the information been entered correctly? **Record of Road Test** – Has all information needed on the document been completed? Has the correct road test form been used, P&D or Linehaul? Have the correct number of miles and hours been completed? **Driver Training Certificate – Entry Level Driver Program (ELDP)** – Has the training certificate been uploaded for processing? **FedEx Pre-Employment Verification Report** – Pulled from the candidate's application; has the candidate provided correct contact information for the current and previous employers; have the employers responded with driving experience and history; does the candidate have the correct driving experience for position in which they are being qualified? **FedEx Miscellaneous Documents** – Waived **Medical Certificate Card** – Has this been uploaded for processing? Is the medical certificate current and valid? **Qualification Certification Certificate (P&D drivers above 10,001 lbs.)**-has the correct certificate been uploaded for processing?

PHASE 2

DRIVER QUALIFICATION FILE (DQF)

This section covers managing driver files under Federal Motor Carrier Safety Administration (FMCSA) regulations. FMCSA is the operating administration of the Department of Transportation (DOT) that regulates the trucking industry. Service Providers doing business with FedEx are responsible for managing FMCSA compliance for candidates in addition to qualifying through the background check process.

A driver file is automatically created when the final elements of the initial screen are completed. The MVR, CDLIS (for CDL only), SSNV, and Criminal must be Eligible, and the Employment will be Decisional for the driver qualification file to be created.
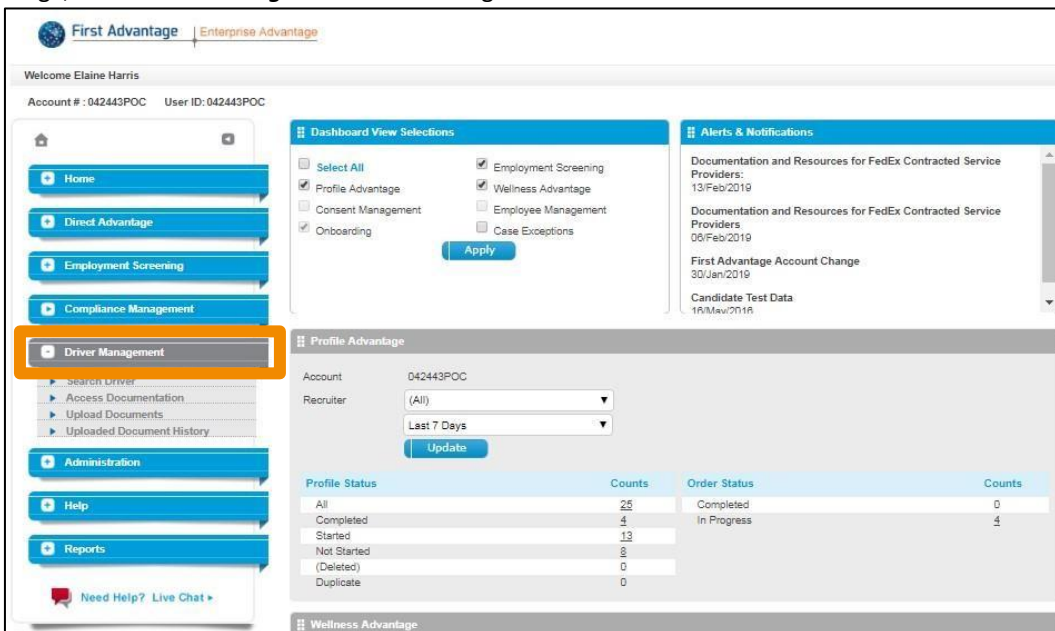
When the file is created, many documents are automatically placed into the driver's file. To manage compliance, all the below documents must be tracked in the file. FA provides the tools necessary via the system to identify compliance gaps. To ensure DOT compliance, the driver qualification file must remain in Compliant status.

