

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

September 2024– Version 6

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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

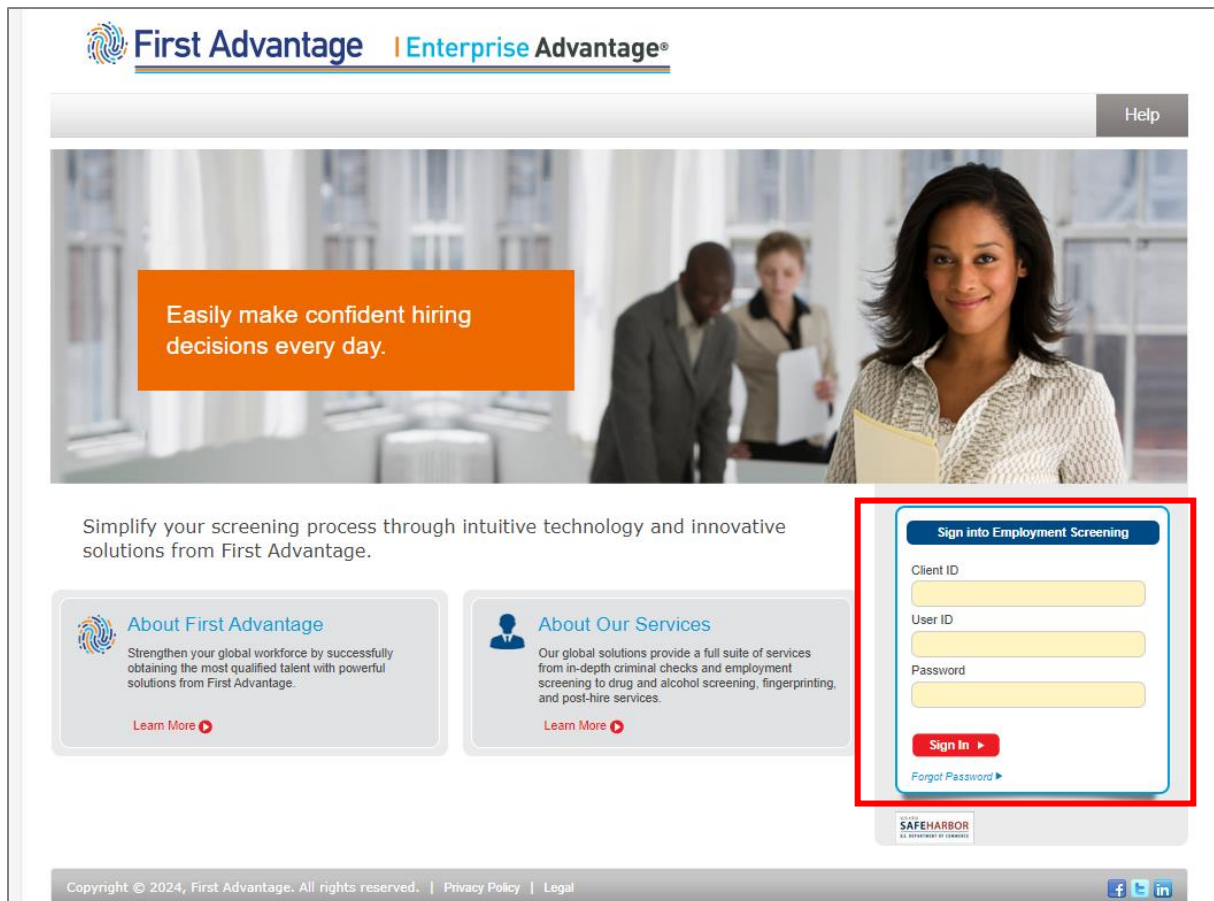
After the service provider pre-qualifies the candidate, the service provider will send the candidate an invitation through the First Advantage platform. This will begin the DOT verification process.

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**.



First Advantage | Enterprise Advantage®

Help

Easily make confident hiring decisions every day.

Simplify your screening process through intuitive technology and innovative solutions from First Advantage.

About First Advantage
Strengthen your global workforce by successfully obtaining the most qualified talent with powerful solutions from First Advantage.
[Learn More](#)

About Our Services
Our global solutions provide a full suite of services from in-depth criminal checks and employment screening to drug and alcohol screening, fingerprinting, and post-hire services.
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Sign into Employment Screening

Client ID

User ID

Password

Sign In

[Forgot Password](#)

SAFEHARBOR
BY GOVERNMENT OF CANADA

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[f](#) [t](#) [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)

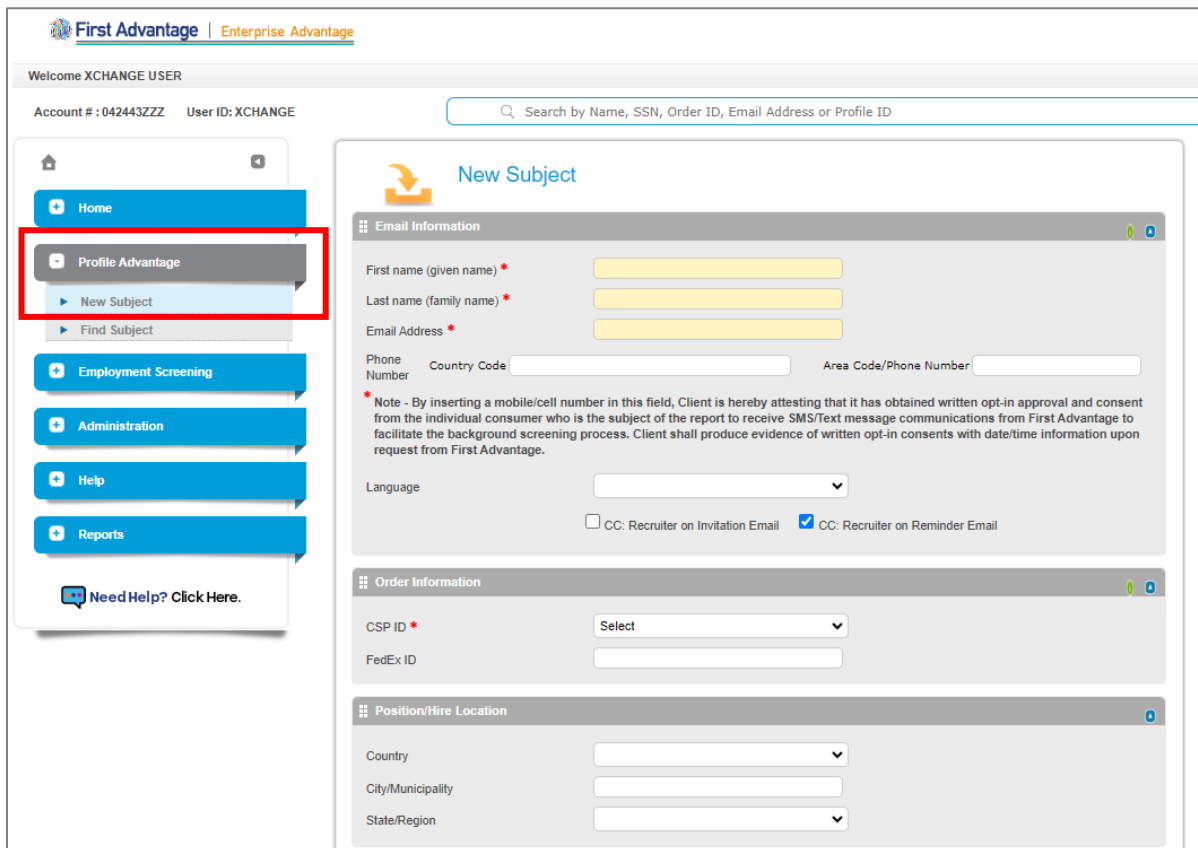
Subject Type: Pre-Qualification – Non Drivers

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**.

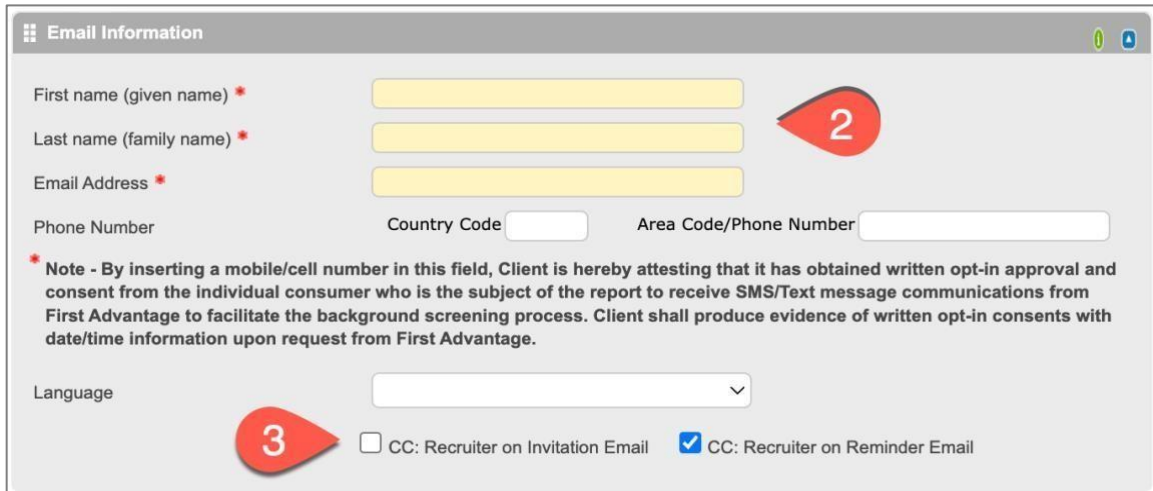


The screenshot shows the First Advantage Enterprise Advantage web application interface. The top navigation bar includes the First Advantage logo and the text 'Enterprise Advantage'. Below this, a welcome message 'Welcome XCHANGE USER' is displayed, along with account details 'Account #: 042443ZZZ' and 'User ID: XCHANGE'. A search bar is located on the right side of the header.

The left sidebar contains a navigation menu with the following items: Home, Profile Advantage (highlighted with a red box), New Subject, Find Subject, Employment Screening, Administration, Help, and Reports. A 'Need Help? Click Here.' link is also present at the bottom of the sidebar.

The main content area is titled 'New Subject' and contains three sections: Email Information, Order Information, and Position/Hire Location. The Email Information section includes fields for First name (given name), Last name (family name), Email Address, Phone Number, Country Code, and Area Code/Phone Number. A note below these fields states: 'Note - By inserting a mobile/cell number in this field, Client is hereby attesting that it has obtained written opt-in approval and consent from the individual consumer who is the subject of the report to receive SMS/Text message communications from First Advantage to facilitate the background screening process. Client shall produce evidence of written opt-in consents with date/time information upon request from First Advantage.' There are also checkboxes for 'CC: Recruiter on Invitation Email' and 'CC: Recruiter on Reminder Email'. The Order Information section includes fields for CSP ID (a dropdown menu) and FedEx ID. The Position/Hire Location section includes fields for Country, City/Municipality, and State/Region (all dropdown menus).

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**.



Email Information

First name (given name) *

Last name (family name) *

Email Address *

Phone Number Country Code Area Code/Phone Number

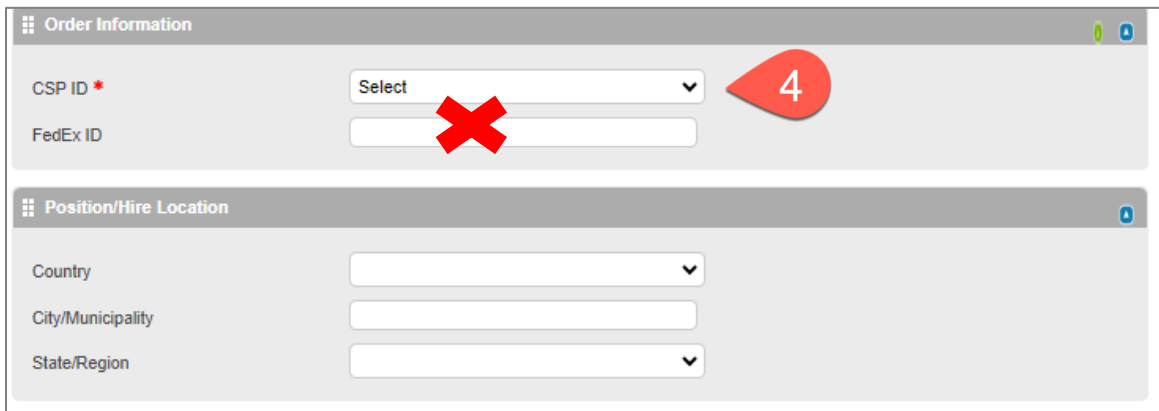
* Note - By inserting a mobile/cell number in this field, Client is hereby attesting that it has obtained written opt-in approval and consent from the individual consumer who is the subject of the report to receive SMS/Text message communications from First Advantage to facilitate the background screening process. Client shall produce evidence of written opt-in consents with date/time information upon request from First Advantage.

Language

☐ CC: Recruiter on Invitation Email ☒ CC: Recruiter on Reminder Email

Callout 2 points to the First Name, Last Name, and Email Address fields. Callout 3 points to the CC: Recruiter on Invitation Email checkbox.

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.