DOCUMENTS TRACKED IN THE FILE

Document Code	Document Name	Document Renews	Renewal Period	Document Source
FXG APPLICATION	CMV Driver's Application	No		Added to file by FA
FXG MVR	CMV Motor Vehicle Report	Yes	12 months	Added to file by FA
FXG ROAD TEST	Record of Road Test	No		Uploaded by Service Provider
FXG DHI	FedEx Driver History Verification	No		Added to file by FA
FXG MEC	Medical Certificate Card	Yes	24 months maximum	Uploaded by Service Provider
FXG TRAINING CERT	Training School Certificate	No		Uploaded by Service Provider (only when required)
FXG TRAINING CERT	Qualification Certification Certificate	Yes		Uploaded by Service Provider (P&D drivers above 10,001 lbs.)

ACCESSING DRIVER MANAGEMENT– DRIVER FILE COMPLIANCE MANAGEMENT

Driver Qualification files are accessed through Driver Management. To access Driver Management through Enterprise Advantage, click **Driver Management** on the navigation menu.

NAVIGATING   DRIVER MANAGEMENT
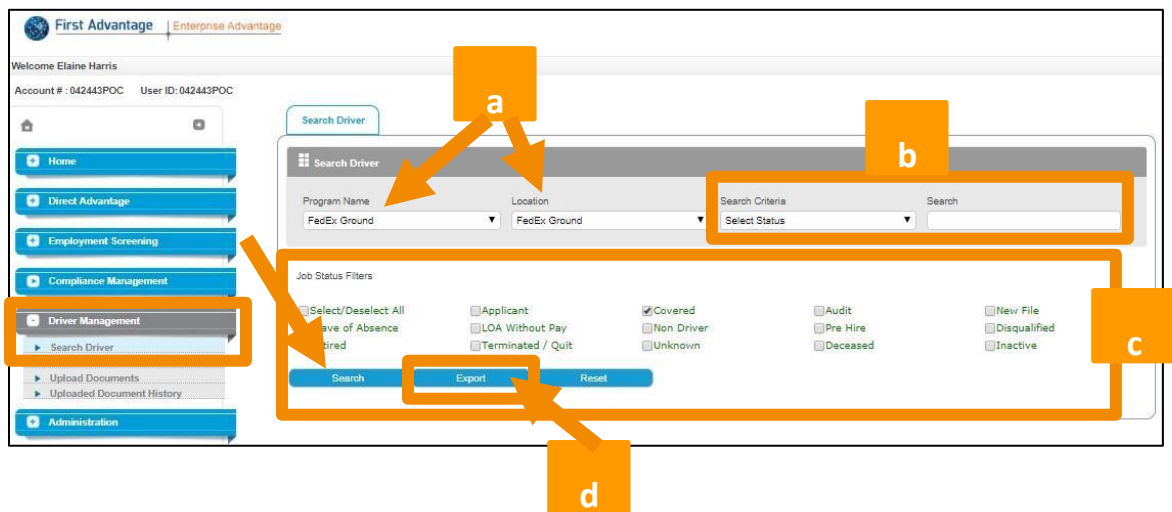
Driver Qualification files are accessed through Driver Management.

The core components of Driver Management:

- Driver View
- Reporting
- Upload Documents
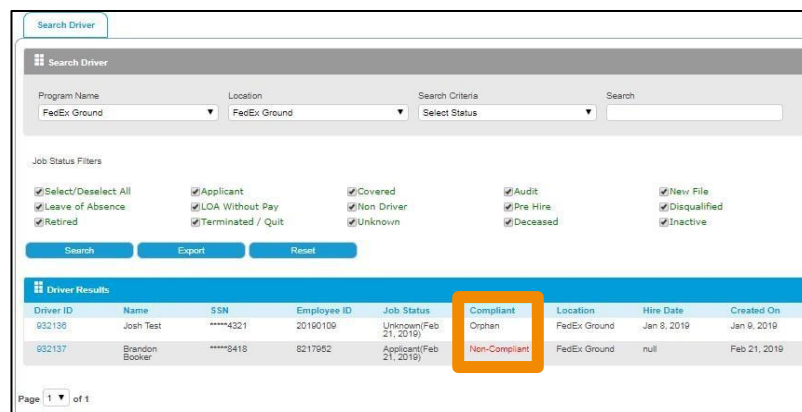
DRIVER VIEW

1. Select *Search Driver* to access the Driver view.

    a) The **Program Name** and **Location** will default to the service provider's driving personnel.

    b) The **Search Criteria** field allows you to search by SSN, Employee ID, Name, Driver ID. When you make a **Search Criteria** selection, enter the search information to complete the search.

    c) Additional **Job Status Filters** allow you to refine your results to specific criteria. When you have defined your criteria, click *Search*.

    d) Search results can be exported to an Excel file by clicking *Export*.

2. The compliance status of each driver file is displayed in the **Compliant** column.

    a) **Non-Compliant** – document(s) in the file may be missing, expired or in need of correction(s).

    b) **b) Compliant** – all documents in the file have been audited and approved.
    3. Make sure you also check the column **Job Status**. It will need to show as Applicant or Covered for the information to flow to CDAS.
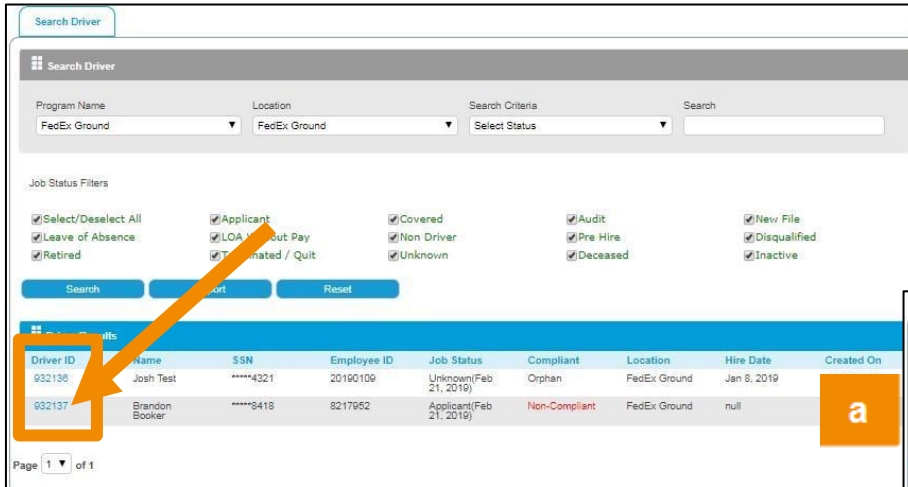
View Driver Detail

1. Clicking the *Driver ID* provides additional details on the individual driver.

   a. **The Driver Information** section displays basic information about the driver such as demographics, hire date, birth date, etc.

   b. **Sections** list the different forms that are part of the driver file, what the status is and the expiration date if it's a renewable document. Expiration dates will be color coded for easy identification of those needing attention. Click the *Document Name* to see information relevant to that document, dates, who reviewed it and form requirements.

SECTIONS

Sections provide a list of individual documents housed in the Driver Qualification File for that driver. This list matches what is required for FMCSA driver qualification. **Sections** also provide the document **Expiration Date** and **Status**.
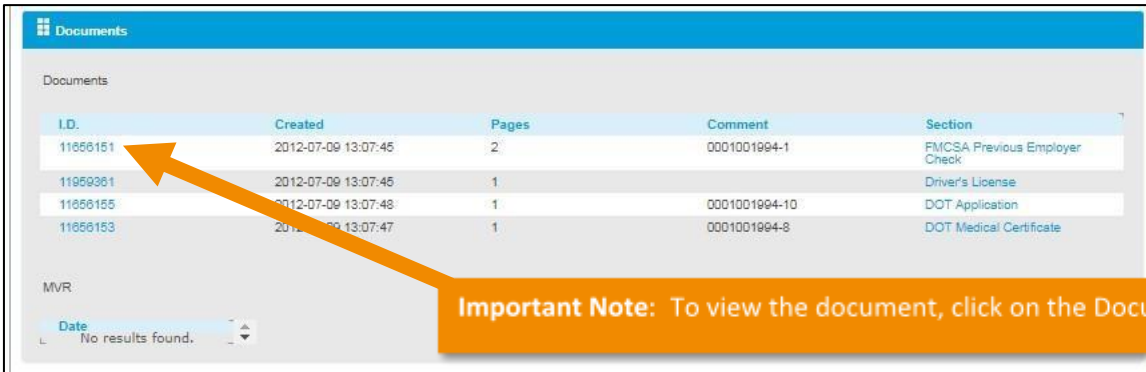
Click the *Document Name* to open a tab that details the dates pertaining to that document, who reviewed it and the form requirements.