Order Information

CSP ID *

FedEx ID

Position/Hire Location

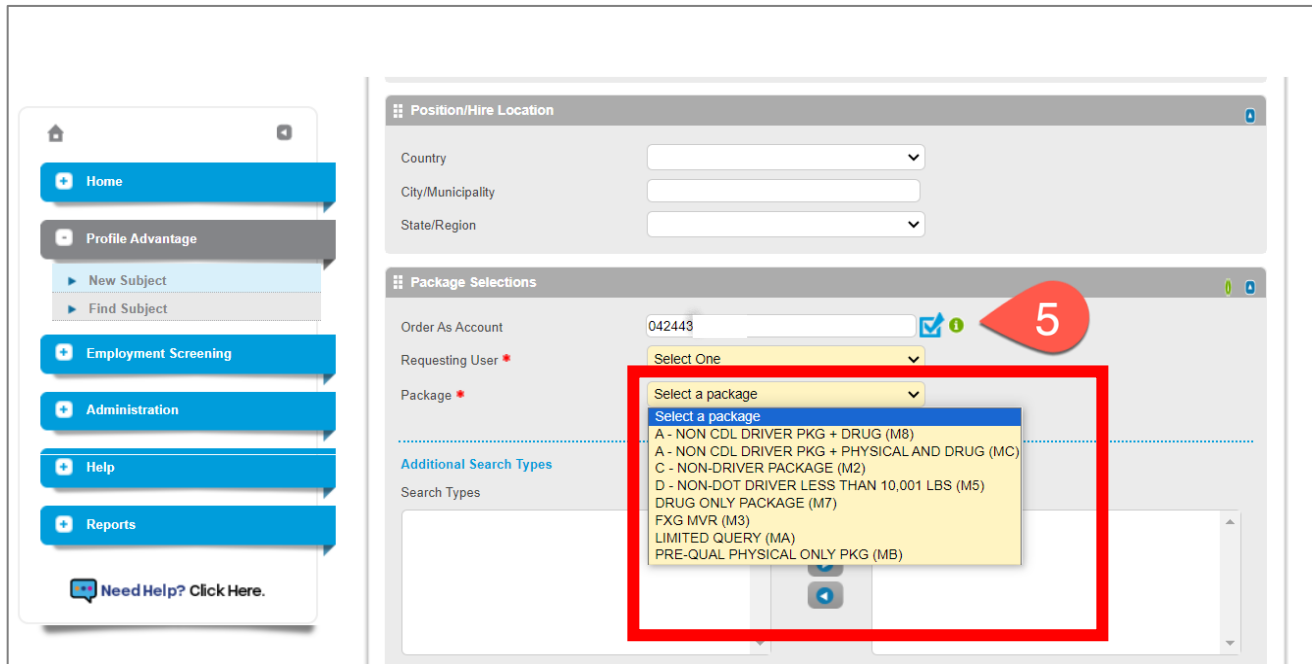
Country

City/Municipality

State/Region

Callout 4 points to the CSP ID dropdown menu. A red X is placed over the FedEx ID field.

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 (<i>Package B only</i>) U- Under 10,001 lbs. Program** (<i>Package D only</i>) V - Alternative Vehicle Program**(<i>Package D only</i>) X - ISP Over 10,000 lbs. Qualification Cert** (<i>Package A only</i>) Q – 6 months or more driving experience (<i>Package B only</i>) **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 *

Facility ID *

Position Type *

Driver Type

Person Request ID

6

Select One

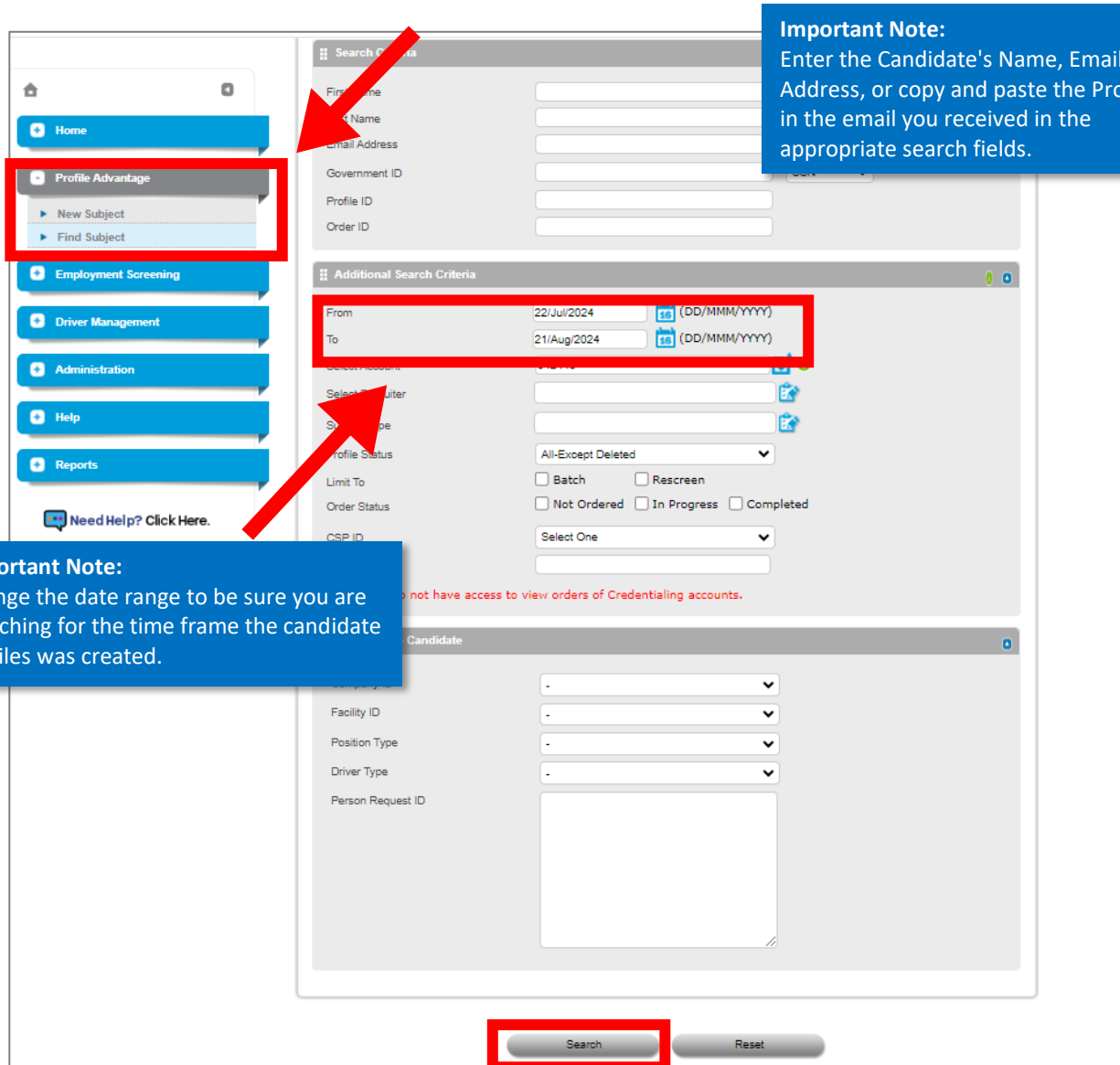
Select One

Select One

Select One

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.

Search Criteria

First Name
Last Name
Email Address
Government ID
Profile ID
Order ID

Additional Search Criteria

From: 22/Jul/2024 (DD/MM/YYYY)
To: 21/Aug/2024 (DD/MM/YYYY)

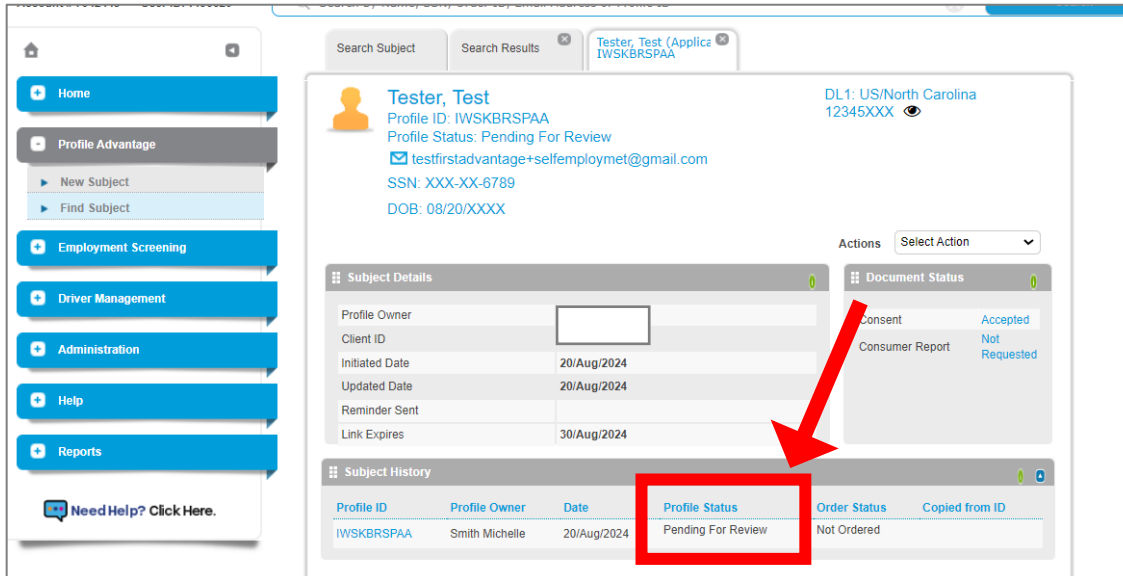
Select Computer
Select Profile
Profile Status: All-Except Deleted
Limit To: ☐ Batch ☐ Rescreen
Order Status: ☐ Not Ordered ☐ In Progress ☐ Completed
CSP ID: Select One

Candidate

Facility ID
Position Type
Driver Type
Person Request ID

Search **Reset**

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.



Search Subject Search Results Tester, Test (Apply IWSKBRSPAA)

Home Profile Advantage New Subject Find Subject Employment Screening Driver Management Administration Help Reports Need Help? Click Here.

Tester, Test
Profile ID: IWSKBRSPAA
Profile Status: Pending For Review
testfirstadvantage+selfemployment@gmail.com
SSN: XXX-XX-6789
DOB: 08/20/XXXX
DL1: US/North Carolina 12345XXX

Actions Select Action

Subject Details

Profile Owner	
Client ID	
Initiated Date	20/Aug/2024
Updated Date	20/Aug/2024
Reminder Sent	
Link Expires	30/Aug/2024

Document Status

Consent	Accepted
Consumer Report	Not Requested

Subject History

Profile ID	Profile Owner	Date	Profile Status	Order Status	Copied from ID
IWSKBRSPAA	Smith Michelle	20/Aug/2024	Pending For Review	Not Ordered	

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.

Consent Form			
I have read and accept the terms of this online profile			
First Name (Given Name)	Libby		
Last Name (Family Name)	Test		
Country	UNITED STATES		
Address 1	123 Test		
Address 2			
Signature Date	03/02/2018		
Region	North Carolina		
City	Charlotte		
ZIP Code/Postal Code	28277		
I would not like to receive a copy of my Consumer Report.			

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.

Driver's License Additional Details	
Do you currently hold a valid Driver's License?	Yes
Driver's License#	*****
Country	UNITED STATES
Region	North Carolina
Last Name on License	
Class	12345678

Employment And Driving History Information

5. Scroll to the **Employment** section.

- Check the **Employment Type** for each employer to be sure they selected either **Present Employment** or **Former Employment**.
- Check the question “**Did this position include driving duties?**” Be sure **Yes** was selected for all driving employment positions.

DOT - Employment			
Employment Type	Current Employer	Permission to Contact	Yes
Employer	Job		
Address 1	123 Test	Job Type	
Address 2			
City	Charlotte	Position Held	worker
Country	UNITED STATES	Department	
Region	North Carolina	Starting Pay	
ZIP Code/Postal Code	28277	Pay Type	
Phone		Current Pay	
From	03/2008	Pay Type	
Current Through Today	Yes	Salary Currency	
To		Contact	Mr. Smith
		Contact Title	boss
		Contact Phone	(336)473-4523
Duties	running around and doing stuff		
Reason for Leaving	still working		

Were you subject to the Federal Motor Carrier Safety Regulations while employed? Yes

Was your job designated as a safety sensitive function in any DOT-Regulated mode subject to the drug and alcohol test requirements of 49 CFR Part 40? Yes

Did this experience include driving under Federal Express Corporation's Operating Authority? Yes


Did this position include driving duties? Yes

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.

Employment Additional Details	
Do you have Employment History you would like to consider? Yes	
Employment Type	Self Employed
Permission to Contact	

MODULE 2 – PROFILE SELECTIONS

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



TestID, Natalie
 Profile ID: RTSHMEA427
 Profile Status: Pending For Review

Subject Details	
Profile Owner	Natalie Johnston
Client ID	042443POC
Initiated Date	19/Apr/2022
Updated Date	19/Apr/2022
Reminder Sent	
Link Expires	29/Apr/2022

Actions

- Select Action
- Email Subject
- View/Edit Details
- View Profile
- Resend Consent & FCRA Form
- Review & Place Order

Subject History					
Profile ID	Profile Owner	Date	Profile Status	Order Status	Copied from ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Pending For Review	Not Ordered	

You will receive a confirmation pop up, click ok.

Review & Place Order

Profile Review is successful. Click OK to place order

OK Cancel

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

Subject History					
Profile ID	Profile Owner	Date	Profile Status	Order Status	Copied from ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Completed	In Progress	

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.