Documents

Documents provides a list of the documents. Here you can see when it was created and the number of pages. You can access the document by clicking the *Document ID* hyperlink.
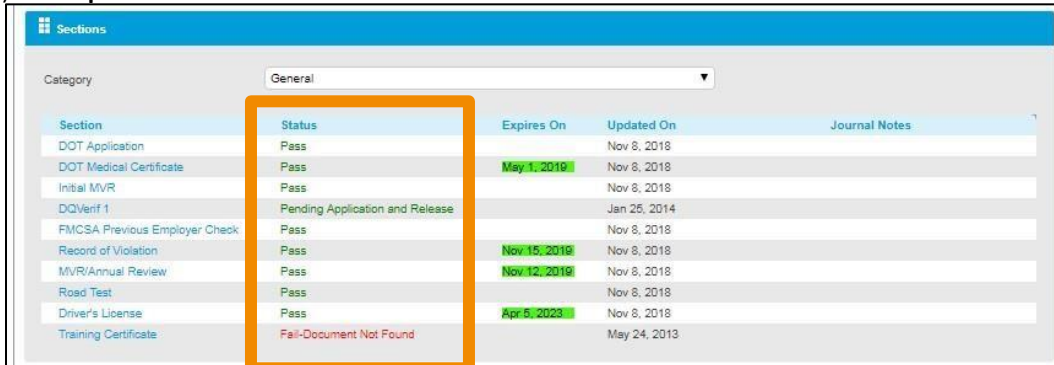
DOCUMENT STATUS

Terminology of Document Status

a) **Compliant -** Pass

b) **Non-Compliant** – information may be missing on a document or need correction(s)

c) **Under Review** – the document is pending FA review (*MVR, DHI & PA DOT Application*)

d) **Missing Document** – document has not been received (Med Card, Road Test, *MVR, DHI & PA DOT Application)*

e) **Reviewed by FA** – document has been reviewed by FA operations (Med Card, Road Test, *MVR, DHI & PA DOT Application*)

For documents in a **Compliant**, **Under Review**, or **Reviewed by FA** status, no further action is needed. Documents with a **Missing** status will need to be submitted to FA for audit.

If the document is **Expired**, there is a new version of the same document needed in the file for compliance.
If the document is **non-compliant**, the reason it was not set to Compliant will display. Correct the error and return the corrected document to FA via upload.

UPLOAD DOCUMENT

Click *Upload Document* to submit documents for a specific driver. Documents should only be uploaded for candidates that have a driver qualification file (DQF).

STEPS TO UPLOAD DOCS

1. Save the document to be uploaded to your computer.

   a. **Best Practice is to save the document with a standard naming convention of FXG_LastName_FirstName**

2. Search for driver using Search feature

3. Click the *Upload Document* button

4. Select the *Document Type* being uploaded from drop down menu.

5. Use the *Choose File* option to select the document to be uploaded. When choosing File make sure it does not exceed 10MB.

6. Once the file is selected, click Upload
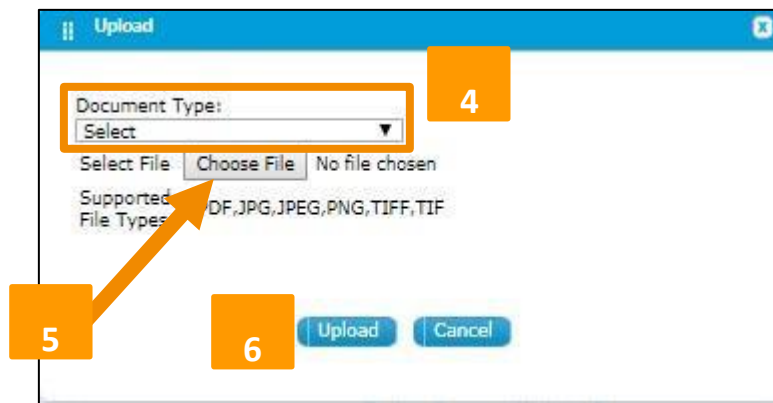
REVIEWUPLOAD HISTORY

1. After you have completed your upload, select the **Uploaded Document History** option to review.
2. This will bring you to a screen that will show you 9 different columns.
    a. **Program** – This will always be FXG-CSP.
    b. **File Name** – This will be the name of the file upon upload.
    c. **Expected Time** – This may say 48 hours; however, this is a general statement to all customers. FedEx is **ALWAYS** 24 BUSINESS hours.
    d. **File Type** – This will list the type of file format you've uploaded (i.e. PDF, JPG, PNG, etc.).
    e. **Category** – This will be the Document Type you've uploaded.
    f. **File Size** – This gives you the file size in bytes.
    g. **Status** – This should always show "success". If not, please attempt to upload it again.
    h. **Uploaded At** – This is the time stamp of your completed upload.
    i. **Uploaded By** – This is the user who completed the upload.

REPORTING

Driver Management reports are a useful tool for managing driver file compliance. As mentioned earlier, all documents within the file must be **Compliant** for the driver to be considered **Compliant**.

To access the reporting feature in Driver Management, click *Driver Management Reporting* under *Reports* on the Navigation Menu.

2	Ensure your list of drivers in the Driver Qualification system is current. Any drivers listed that are no longer active should have the file status updated to **Inactive** to be removed from reports. Files can be inactivated by contacting the FA Customer Support team.

DRIVER MANAGEMENT STANDARD REPORTS

To pull any of the reports:

1. Click any of the blue hyperlinked report names.

2. The **Programs** will be populated based on your login. Choose report criteria. Click **Search** to view the results online, click **Export** to export results to Excel.

DOCUMENT ERRORS REPORT

The Document Errors Report captures Program, Policies and Division ordering parameters.

1. Check the *Select/Deselect All* and *FXG-CSP checkboxes*. Click *Search* to order the report.
2. Click *Check Status* to get the status of the report.
3. Click *Download* to download the most recent report ordered.

When *Search* is selected, the report will order and provide status to the user.

Check Status will provide updated status for the report. Once completed, the status will reflect completed and provide the generated time.

Download will generate the CSV download of the data requested.

The system has seven standard reports Service Providers will find useful:

1. **Approaching Expiration** – Shows documents approaching expiration up to the number of days selected. Users can select filter at 5 days, 20 days, 30 days, 45 days, 60 days, 90 days, 120 days and already expired documents.

	Driver ID	Location	SSN	Employee ID	First Name	Last Name	Job Title	Item	Expiration Date	Location Hierarchy	Policy Type
1	Driver ID	Location	SSN	Employee ID	First Name	Last Name	Job Title	Item	Expiration Date	Location Hierarchy	Policy Type
2	959713	FXG VENDOR	*****1234	1234567	John	Doe	LineHaul	FXG MEC	9-Mar-19		FXG-CSP
3	959713	FXG VENDOR	*****1234	1234567	John	Doe	LineHaul	FXG COV			FXG-CSP
4	960169	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MVR	12-Dec-18		FXG-CSP
5	960169	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MEC			FXG-CSP
6	960169	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG COV			FXG-CSP
7	962598	FEDEX GROUND PACKAGE SYSTEM	*****1234	1234567	John	Doe	PD	FXG MVR			FXG-CSP
8	962599	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MVR			FXG-CSP
9	962599	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MEC			FXG-CSP
10	962599	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG COV			FXG-CSP
11	962600	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MVR			FXG-CSP
12	962600	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MEC			FXG-CSP
13	962600	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG COV			FXG-CSP
14	962601	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MVR	15-Mar-19		FXG-CSP
15	962601	FXG VENDOR	*****1234	1234567	John	Doe	PD	FXG MEC			FXG-CSP
16	962602	FEDEX GROUND PACKAGE SYSTEM	*****1234	1234567	John	Doe	LineHaul	FXG MVR			FXG-CSP
17	962606	FEDEX GROUND PACKAGE SYSTEM	*****1234	1234567	John	Doe	PD	FXG MVR			FXG-CSP
18	962606	FEDEX GROUND PACKAGE SYSTEM	*****1234	1234567	John	Doe	PD	FXG MEC			FXG-CSP
19	962606	FEDEX GROUND PACKAGE SYSTEM	*****1234	1234567	John	Doe	PD	FXG COV			FXG-CSP

2. **Compliance Summary Report** – Lists overall file compliance percentage which is calculated by dividing the number of compliant drivers by the total active files for the specified 7-day range.