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)	<u>AND</u>	You may select: (Package and Position Type MUST Match)
Company 120 – Linehaul (also known as Transportation Service Provider)	Package: B – CDL Driver	<u>AND</u>	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	<u>AND</u>	Position Type: C – Non-Driver
Company 300 – ISP (Independent Service Provider)	Package: A – Non-CDL Driver	<u>AND</u>	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	<u>AND</u>	Positon Type: C- Non-Driver
Company 300 – ISP (Independent Service Provider)	Package: D – Non-DOT Driver Less Than 10,001 lbs.	<u>AND</u>	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)	<u>AND</u>	You may select: (Package and Position Type MUST Match)

Company 300 – ISP (Independent Service Provider) <u>NOT AVAILABLE IN HAWAII</u>	Package: D – Non-DOT Driver Less Than 10,001 lbs.	<u>AND</u>	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) <u>ALTERNATIVE VEHICLE PROGRAM FOR NEW MEXICO ONLY</u>	Package: A – Non-CDL Driver	<u>AND</u>	Position 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.

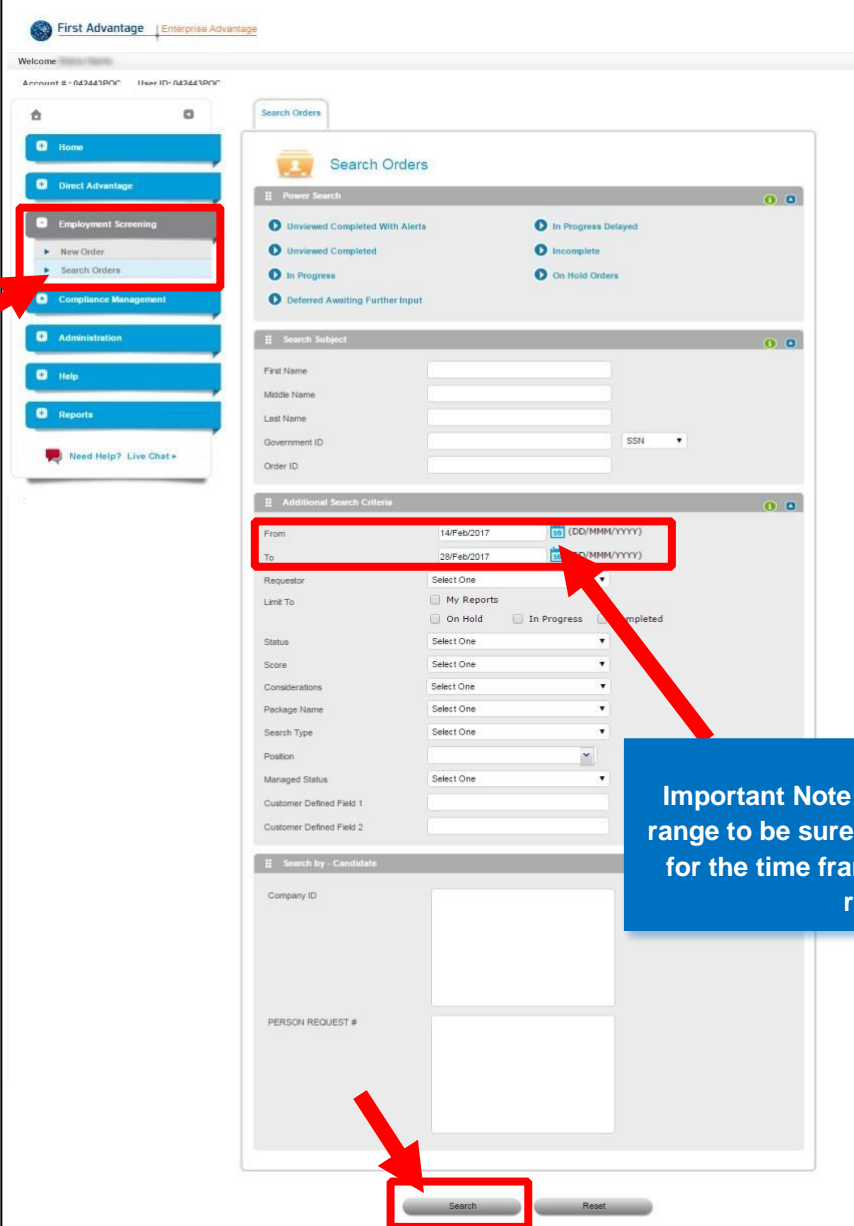
PACKAGE and POSITON TYPE SELECTIONS: Package and Position Type MUST match.

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](#))



The screenshot shows the First Advantage Enterprise Advantage web application interface. The left navigation menu has 'Employment Screening' highlighted with a red box and a red arrow pointing to it. Below it, 'Search Orders' is also highlighted with a red box and a red arrow. The main content area is titled 'Search Orders' and contains several sections: 'Power Search' with status filters, 'Search Subject' with input fields for First Name, Middle Name, Last Name, Government ID, and Order ID, and 'Additional Search Criteria' with date range and other filters. The date range is highlighted with a red box and a red arrow. A blue callout box with white text says: 'Important Note: Change the date range to be sure you are searching for the time frame the order was run.' At the bottom, the 'Search' button is highlighted with a red box and a red arrow.

VIEWING BACKGROUND ORDER DETAILS

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

Search Orders Search Results

Search Results

Page 1 of 1

Subject	Government ID	Report Status	Report Type	Requestor	Date Ordered	Last Updated	Last Viewed	Status Notes
SAMPLE, SIMON	XXX-XX-3333	Order Created	Drug Screen	Elaine Harris	25Feb2018			
SAMPLE, SIMON*	XXX-XX-3333	Needs further review**	Background Screen	ELAINE HARRIS	25Feb2018	25Feb2018	01Mar2018	

Page 1 of 1

*Derogatory Results **Additional Review Required
All fully displayed personally identifiable information is customer provided or is masked based on custom configuration settings.

Search Orders Search Results **DOE, JOHN**

DOE, JOHN*
Government ID: XXX-XX-1111

Overall Progress 100%

Type: Background Screen Created: 28Feb2017 Completed: 28Feb2017 Status: Eligible

General Information Additional Information

Report Progress

0% 100% 100%

Report

Report Type: Background Screen
Report Status: Eligible
Completed: 28Feb2017
Status Notes:

Order Details

Package: A - NON-COL DRIVER PACKAGE
Account: 042443POC
Requestor: (042443POC)
Customer Defined Field 1: NONE

History

DATE	ETA	Notes
27/Mar/2018	29/Mar/2018	Search in progress.

Consideration	Search Type	Completion Date	Status	Notes	View/Print History
	Felony Including Misdemeanor	28Feb2017	Restricted		View
	ATLANTA, FULTON, GA	28Feb2017	Restricted		View
	First Advantage Global Selection Search	28Feb2017	Restricted		View
	Federal Criminal	28Feb2017	Restricted		View
	ATLANTA, FULTON, GA	28Feb2017	Restricted		View
	First Advantage National Criminal File	28Feb2017	Restricted		View
	ATLANTA, FULTON, GA	28Feb2017	Restricted		View
	Social Security Verification	28Feb2017	Restricted		View
Green	Motor Vehicle Report	28Feb2017	Complete		View
	Statewide Criminal	28Feb2017	Restricted		View
	Georgia	28Feb2017	Restricted		View
Yellow	Employment - ABC CO	28Feb2017	Complete		View
	ATLANTA, GA	28Feb2017	Complete		View

Hover over the Completion Date for additional details.

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

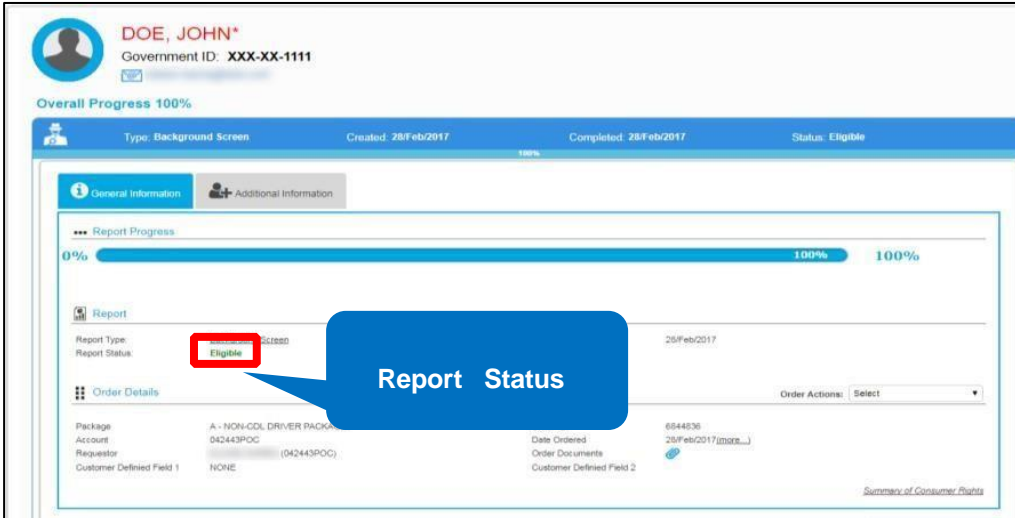
All of the components of your screening are listed in this detail along with the search status, date ordered and completed.

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:

<u>STATUS</u>	<u>EXPLANATION</u>
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. <i>This is the normal status for employment verifications for TSP.</i>
Ineligible	<p>Order has been received, processed and completed. The results indicate the subject may not be qualified per regulatory criteria and contractual terms.</p> <p>Request for Further Review</p> <p>*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.</p> <ul style="list-style-type: none"> This notice includes: <ul style="list-style-type: none"> 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 <u><i>Request for Review</i></u>. <p>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.</p> <p>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.</p> <p>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.</p>



DOE, JOHN*
Government ID: XXX-XX-1111

Overall Progress 100%

Type: Background Screen Created: 28/Feb/2017 Completed: 28/Feb/2017 Status: Eligible

General Information Additional Information

Report Progress 0% 100% 100%

Report
Report Type: Screen
Report Status: **Eligible** 28/Feb/2017

Order Details
Package: A - NON-CDL DRIVER PACKAGE
Account: 042443POG
Requestor: (042443POG)
Customer Defined Field 1: NONE
Date Ordered: 28/Feb/2017
Order Documents: 6844836
Customer Defined Field 2: (more...)

Order Actions: Select

[Summary of Consumer Rights](#)

- 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.

Search Orders Search Results **DOE, JOHN**

DOE, JOHN*
Government ID: **XXX-XX-1111**

Overall Progress 100%

Type: Background Screen Created: 28/Feb/2017 Completed: 28/Feb/2017 Status: Eligible

General Information Additional Information

Report Progress

0% 100% 100%

Report

Report Type: **Background Screen**
Report Status: **Eligible**

Order Details

Package: A - NON-CDL DRIVER PACKAGE
Account: 042443POC
Requestor: (042443POC)
Customer Defined Field 1: NONE

Consideration Search Type

AB	Consideration	Search Type
	Felony Including Misdemeanor	2
	ATLANTA, FULTON, GA	2
	First Advantage Global Sanction Search	2
	Federal Criminal	2
	ATLANTA, FULTON, GA	2
	First Advantage National Criminal File	2
	ATLANTA, FULTON, GA	2
	Social Security Verification	2
Green	Motor Vehicle Report	2
	Statewide Criminal	2
	Georgia	2
Yellow	Present Employment - ABC CO	2
	ATLANTA, GA	2

Order Report

How do I read a consumer report?

Background Report
Confidential

JOHN DAVID DOE
XXX-XX-1111
CID - 6844836

FEDEX GROUND
Attn: **XXXXXXXXXX**
1000 FEDEX DRIVE
MOON TOWNSHIP, PA 15018

Account No: 042443POC

Caution to Customers: Under the terms of the service agreement, this report is delivered with the understanding that the recipient client will hold the same in strict confidence and not disclose it to third parties and furthermore is to be used only for the purpose indicated in the Client's agreement for service, i.e. employment/volunteer/resident/tenant screening purposes. This report and information provided therein is strictly confidential as it contains personal and sensitive information of the consumer/applicant/candidate/employee and must be utilized solely for the business purposes consistent with the declared purpose in the service agreement and is not to be used by the client or third parties for any other purposes. Client agrees to abide and comply with all applicable laws in connection with this report including data privacy, data protection laws and other similar enforceable regulations.

All fully displayed personally identifiable information is customer provided or is masked based on custom configuration.

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”

Search Orders

Search Results

DOE, JOHN



DOE, JOHN*

Government ID: XXX-XX-1111

Overall Progress 100%

Type: Background Screen

Created: 28/Feb/2017

Completed: 28/Feb/2017

Status: Eligible

General Information

Additional Information

Report Progress

0% 100% 100%

Report

Report Type: Background Screen

Report Status: Eligible

Order Details

Package: A - NON-CDL DRIVER PACKAGE

Account: 042443POC

Requestor: (042443POC)

Customer Defined Field 1: NONE

Order Report

How do I read a consumer report?

FEDEX EXPRESS

Attn: XCHANGE USER

3690 HACKS ROAD

BUILDING I 3RD FLOOR

MEMPHIS, TN 38125

Account No: 102678

Caution to Customers: Under the terms of the service agreement, this report is delivered with the understanding that the recipient client will hold the same in strict confidence and not disclose it to third parties and furthermore is to be used only for the purpose indicated in the Client's agreement for service, i.e., employment/volunteer/ or resident/tenant screening purposes. This report and information provided therein is strictly confidential as it contains personal and sensitive information of the consumer/applicant/candidate/employee and must be utilized solely for the business purposes consistent with the declared purpose in the service agreement and is not to be used by the client or third parties for any other purposes. Client agrees to abide and comply with all applicable laws in connection with this report including data privacy, data protection laws and other similar applicable regulations.