	Location	Thu,Feb 28	Fri,Mar 01	Sat,Mar 02	Sun,Mar 03	Mon,Mar 04	Tue,Mar 05	Wed,Mar 06	Hierarchy	Policy Type
1	Location	Thu,Feb 28	Fri,Mar 01	Sat,Mar 02	Sun,Mar 03	Mon,Mar 04	Tue,Mar 05	Wed,Mar 06	Hierarchy	Policy Type
2	FEDEX GROUND PACKAGE SYSTEM								FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
3	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
4	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
5	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
6	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
7	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
8	FXG VENDOR								FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	FXG-CSP
9	Total	0/0 (0 %)	0/0 (0 %)	0/0 (0 %)	0/0 (0 %)	0/0 (0 %)	0/0 (0 %)	0/0 (0 %)		

3. **Document Error Report** – Shows reason for any not-approved document and any missing document. Make corrections to documents and submit them to FA. If the form requirement column value is blank, there should be an expiration date indicating that the specified document is currently expired.

	Donor	FirstName	LastName	Job	Ssn	EmployeeId	Location	CompanyId	Policy	Expires_At	Today	Document	Title	ExpirationDa	FormRequire	Status	JournalNotes				
1	Donor	FirstName	LastName	Job	Ssn	EmployeeId	Location	CompanyId	Policy	Expires_At	Today	Document	Title	ExpirationDa	FormRequire	Status	JournalNotes				
2	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Is Examiners location addr	Is Examiners	Examiners location address missing						
3	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG DHI	1 in 3 OR 5 in 10 verified f	1 in 3 OR 5 i	Experience does not qualify for 1 in 3 OR 5 in 10						
4	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Applicat	3 yrs of traffic convictions,	3 yrs of traff	3 yrs of traffic convictions/forfeitures Incomplete						
5	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG COV	Is the License portion com	Is the Licens	Drivers License Number Incomplete/Missing						
6	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MEC	Is the date of exam compl	Is the date o	Date on Certificate missing/incomplete						
7	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Is the document legible ?	Is the docum	Document is not legible						
8	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG DHI	Is position driver/DOT que	Is position dr	Not Driving position or responsibilities						
9	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Applicat	Is 3 years accident history	Is 3 years aci	3 yrs of accident history incomplete						
10	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Are all parts of test compl	Are all parts	Missing Answer(s) - PD section 3 OR Linehaul sections 4-9						
11	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MEC	Is top bubble selected indi	Is top bubble	Bubbles incomplete/Bottom bubble selected						
12	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MEC	Is drivers name printed on	Is drivers nar	Drivers Name Missing						
13	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Applicat	Is previous employer addr	Is previous e	Employers Address Incomplete/Missing						
14	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Is examiners employers na	Is examiners	Examiners employer name missing						
15	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Training	Is there sufficient info on	Is there suffi	Not a FedEx Approved training school/cert						
16	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG COV	Is form signed by driver?	Is form signe	Not Signed by Driver						
17	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MEC	Is the CDL section complet	Is the CDL se	CDL Section Incomplete						
18	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Is road test mileage comp	Is road test r	Mileage on Certificate incomplete						
19	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG DHI	If unverified and in last 3	If unverified	Not all employers in 3 years have had attempts made						
20	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Applicat	If Yes, is full statement pr	If Yes, is full	Statement not provided						
21	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MVR	Is the Drivers License valic	Is the Drivers	Drivers license not valid						
22	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG MEC	Is the drivers signature of	Is the drivers	Not Signed by Driver						
23	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (	#########	FXG Road Te	Type of equip driven check	Type of equi	Equipment Type not selected						