First Advantage is not the source of the data provided in this report in that the data is collected by First Advantage from third party data sources such as public records held in governmental databases or courthouses, schools, colleges, universities, company officials, or third party proprietary databases etc. Accordingly First Advantage does not warrant the accuracy of the information provided by those third parties and expressly disclaims any and all liability for any and all claimed losses, damages, expenses including attorney fees and costs incurred as a result of reliance upon the content of this report.

For US-based Clients or Clients obtaining reports on US residents: Client certifies that it has complied with the Fair Credit Reporting Act (FCRA) and that it has provided a clear disclosure in compliance with the FCRA to the consumer/applicant/candidate/employee and obtained consent and authorization from the consumer/applicant/candidate/employee in order to receive this report. If the client intends to take adverse action based in whole or in part on the contents of this report, the client must provide the consumer with a copy of the report, a summary of consumers rights as prescribed by FCRA section 1681g(c)(3) and a copy of any applicable state law rights before taking any action, wait a reasonable period of time for the consumer to dispute any inaccurate information and then can take adverse action. First Advantage has provided

AB	Consideration	Search Type	Completion Date	Status
		Felony Including Misdemeanor	28/Feb/2017	Restricted
		ATLANTA, FULTON, GA	28/Feb/2017	Restricted
		First Advantage Global Sanction Search	28/Feb/2017	Restricted
		Federal Criminal	28/Feb/2017	Restricted
		ATLANTA, FULTON, GA	28/Feb/2017	Restricted
		First Advantage National Criminal File	28/Feb/2017	Restricted
		ATLANTA, FULTON, GA	28/Feb/2017	Restricted
		Social Security Verification	28/Feb/2017	Restricted
	Green	Motor Vehicle Report	28/Feb/2017	Complete
		Statewide Criminal	28/Feb/2017	Restricted
	Yellow	Present Employment - ABC CO	28/Feb/2017	Complete
		ATLANTA, GA	28/Feb/2017	Complete

All fully displayed personally identifiable information is customer provided or is masked based on custom configuration.

REVIEWING THE DETAILS OF THE REPORT

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

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.

Former Employment - ABC Co. Date Completed: 02/Feb/2018		Status: Complete Score: Eligible																	
Consideration Code: No Considerations Company: ABC Co. Address: 1 Main St. Anytown, USA Line of Business:																			
Position: Full-time DRIVER OPERATOR Employment Dates: 18/Apr/2017 to 09/Sep/2017 Location: Anytown, USA Salary: \$17/Hourly Duties: DRIVING THROUGH AND FROM JOB SITES Reason Left: OTHER EMPLOYMENT		Verified by First Advantage Provided by Consumer: DRIVER 05/Apr/2017 to 31/Oct/2017																	
Questionnaire Client Interview Question Position: DRIVER OPERATOR Employment Dates: 04/18/2017 to 09/09/2017 Source: Joe Boss, General Manager Source's telephone number: 5555555555 Source address: 9 Main St, Anytown, USA Did this person drive a vehicle as part of their responsibilities? YES Did this person drive a tractor with trailer? (Capture Dates 4 Year) YES 04/18/2017 to 09/09/2017 What best describes any other type of vehicle (Tractor, etc.) (other than fuel from the fuel tank) released? What is the first name and initial of the last name of the First Advantage employee who verified the information? Sally Sample		Source Information <table border="1"> <thead> <tr> <th>Date</th> <th>Title</th> <th>Contact Method(Telephone)</th> <th>Contact Method(Fax)</th> </tr> </thead> <tbody> <tr> <td>02/Feb/2018 11:47:00 AM</td> <td>OPERATOR</td> <td>(555)555-5555</td> <td></td> </tr> <tr> <td>02/Feb/2018 11:50:00 AM</td> <td>OPERATOR</td> <td>(555)555-5555</td> <td></td> </tr> <tr> <td>02/Feb/2018 05:09:00 PM</td> <td>GENERAL MANAGER</td> <td>(555)555-5555</td> <td></td> </tr> </tbody> </table>		Date	Title	Contact Method(Telephone)	Contact Method(Fax)	02/Feb/2018 11:47:00 AM	OPERATOR	(555)555-5555		02/Feb/2018 11:50:00 AM	OPERATOR	(555)555-5555		02/Feb/2018 05:09:00 PM	GENERAL MANAGER	(555)555-5555	
Date	Title	Contact Method(Telephone)	Contact Method(Fax)																
02/Feb/2018 11:47:00 AM	OPERATOR	(555)555-5555																	
02/Feb/2018 11:50:00 AM	OPERATOR	(555)555-5555																	
02/Feb/2018 05:09:00 PM	GENERAL MANAGER	(555)555-5555																	
Remark 02/01/18: THIS COMPANY DOES NOT MAINTAIN RECORDS ON THE WORK NUMBER. 02/02/2018: OUR SOURCE HAS VERIFIED THE CANDIDATE'S EMPLOYMENT, HOWEVER, WE ARE AWAITING A RESPONSE FOR DOT INFORMATION. 02/02/2018: AN ATTEMPT HAS BEEN MADE TO CONTACT A QUALIFIED SOURCE AND A VERIFICATION WAS NOT RECEIVED. WE WILL CONTINUE OUR HANDLING PER YOUR SPECIFIC STANDARD OPERATING PROCEDURES. 02/02/2018: OUR SOURCE HAS VERIFIED INFORMATION ACCORDING TO THEIR COMPANY POLICY. THIS IS ALL OF THE INFORMATION THAT WAS PROVIDED TO FIRST ADVANTAGE BY THE EMPLOYER REGARDING THE DEPARTMENT OF TRANSPORTATION QUESTIONS.		Order Process History <table border="1"> <thead> <tr> <th>Date</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>01/Feb/2018 06:09:56 PM</td> <td>Verification Request Received and/or Ready For Processing.</td> </tr> <tr> <td>01/Feb/2018 06:09:57 PM</td> <td>Verification Request Received and/or Ready For Processing.</td> </tr> <tr> <td>01/Feb/2018 06:09:57 PM</td> <td>Online Search Not Available. First Advantage Is Attempting To Contact Source Directly -- Delay Possible.</td> </tr> <tr> <td>02/Feb/2018 11:53:40 AM</td> <td>Employment Verification Complete. D.O.T. Results Pending.</td> </tr> <tr> <td>02/Feb/2018 11:53:50 AM</td> <td>Source Requested That We Call Again At A Future Date/Time -- First Advantage Will Follow Up With Another Attempt.</td> </tr> <tr> <td>02/Feb/2018 05:11:10 PM</td> <td>Verified</td> </tr> <tr> <td>02/Feb/2018 05:41:02 PM</td> <td>Supplement Completed.</td> </tr> </tbody> </table>		Date	Description	01/Feb/2018 06:09:56 PM	Verification Request Received and/or Ready For Processing.	01/Feb/2018 06:09:57 PM	Verification Request Received and/or Ready For Processing.	01/Feb/2018 06:09:57 PM	Online Search Not Available. First Advantage Is Attempting To Contact Source Directly -- Delay Possible.	02/Feb/2018 11:53:40 AM	Employment Verification Complete. D.O.T. Results Pending.	02/Feb/2018 11:53:50 AM	Source Requested That We Call Again At A Future Date/Time -- First Advantage Will Follow Up With Another Attempt.	02/Feb/2018 05:11:10 PM	Verified	02/Feb/2018 05:41:02 PM	Supplement Completed.
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02/Feb/2018 05:41:02 PM	Supplement Completed.																		

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 <u>must be</u> 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' <u>must</u> 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

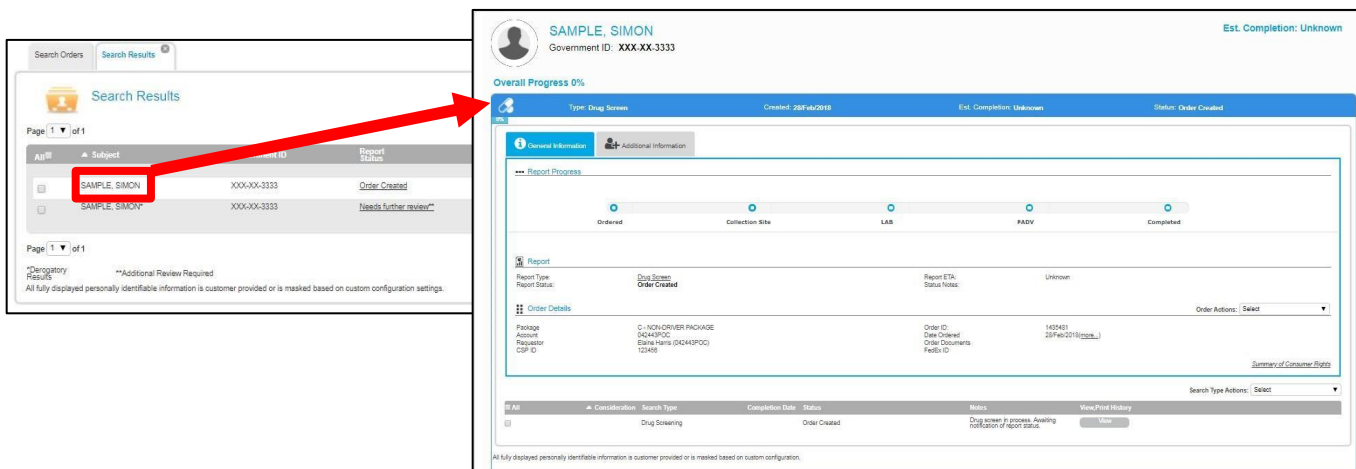
When these components have been completed, email the FedEx Service Provider Regional Support mailbox with the candidate's name, FedEx ID and First Advantage order number advising that all components to upgrade the P&D driver to be a linehaul driver have been completed so that the upgrade can be completed.

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



The screenshot shows the First Advantage web application. On the left, a 'Search Results' panel displays a table with two rows. The first row, 'SAMPLE, SIMON', is highlighted with a red box, and a red arrow points from it to the main content area. The main content area displays the details for 'SAMPLE, SIMON' (Government ID: XXX-XX-3333). The 'Overall Progress' is 0%. The 'Report Progress' section shows a progress bar with five steps: Ordered, Collection Site, LAB, P&DV, and Completed. The 'Report' section shows 'Drug Screen Order Created' with a status of 'Unknown'. The 'Order Details' section shows 'C-100/DRIVER PACKAGE' with a status of 'Order Created'. The 'Notes' section shows 'Drug screen in process. Awaiting notification of report status.'

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

<u>STATUS</u>	<u>EXPLANATION</u>
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.

SAMPLE, SIMON
Government ID: XXX-XX-3333

Overall Progress 0%

Type: Drug Screen

General Information Additional Information

Report Progress

Ordered


Report

Report Type: Drug Screen
Report Status: Order Created

Order Details

Package: C - NONDRIVER PACKAGE
Account: 042443POC
Requestor: Elaine Harris (042443POC)
CSP ID: 123456

All fully displayed personally identifiable information is customer provided or is masked based on...


First Advantage
A Symmetry Technology Group Company
 450 Quadrangle Drive Suite D
 Bolingbrook, IL 60440
 Phone: 800-936-4782
 Fax: 855-626-5374

Controlled Substance Test Report


Attn: Elaine Harris 123 Main St. La Crosse, WI 54601 Phone: 613-532-8459 Donor Name: test Donor ID: 121-21-2121	Client Name: FIRST ADVANTAGE - TEST ACCOUNT Account Number: 100037-00000 Employee ID 1: Employee ID 2: Emp Category:
--	---

Test Result: Positive
Result Description: Positive
Substances Found: Opiates
MRO Verified Comment:

Substances Tested: Phenylodine (PCP), Opiates, Marijuana, Cocaine, Amphetamines

Specimen ID: 078185 Collection Date: 6/19/2015 9:00 AM Testing Panel: 5-Panel CCF Received: Verified Date: Reported Date: 6/19/2015 12:14 AM Collection Site: Transmitted By:	Test Reason: Pre-Employment Test Type: Non-OOT Lab Account #: 1114444 Lab Name: Labcorp 3000 Test Account #: 100037-00036 Client Name: FAD/TEST - Drug FP ALC Online Schedule Cost Center: Location ID:
--	--

Comments:

Certified Medical Review Officer: S. B. Hoffman, M.D. FACP 	MRO Phone: 888-794-6574
---	-----------------------------------

DRUDET Positive tests confirmed using gas chromatography/mass spectrometry 9/3/2015 10:12 AM

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.

Important 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: [Redacted]

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

Hello,

First Advantage is conducting an employment screen on behalf of [Redacted] 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/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 ****

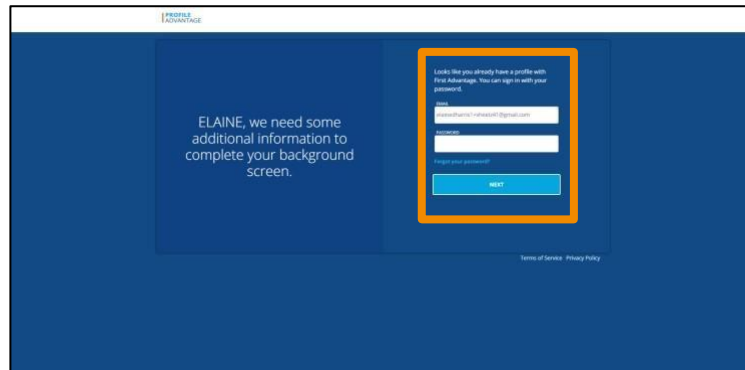
The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have 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.

MISSING INFORMATION PROCESS

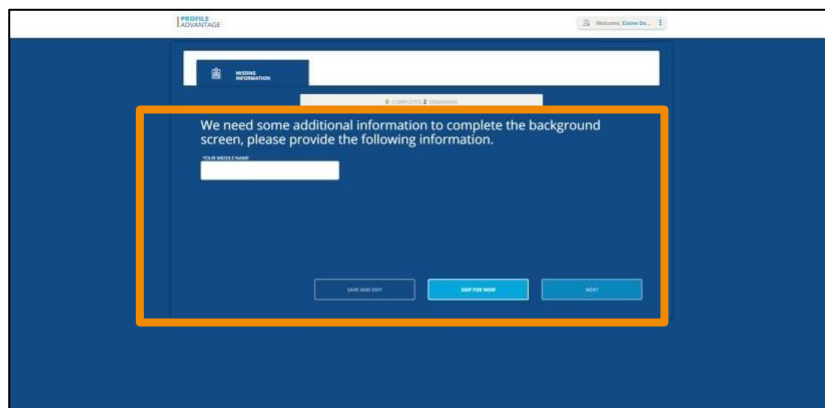
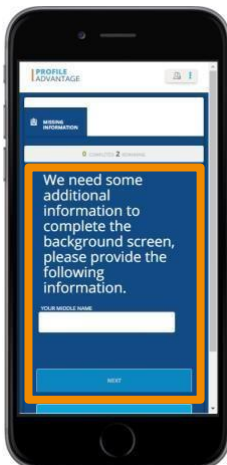
The step-by-step directions below detail how the candidate will provide the missing information.

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.



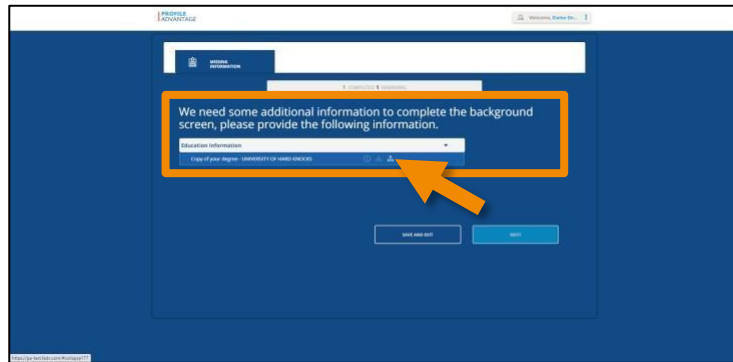
2. The candidate will be asked for the information required. It will differ based on the missing information requirement. In this example a middle name is required.



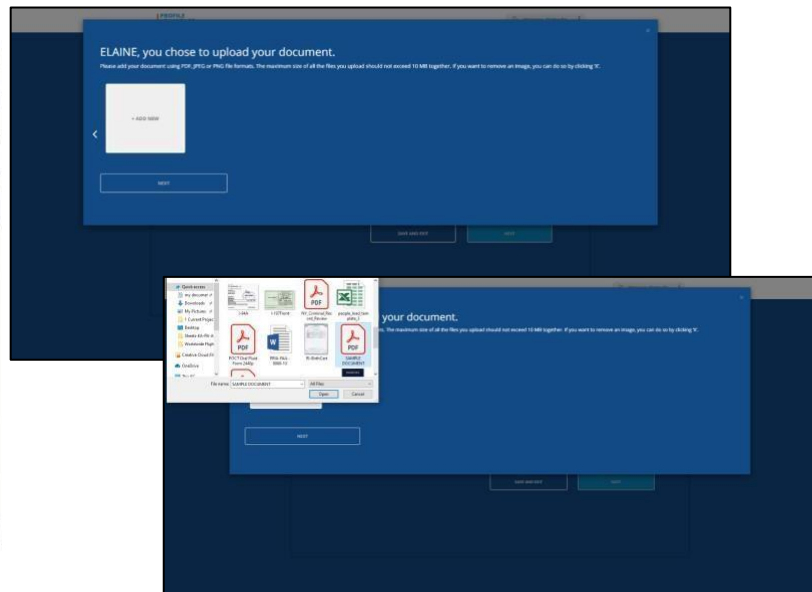
Required Missing Documentation

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.

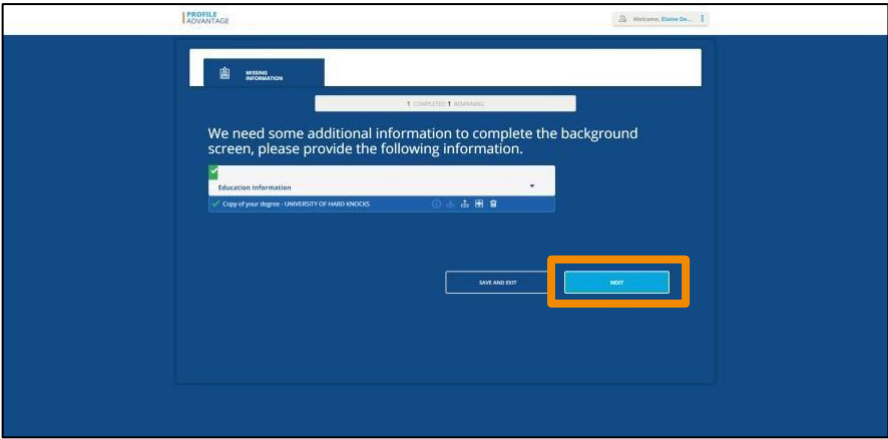
- The candidate will click the **Upload icon** to provide the required document.
- If they are using a smart device to provide the information, the candidate will have the option to select **Take a Picture** or **Upload File**.



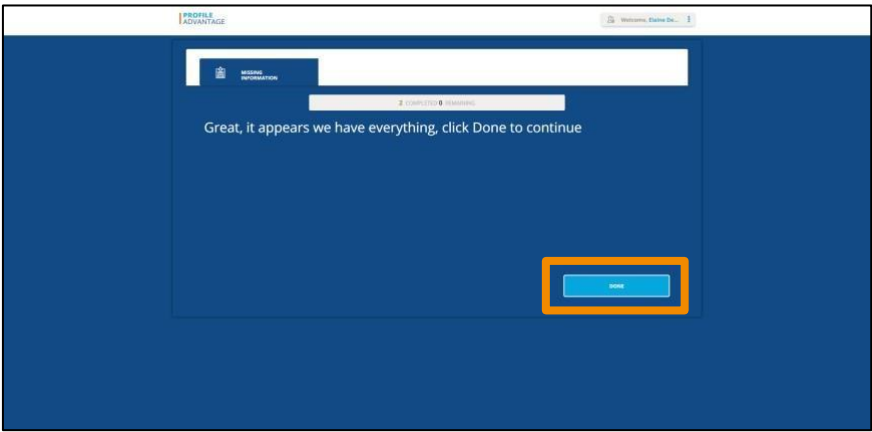
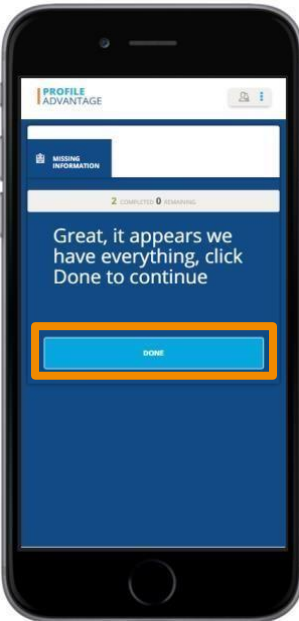
- Locate and take a photo or upload the required document. They will have the opportunity to review the file and submit.



- 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.

<u>ERROR</u>	<u>POSSIBLE REASONS</u>
CDL not eligible	<p>The candidate entered incorrect information.</p> <ul style="list-style-type: none"> 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	<p>The service provider will work with the collection site to have the drug screen results sent to First Advantage.</p>
FedEx ID not appearing on First Advantage order	<ol style="list-style-type: none"> 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. Another service provider has already started processing this candidate.
MVR not eligible	<p>The candidate entered an incorrect driver's license number.</p> <ul style="list-style-type: none"> The candidate will need to contact First Advantage to provide corrected information and for further instructions.
Person Request was not generated to CDAS	<ol style="list-style-type: none"> Another person's request is pending for this candidate. Package and Position Type do not match <ul style="list-style-type: none"> The service provider will send the candidate a new invitation and make the correction to Package and Position Type when placing the order. 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	<p>The candidate entered an incorrect social security number.</p> <ul style="list-style-type: none"> If the SSN was entered correctly, the candidate will need to contact Experian to resolve the issue.

	<ul style="list-style-type: none"> Email the CSP Resource Support region mailbox for instructions.
Driver Qualification File is Not Compliant	<p>Verify that all documents are approved:</p> <p>Driver's Application – Pulled from the candidate's application; has all of the information been entered correctly?</p> <p>Motor Vehicle Report – Pulled from the candidate's application; has all of the information been entered correctly?</p> <p>Record of Road Test – Has all information needed on the document been completed?</p> <p>Has the correct road test form been used, P&D or Linehaul?</p> <p>Have the correct number of miles and hours been completed?</p> <p>Driver Training Certificate – Entry Level Driver Program (ELDP) – Has the training certificate been uploaded for processing?</p> <p>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?</p> <p>FedEx Miscellaneous Documents – Waived Medical Certificate Card – Has this been uploaded for processing? Is the medical certificate current and valid?</p> <p>Qualification Certification Certificate (P&D drivers above 10,001 lbs.) – has the correct certificate been uploaded for processing?</p>

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.

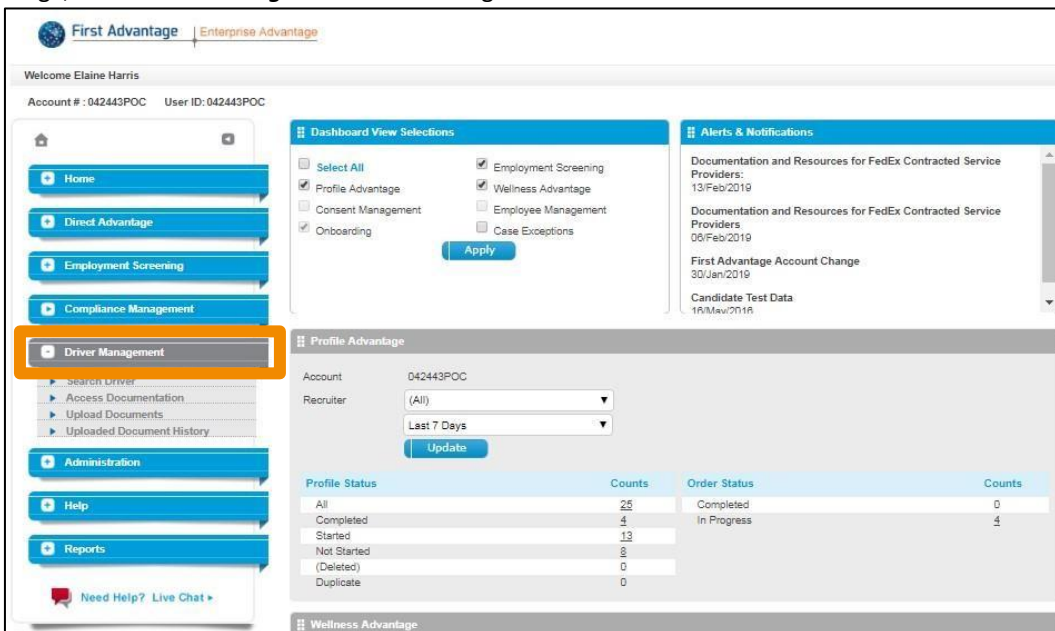
When the file is created, many documents are automatically placed into the driver's file. To manage compliance, all the below documents must be tracked in the file. FA provides the tools necessary via the system to identify compliance gaps. To ensure DOT compliance, the driver qualification file must 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.



The screenshot shows the First Advantage Enterprise Advantage dashboard. The navigation menu on the left includes: Home, Direct Advantage, Employment Screening, Compliance Management, **Driver Management** (highlighted with an orange box), Administration, Help, and Reports. The main content area displays the 'Profile Advantage' section for Account # 042443POC. It includes a 'Dashboard View Selections' panel with checkboxes for Profile Advantage, Consent Management, Onboarding, Employment Screening, Wellness Advantage, Employee Management, and Case Exceptions. The 'Alerts & Notifications' panel shows updates for FedEx contracted service providers and account changes. The 'Profile Advantage' section shows a table of profile status counts and an order status table.