4. **Driver Compliance Summary Report** – Lists non-compliant documents by driver. Shows document status per candidate. Current documentation for expired or missing documents should be sent to FA.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Driver ID	First Name	Last Name	Job Title	Employee	SSN	Location	Item	Status	Expiration D	Days Expir	Days Non Compliant	Hierarchy	Policy Type
2	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG Application	Under Review			6		FXG-CSP
3	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG DHI	Under Review			6		FXG-CSP
4	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG MVR	Under Review	1/23/2020		6		FXG-CSP
5	123456	John	Doe	LineHaul	1234567	*******1234	FXG VENDOR ABC CO	FXG Application	Under Review			0		FXG-CSP
6	123456	John	Doe	LineHaul	1234567	*******1234	FXG VENDOR ABC CO	FXG DHI	Under Review			6		FXG-CSP
7	123456	John	Doe	LineHaul	1234567	*******1234	FXG VENDOR ABC CO	FXG MVR	Under Review	2/4/2020		6		FXG-CSP
8	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG Application	Under Review			27		FXG-CSP
9	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG DHI	Under Review			27		FXG-CSP
10	123456	John	Doe	PD	1234567	*******1234	FXG VENDOR ABC CO	FXG MVR		12/12/2018	84	6		FXG-CSP
11	123456	John	Doe	PD	1234567	*******1234	FEDEX GROUND PACKAGE SYSTEM	FXG Application	Under Review			23		FXG-CSP
12	123456	John	Doe	PD	1234567	*******1234	FEDEX GROUND PACKAGE SYSTEM	FXG MVR	Under Review			23		FXG-CSP

Status Definition
Compliant *(Pass)*
Non-Compliant *(Error Description)*
Missing Document *(DHI/MVR & PA DOT Application ONLY)*
Under Review *(DHI/MVR & PA DOT Application ONLY)*
Reviewed by FA Operations *(DHI/MVR & PA DOT Application ONLY)*

*Refer to page 48 for additional detail on status.

FA Document Code	FXG Document Name
FXG APPLICATION	CMV Driver's Application
FXG MVR	CMV Motor Vehicle Report
FXG ROAD TEST	Record of road test
FXG DHI	FedEx Driver History Verification
FXG MEC	Medical Certificate Card
FXG TRAINING CERTIFICATE	Training School Certificate

5. **Real Time Compliance** – Current summary view of overall file compliance.

	A	B	C	D	E	F
1	Hierarchy	Non-Compliant	Compliant	Total	Compliance	Policy Type
2	FEDEX GROUND PACKAGE SYSTEM	3		3	0	FXG-CSP
3	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	2		2	0	FXG-CSP
4	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	1		1	0	FXG-CSP
5	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	1		1	0	FXG-CSP
6	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO				0	FXG-CSP
7	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO				0	FXG-CSP
8	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	2		2	0	FXG-CSP
9	Total	9	0	9	0	

6. **Section Compliance** – Compliance summary by document type.

	A	B	C	D	E	F	G	H	I	J	K
1	Location	Hierarchy	Covered	FXG Application	FXG MVR	FXG DHI	FXG MEC	FXG ROAD TEST	FXG COV	FXG TRAINING CERT	Policy Type
2	FEDEX GROUND PACKAGE SYSTEM	FEDEX GROUND PACKAGE SYSTEM	3	3	3	3	1	2	1	3	FXG-CSP
3	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	2	2	2	2	2	2	2	2	FXG-CSP
4	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	1	1	1	1					FXG-CSP
5	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	1	1	1	1	1		1	1	FXG-CSP
6	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
7	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
8	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	2	2	2	2	2	2	1	2	FXG-CSP
9	Total		9	9	9	9	6	6	5	8	FXG-CSP
10	Compliance			100%	100%	100%	66.67%	66.67%	55.56%	88.89%	

7. **Donor Power Search** – This report allows you to create a report based on data elements that are saved in the system which can be further refined by selecting statuses and other criteria. When selecting criteria for this report, only one policy can be selected as the system will be looking at the policy criteria to build the report. Search criteria available will be a list of all documents available under the policy selected, as well as any of the form requirements.