Profile Status	Counts	Order Status	Counts
All	25	Completed	0
Completed	4	In Progress	4
Started	13		
Not Started	0		
(Deleted)	0		
Duplicate	0		

NAVIGATING DRIVER MANAGEMENT

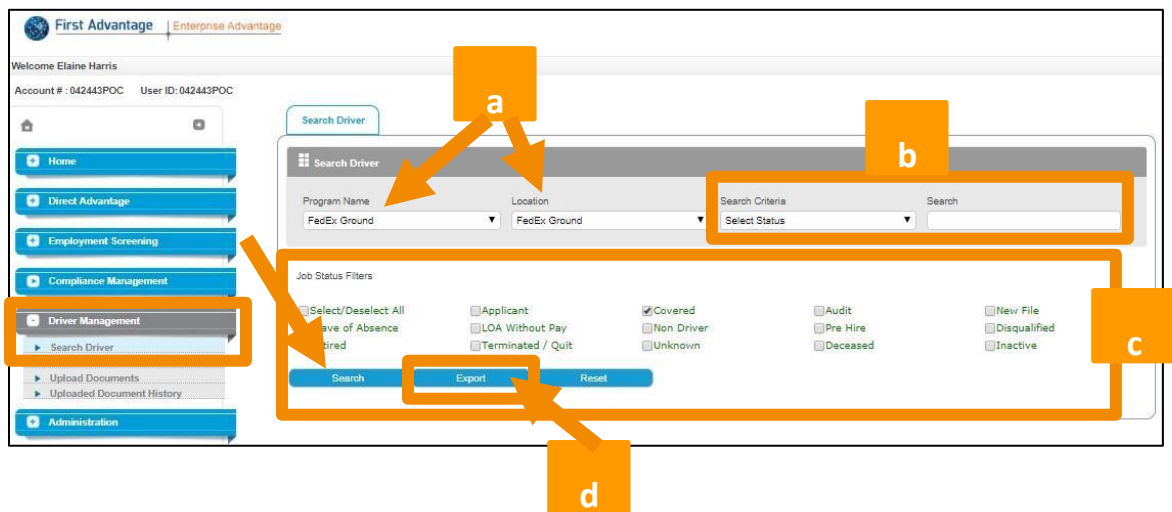
Driver Qualification files are accessed through Driver Management.

The core components of Driver Management:

- Driver View
- Reporting
- Upload Documents

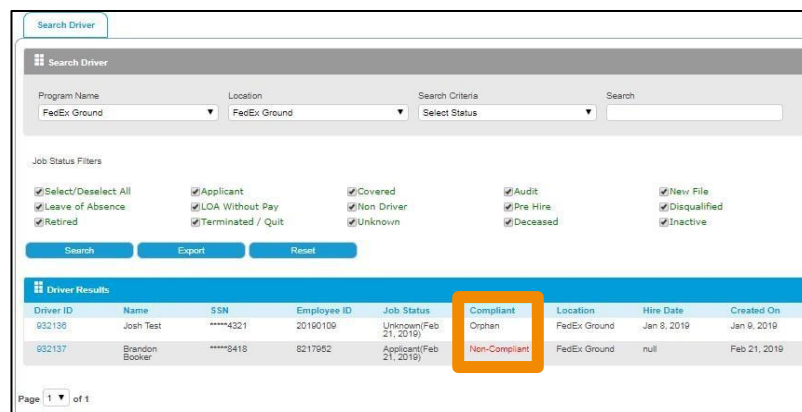
DRIVER VIEW

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**.



The screenshot shows the 'Search Driver' interface. Callout 'a' points to the 'Program Name' and 'Location' dropdowns. Callout 'b' points to the 'Search Criteria' dropdown and the 'Search' input field. Callout 'c' points to the 'Job Status Filters' section, which includes checkboxes for various statuses like 'Applicant', 'Covered', 'Audit', etc. Callout 'd' points to the 'Export' button.

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) **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.

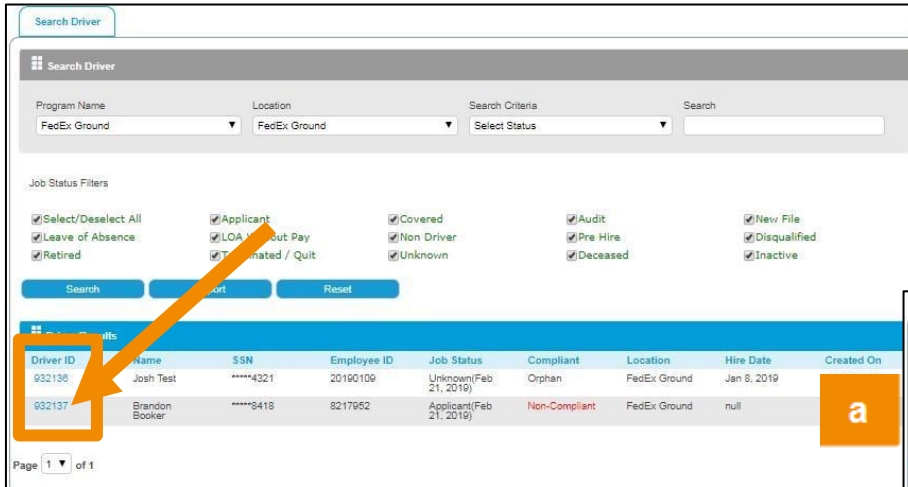


The screenshot shows the 'Driver Results' table. A callout points to the 'Compliant' column, which has two values: 'Orphan' and 'Non-Compliant'.

Driver ID	Name	SSN	Employee ID	Job Status	Compliant	Location	Hire Date	Created On
932136	Josh Test	*****4321	20160109	Unknown(Feb 21, 2019)	Orphan	FedEx Ground	Jan 8, 2019	Jan 9, 2019
932137	Brandon Booker	*****8418	8217652	Applicant(Feb 21, 2019)	Non-Compliant	FedEx Ground	null	Feb 21, 2019

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.



Search Driver

Program Name: FedEx Ground Location: FedEx Ground Search Criteria: Select Status Search

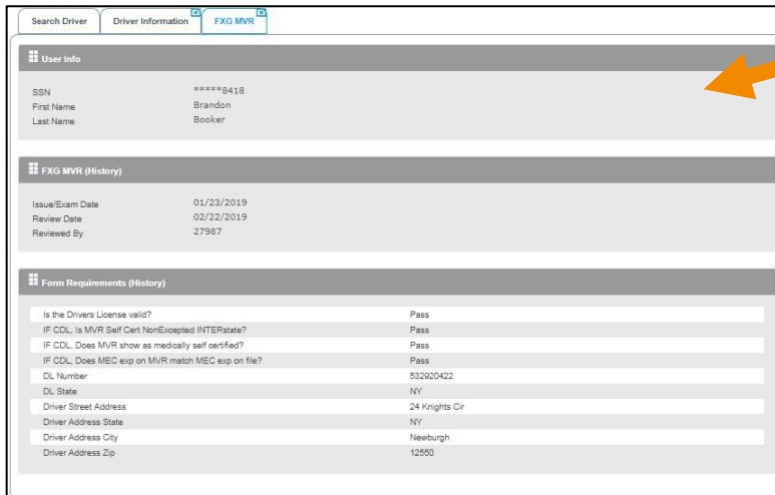
Job Status Filters

☒ Select/Deselect All
☒ LOA without Pay
☒ Retired
☒ Applicant
☒ LOA without Pay / Quit
☒ Covered
☒ Non Driver
☒ Unknown
☒ Audit
☒ Pre Hire
☒ Deceased
☒ New File
☒ Disqualified
☒ Inactive

Search Submit Reset

Driver ID	Name	SSN	Employee ID	Job Status	Compliant	Location	Hire Date	Created On
932136	Josh Test	*****4321	20190109	Unknown(Feb 21, 2019)	Orphan	FedEx Ground	Jan 8, 2019	
932137	Brandon Booker	*****8418	8217962	Applicant(Feb 21, 2019)	Non-Compliant	FedEx Ground	null	

Page 1 of 1



Search Driver Driver Information FXG MVR

User Info

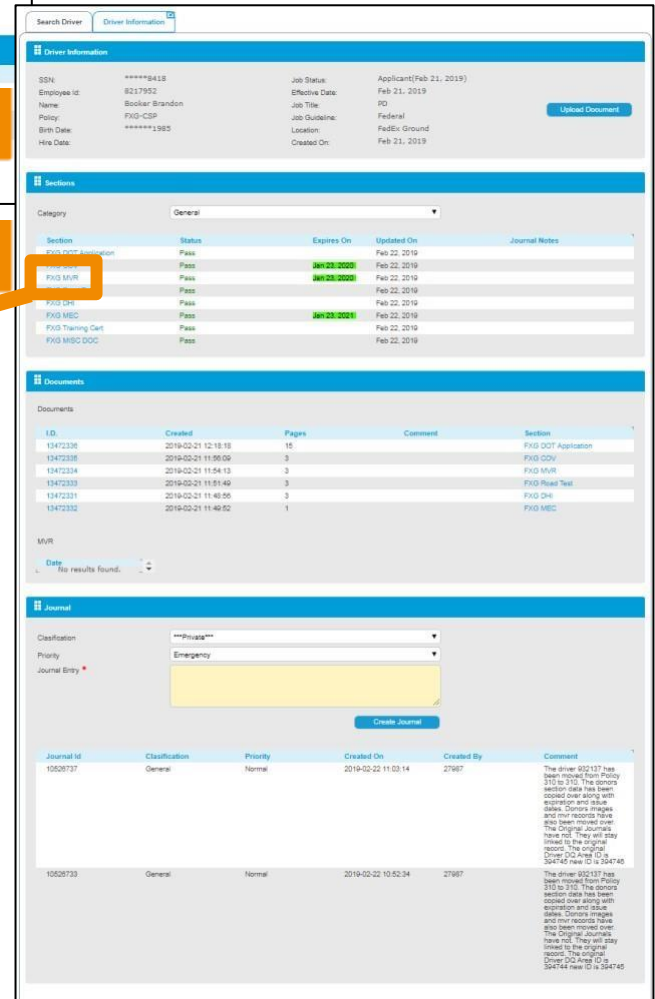
SSN: *****8418
First Name: Brandon
Last Name: Booker

FXG MVR (History)

Issue/Exam Date: 01/23/2019
Review Date: 02/22/2019
Reviewed By: 27987

Form Requirements (History)

Question	Answer
Is the Drivers License valid?	Pass
IF CDL, is MVR Self Cert NonExcepted INTERstate?	Pass
IF CDL, Does MVR show as medically self certified?	Pass
IF CDL, Does MEC exp on MVR match MEC exp on file?	Pass
DL Number	532920422
DL State	NY
Driver Street Address	24 Knights Cir
Driver Address State	NY
Driver Address City	Neelburgh
Driver Address Zip	12550



Search Driver Driver Information

Driver Information

SSN: *****8418
Employee ID: 8217962
Name: Booker Brandon
Policy: FXG-CSP
Birth Date: *****1985
Hire Date: *****1985

Job Status: Applicant(Feb 21, 2019)
Effective Date: Feb 21, 2019
Job Title: PD
Job Outline: Federal
Location: FedEx Ground
Created On: Feb 21, 2019

Updated Document

Sections

Section	Status	Expires On	Updated On	Journal Notes
FXG DOT Application	Pass	Feb 22, 2019	Feb 22, 2019	
FXG MVR	Pass	Jan 23, 2020	Feb 22, 2019	
FXG DOT	Pass	Jan 23, 2020	Feb 22, 2019	
FXG MEC	Pass	Jan 23, 2020	Feb 22, 2019	
FXG Training Cert	Pass	Feb 22, 2019	Feb 22, 2019	
FXG MEC DOC	Pass	Feb 22, 2019	Feb 22, 2019	

Documents

ID	Created	Pages	Comment	Section
13472336	2019-02-21 12:18:18	15		FXG DOT Application
13472336	2019-02-21 11:56:59	3		FXG DOT
13472334	2019-02-21 11:54:13	3		FXG MVR
13472333	2019-02-21 11:51:49	3		FXG Road Test
13472331	2019-02-21 11:48:56	3		FXG DOT
13472332	2019-02-21 11:48:52	1		FXG MEC

MVR

Date: No results found.

Journal

Classification: --Private--
Priority: Emergency

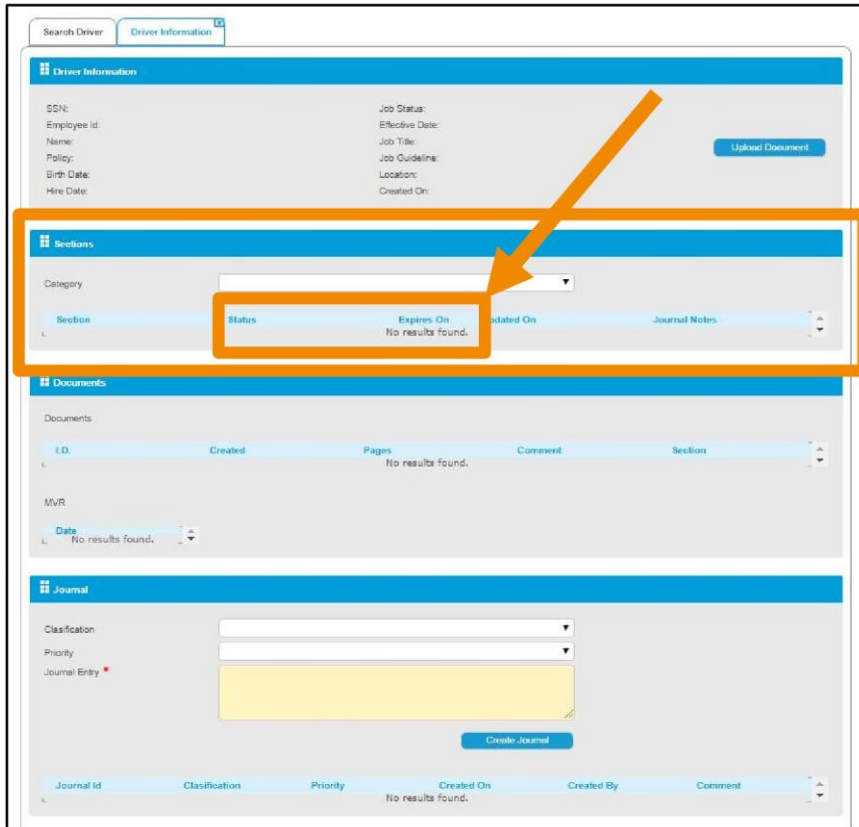
Journal Entry

Create Journal

Journal ID	Classification	Priority	Created On	Created By	Comment
10508737	General	Normal	2019-02-22 11:03:14	27987	The driver 932137 has been moved from Policy 310 to 312. The sponsor section date has been moved over along with expiration and audit dates. Current images and mvr records have also been moved over. The Original Journals have not. They will stay linked to the original driver 322 using ID is 304745 new ID is 304745
10508733	General	Normal	2019-02-22 10:52:34	27987	The driver 932137 has been moved from Policy 310 to 312. The sponsor section date has been moved over along with expiration and audit dates. Current images and mvr records have also been moved over. The Original Journals have not. They will stay linked to the original driver 322 using ID is 304745 new ID is 304745

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**.



The screenshot shows the 'Driver Information' page with the 'Sections' tab selected. The 'Sections' table has columns: Section, Status, Expires On, Created On, and Journal Notes. The 'Expires On' column is highlighted with an orange box and an orange arrow. Below the table is a 'Documents' section with a table of documents. At the bottom is a 'Journal' section with a form to create a new journal entry.

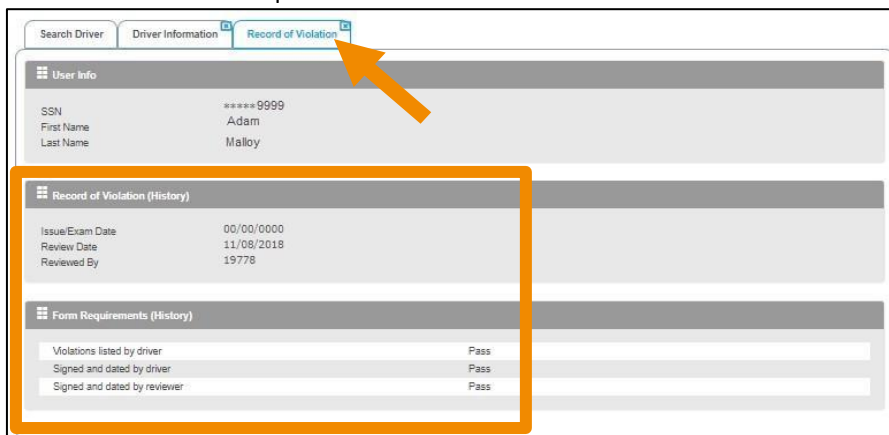
Important Note:Expiration dates are color coded.

Green – Not Expired

Yellow – Expiration Dets Approaching

Red - Expired

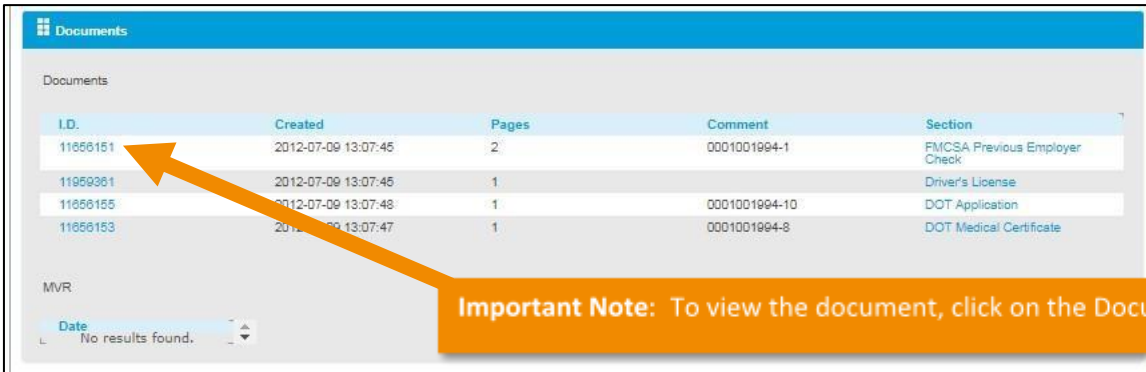
Click the **Document Name** to open a tab that details the dates pertaining to that document, who reviewed it and the form requirements.



The screenshot shows the 'Record of Violation' tab. The 'Record of Violation (History)' section contains a table with columns: Issue/Exam Date, Review Date, and Reviewed By. The 'Form Requirements (History)' section contains a table with columns: Violations listed by driver, Signed and dated by driver, and Signed and dated by reviewer. An orange box highlights these two sections, and an orange arrow points to the 'Record of Violation' tab.

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.



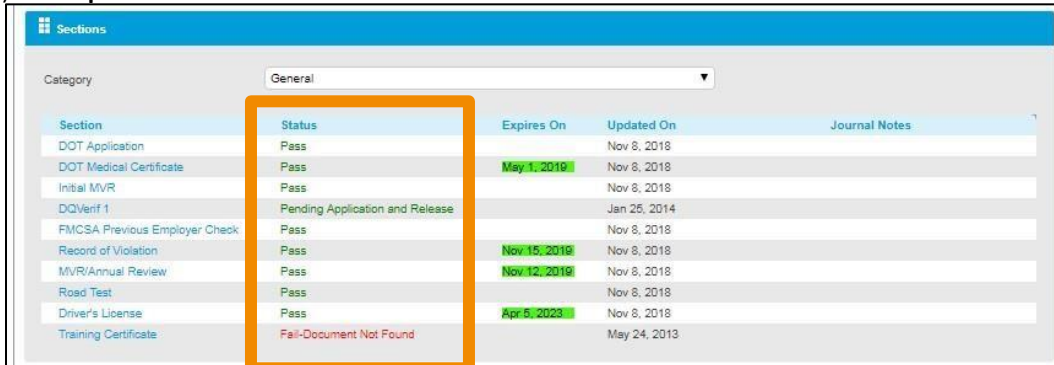
I.D.	Created	Pages	Comment	Section
11656151	2012-07-09 13:07:45	2	0001001994-1	FMCSA Previous Employer Check
11959361	2012-07-09 13:07:45	1		Driver's License
11656155	2012-07-09 13:07:48	1	0001001994-10	DOT Application
11656153	2012-07-09 13:07:47	1	0001001994-8	DOT Medical Certificate

Important Note: To view the document, click on the Document ID.

DOCUMENT STATUS

Terminology of Document Status

a) **Compliant** - Pass



Section	Status	Expires On	Updated On	Journal Notes
DOT Application	Pass		Nov 8, 2018	
DOT Medical Certificate	Pass	May 1, 2019	Nov 8, 2018	
Initial MVR	Pass		Nov 8, 2018	
DQVerif 1	Pending Application and Release		Jan 25, 2014	
FMCSA Previous Employer Check	Pass		Nov 8, 2018	
Record of Violation	Pass	Nov 15, 2019	Nov 8, 2018	
MVR/Annual Review	Pass	Nov 12, 2019	Nov 8, 2018	
Road Test	Pass		Nov 8, 2018	
Driver's License	Pass	Apr 5, 2023	Nov 8, 2018	
Training Certificate	Fail-Document Not Found		May 24, 2013	

- 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.

Important Note: If a document is not approved, hover over the document name to view more details.

☰

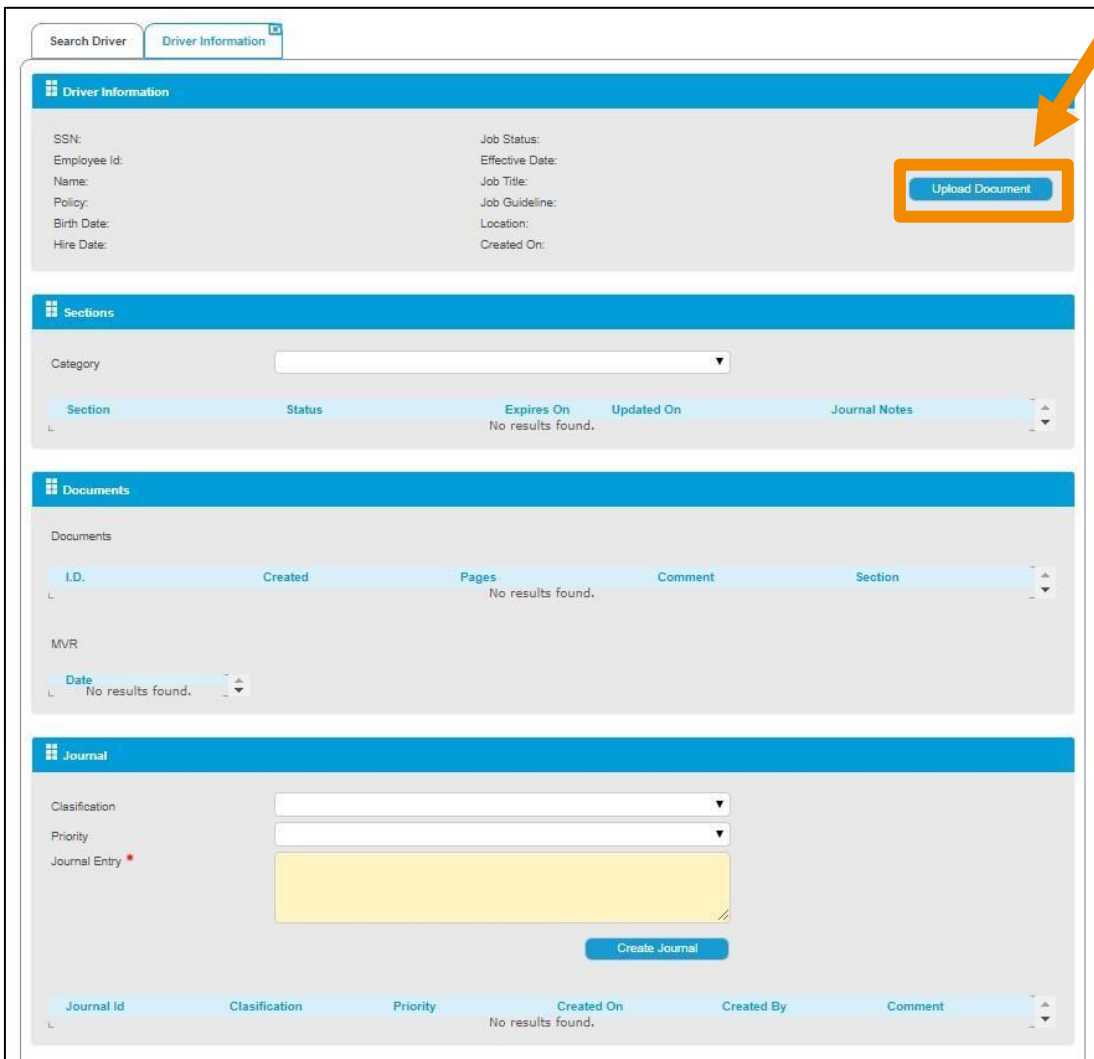
Sections

Category ▼

Section	Expires On	Updated On	Journal Notes
FXG DOT A...ation	null	null	
FXG COV	Not Signed by Driver	Feb 21, 2019	
FXG MVR	Drivers license not valid	Jan 24, 2019	
<div style="background-color: #f0f0f0; border: 1px solid #ccc; margin-top: 5px;"> Is the Drivers License valid? :Drivers license not valid IF CDL, Is MVR Self Cert NonExcepted INTERstate?:Incorrect Self Certification IF CDL, Does MVR show as medically self certified?:Not Medically certified IF CDL, Does MEC exp on MVR match MEC exp on file?:Correct medical certificate dates are not listed on MVR </div>			
FXG Road Test	null	null	
FXG DHI	null	null	
FXG MEC	null	null	
FXG Training Cert	null	null	
FXG MISC DOC	null	null	

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).



The screenshot shows the 'Driver Information' tab in the FirstAdvantage system. An orange arrow points to the 'Upload Document' button located in the top right corner of the 'Driver Information' section. The page is divided into several sections: 'Driver Information', 'Sections', 'Documents', and 'Journal'.

Driver Information

SSN:	Job Status:
Employee Id:	Effective Date:
Name:	Job Title:
Policy:	Job Guideline:
Birth Date:	Location:
Hire Date:	Created On:

Sections

Category:

Section	Status	Expires On	Updated On	Journal Notes
No results found.				

Documents

Documents

I.D.	Created	Pages	Comment	Section
No results found.				

MVR

Date: No results found.

Journal

Classification:

Priority:

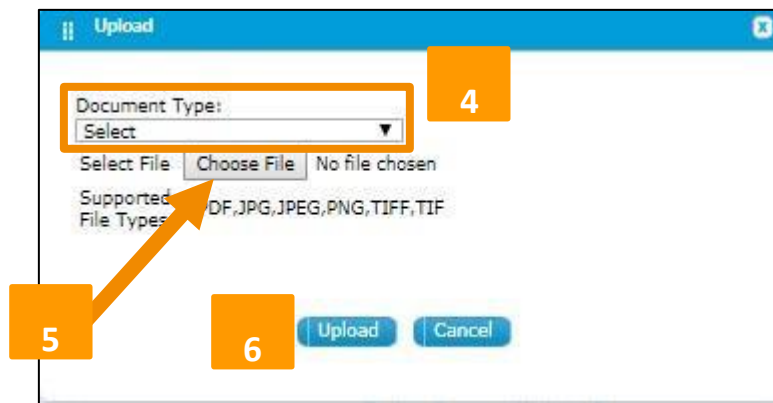
Journal Entry:

Create Journal

Journal Id	Classification	Priority	Created On	Created By	Comment
No results found.					