	SSN	Employee ID	Hire Date	Effective Date:	Driver Status	Location	Job Title	Hierarchy	Policy Type
2	888888888		1/23/2019	1/23/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
3	777777777		1/22/2019	1/22/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
4	123457689		00/00/0000	1/24/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
5	222222222	1234567	00/00/0000	1/30/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
6	999991111	1234567	00/00/0000	1/28/2019	Covered	FXG VENDOR ABC CO	LineHaul	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
7	999991111	1234567	00/00/0000	1/28/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
8	999991111	1234567	00/00/0000	2/6/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
9	999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	PD	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
10	999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
11	999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
12	999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
13	999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
14	999991111	1234567	00/00/0000	2/11/2019	Unknown	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
15	999991111	1234567	00/00/0000	2/11/2019	Unknown	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
16	999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	PD	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
17	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
18	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
19	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
20	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
21	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
22	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
23	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
24	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
25	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
26	999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP

PHASE 3

ACKNOWLEDGING THE SAFETY INFORMATION GUIDE (SIG)

When the criteria of non-driving personnel are met (e.g., completed criminal background checks and Social Security verification), the candidate will be activated as a person in FedEx Systems. This will allow the candidate to login to their MyGroundBizAccount (MGBA) to review and acknowledge the Safety Information Guide (SIG), which is required by the candidate.

Creating passwords - After logging in with a temporary password, new users will be prompted to create a password.

- Passwords must be between 8 and 32 characters long and must contain at least one number and one special character (#, *, &,!, ?).
- Users will be prompted to change the password every 90 days.
- Forgotten passwords can be reset by calling 1.855.NEW.PSWD (1.855.639.7793). Select option one (**for FedEx**), enter FedEx ID number, enter last four digits of the user SSN.

WORKFORCE AUTHORIZATION DOCUMENTS AND BADGING

Service Providers will complete the Work Authorization Documents process through MyGroundBiz

Account (MGBA). Service Provider Authorized Officers and Business Contacts, who have been delegated Workforce Administration Tasks, will enter the E-Verify Case Verification Number through MGBA for their employees prior to sending the employee to the station or hub for a security badge. The E-Verify 15character alphanumeric Case Verification Number can be found on the confirmation document after E-Verify has been completed. If the service provider is unable to enter the E-Verify case number, the E-Verify document may be presented to station staff to enter the information in CDAS.

FedEx station staff will complete the badging process prior to the candidate providing service.

ADDITIONALLY, FOR LINEHAUL

English Proficiency Test – The English Proficiency Test will continue to be administered by FedEx Linehaul staff. Service providers will work with FXG management to schedule the test.

Linehaul Equipment Familiarization – The candidate completes the Linehaul Equipment Familiarization video and assessment.

GLOSSARY

Accident History	All accidents must be reported
Aliases	For example, maiden name
Background Order	All orders for background checks in the case file

Candidate Profile	Profile ID from the First Advantage case file
Driver Management	Handles the Driver Qualification File (DQF)
Consent Form	Acknowledged by the candidate during the application process; must be acknowledged to move forward. The candidate must electronically complete a Consent Form.
Criminal Background Information	Candidate will detail all criminal charges.
Disclosure and Authorization	Acknowledged by the candidate during the application process; all disclosures and authorizations must be acknowledged to move forward. The candidate must electronically complete the Disclosure and Authorization.
Document Upload	The service provider will upload documents to the driver qualification file or the case file, as appropriate
DOT Employment	Must be entered and verified for all driving candidates
Driver Candidate	Candidate who wishes to provide service to FedEx Ground in a driving capacity

Driver Qualification File (DQF) Driver Management	File where the driver qualification files are housed for each driver candidate
Driver's License	Must be entered for all driving candidates
Driving Experience – Truck	Candidate will list all driving experience in a truck
Driving Experience – Motorcoach	Candidate will list all driving experience in a motorcoach.
Drug Screen Order	The order created in each case which allows the candidate to complete the drug screen test
E-Signature	Candidate must acknowledge application by electronically affixing e-signatures to the application.
Non-Driver Candidate	A candidate who will not provide service to FedEx Ground as a driver
Placing the Order	The service provider will place the order with First Advantage after the candidate has completed the application
Previous Work History Verification Release	All candidates applying for driving positions must certify their electronic signature on the Previous Work History Verification Release. The release form is completed while the profile is being completed.
Reports	Driver Management reports will provide information regarding documents in the driver file
Traffic Convictions	Must list all traffic violation convictions within the past three years