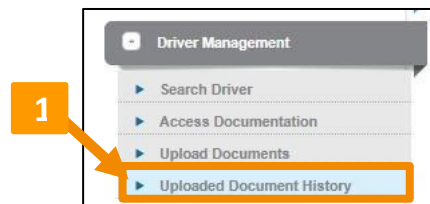
STEPS TO UPLOAD DOCS

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.

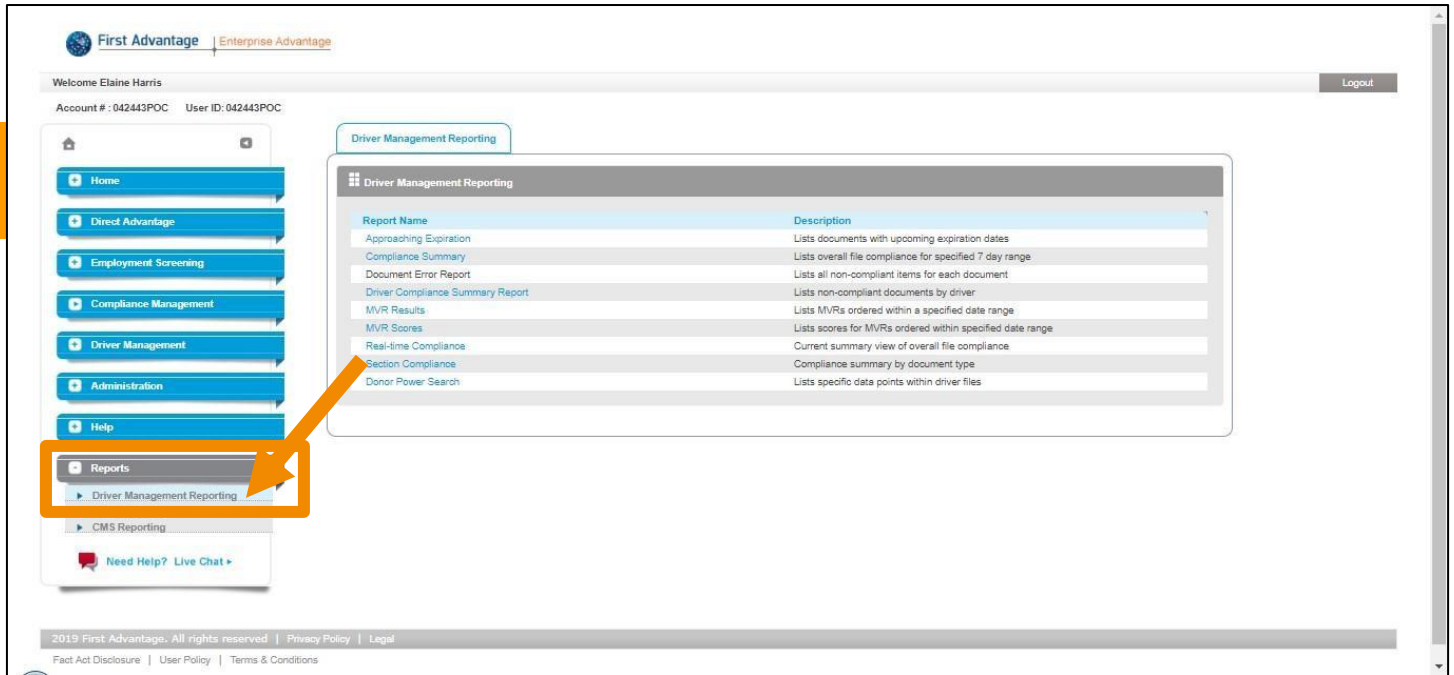


a	b	c	d	e	f	g	h	i
Uploaded Document History								
Uploaded Document History								
Program	File Name	Expected Time	File Type	Category	File Size	Status	Uploaded At	Uploaded By
FedEx Ground	05AMPLERO ADTEST.pdf	08/06/2019 12:15 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:15	libby.test
FedEx Ground	032137_641_08094c931e53e24a3f3odba1e8b280bb.pdf	08/02/2019 12:14 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:14	libby.test
FedEx Ground	05AMPLERO ADTEST.pdf	05/23/2019 10:18 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 11:16	libby.test
FedEx Ground	05AMPLERO ADTEST.pdf	05/23/2019 08:34 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 09:34	libby.test

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.



First Advantage | Enterprise Advantage

Welcome Elaine Harris | Account #: 042443POC | User ID: 042443POC | Logout

Navigation Menu:

- Home
- Direct Advantage
- Employment Screening
- Compliance Management
- Driver Management
- Administration
- Help
- Reports**
 - Driver Management Reporting**
 - CMS Reporting
- Need Help? Live Chat

Driver Management Reporting

Report Name	Description
Approaching Expiration	Lists documents with upcoming expiration dates
Compliance Summary	Lists overall file compliance for specified 7 day range
Document Error Report	Lists all non-compliant items for each document
Driver Compliance Summary Report	Lists non-compliant documents by driver
MVR Results	Lists MVRs ordered within a specified date range
MVR Scores	Lists scores for MVRs ordered within specified date range
Real-time Compliance	Current summary view of overall file compliance
Section Compliance	Compliance summary by document type
Donor Power Search	Lists specific data points within driver files

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Fact Act Disclosure | User Policy | Terms & Conditions

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:

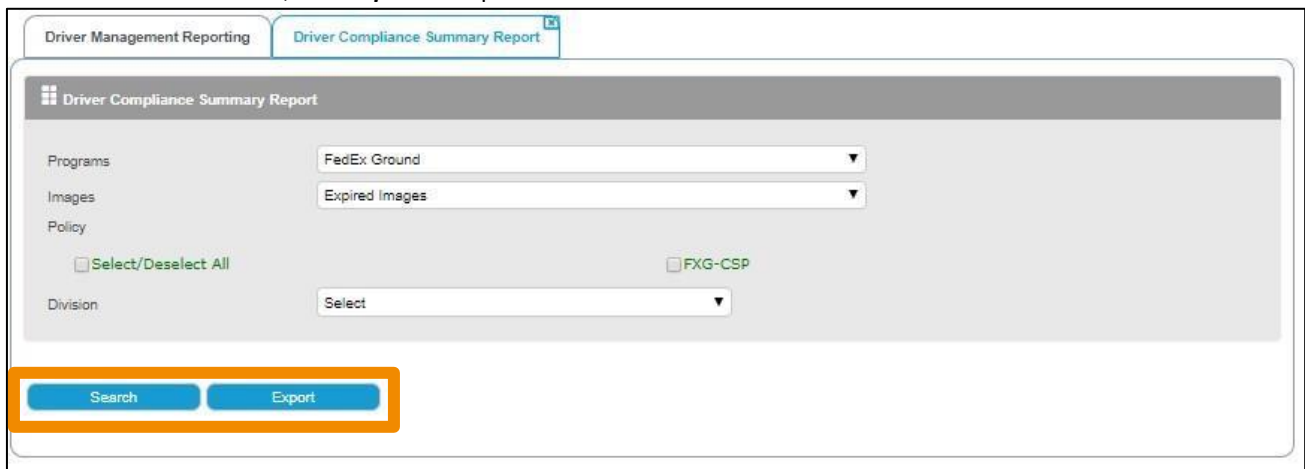
1. Click any of the blue hyperlinked report names.



Driver Management Reporting

Report Name	Description
Approaching Expiration	Lists documents with upcoming expiration dates
Compliance Summary	Lists overall file compliance for specified 7 day range
Document Error Report	Lists all non-compliant items for each document
Driver Compliance Summary Report	Lists non-compliant documents by driver
MVR Results	Lists MVRs ordered within a specified date range
MVR Scores	Lists scores for MVRs ordered within specified date range
Real-time Compliance	Current summary view of overall file compliance
Section Compliance	Compliance summary by document type
Donor Power Search	Lists specific data points within driver files

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.



Driver Management Reporting | **Driver Compliance Summary Report**

Driver Compliance Summary Report

Programs:

Images:

Policy: ☐ Select/Deselect All ☐ FXG-CSP

Division:

Search **Export**

DOCUMENT ERRORS REPORT

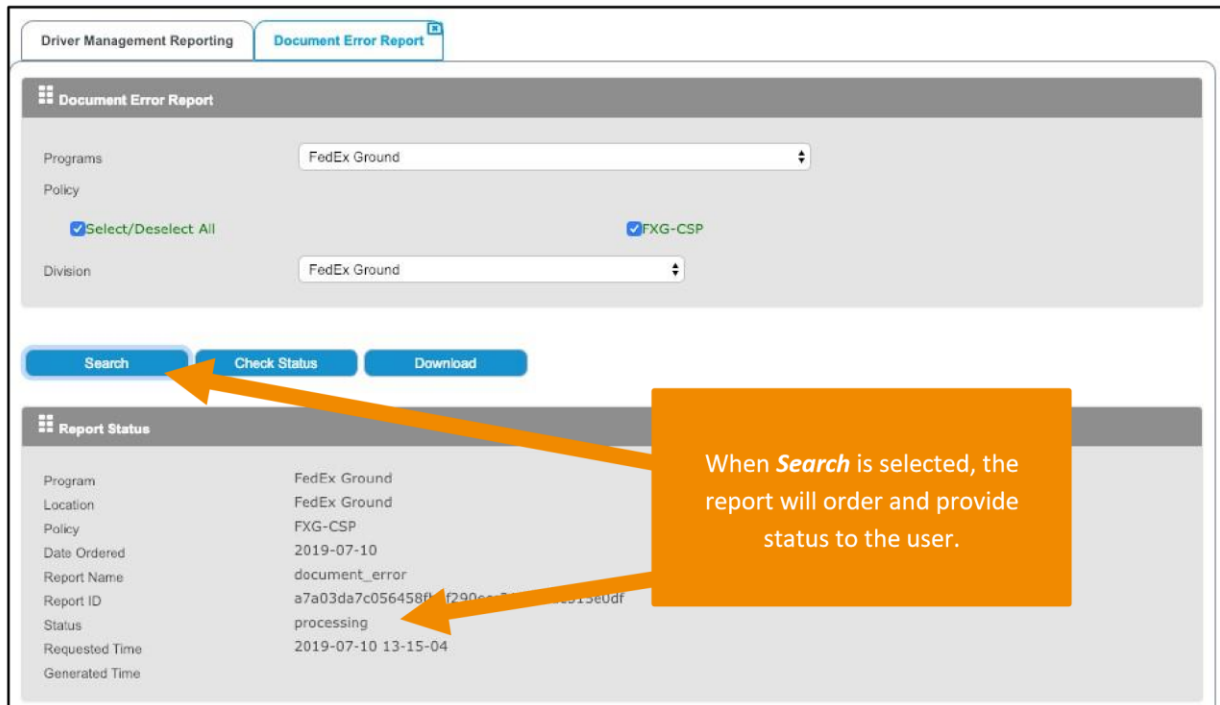
The Document Errors Report captures Program, Policies and Division ordering parameters.

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.



The screenshot shows the 'Document Error Report' form. It includes dropdown menus for 'Programs' and 'Division', both set to 'FedEx Ground'. There are checkboxes for 'Select/Deselect All' and 'FXG-CSP', both of which are checked. Below the form are three buttons: 'Search', 'Check Status', and 'Download'. Orange callout boxes with numbers 1, 2, and 3 point to the 'Search', 'Check Status', and 'Download' buttons respectively.

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



The screenshot shows the 'Document Error Report' form with the 'Search' button highlighted. Below the form, a 'Report Status' table is displayed. An orange callout box with the text 'When Search is selected, the report will order and provide status to the user.' points to the 'Search' button and the 'Report Status' table.

Report Status	
Program	FedEx Ground
Location	FedEx Ground
Policy	FXG-CSP
Date Ordered	2019-07-10
Report Name	document_error
Report ID	a7a03da7c0564580-1290e-5b15eudf
Status	processing
Requested Time	2019-07-10 13:15:04
Generated Time	

Driver Management Reporting
Document Error Report

Document Error Report

Programs
FedEx Ground

Policy

☒ Select/Deselect All
☒ FXG-CSP

Division
FedEx Ground

Search
Check Status
Download

Report Status

Program	FedEx Ground
Location	FedEx Ground
Policy	FXG-CSP
Date Ordered	2019-07-10
Report Name	document_error
Report ID	a7a03da7c056458fb2f290ecc3153c4ac515e0df
Status	completed
Requested Time	2019-07-10 14:15:04
Generated Time	2019-07-10 14:15:26

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

Reports
Driver Management Reporting
Need Help? Live Chat

Search
Check Status
Download

Report Status

Program	FedEx Ground
Location	FedEx Ground
Policy	FXG-CSP
Date Ordered	2019-07-10
Report Name	document_error
Report ID	a7a03da7c056458fb2f290ecc3153c4ac515e0df
Status	completed
Requested Time	2019-07-10 14:15:04
Generated Time	2019-07-10 14:15:26

Download will generate the CSV download of the data requested.

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29068_docume....csv

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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.

	A	B	C	D	E	F	G	H	I	J	K
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.

	A	B	C	D	E	F	G	H	I	J
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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	Donor	FirstName	LastName	Job	Ssn	Employeeld	Location	Companyld	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 add	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 in 10	1 in 3 OR 5 in 10	verified f 1 in 3 OR 5 in 10	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 Applcat	3 yrs of traffic convictions, 3 yrs of traff 3 yrs of traffic convictions/forfeitures incomplete	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 License	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 of	exam 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 Applcat	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	Indl 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 Applcat	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 employer n	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 Applcat	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 Driver	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	Is the date of exam compl	Is the date of	exam Certificate missing/incomplete						

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 Date	Days Expired	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.

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	D	E	F	G	H	I	J	K	L
1	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