

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

*June 2024 – Version 5*

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## INTRODUCTION

Welcome to First Advantage. First Advantage' web-based Enterprise Advantage system enables Service Providers doing business with Federal Express Corporation 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 Federal Express Corporation'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 Federal Express Corporation.

**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 (FADV) system.
2. System initiates an email with a link to 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 FADV 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 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. Drug test and MEC are only required for ISP L20 and TSP.
6. The service provider can monitor progress of background screens. In most cases, the service provider should not have to actively engage FADV for the background screens to complete.
7. If a candidate is found not to meet contractual standards from the background package...OR...flagged red, FADV will communicate 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) 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 FADV’s Driver Management platform. L10 drivers do not require a DQF.
2. FADV 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. For L20 drivers the SP is also responsible for uploading the Qualification Certification certificate to the DQF for the driver.
4. Once the DQF is scored compliant, the driver candidate can go to the station to complete additional administrative tasks.

## 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 (FADV) system. System initiates an email with a link to 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 FADV 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 information for accuracy and completeness. Service provider can then order the background screens. Remember to “Place the Order”.
4. Service provider can monitor process of background screens. In most cases, the service provider should not have to actively engage FADV for the background screens to complete.
5. Once the background screens are complete and the non-driving candidate is scored Eligible, the non-driving candidate can go to the station to complete additional administrative tasks.

## 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.

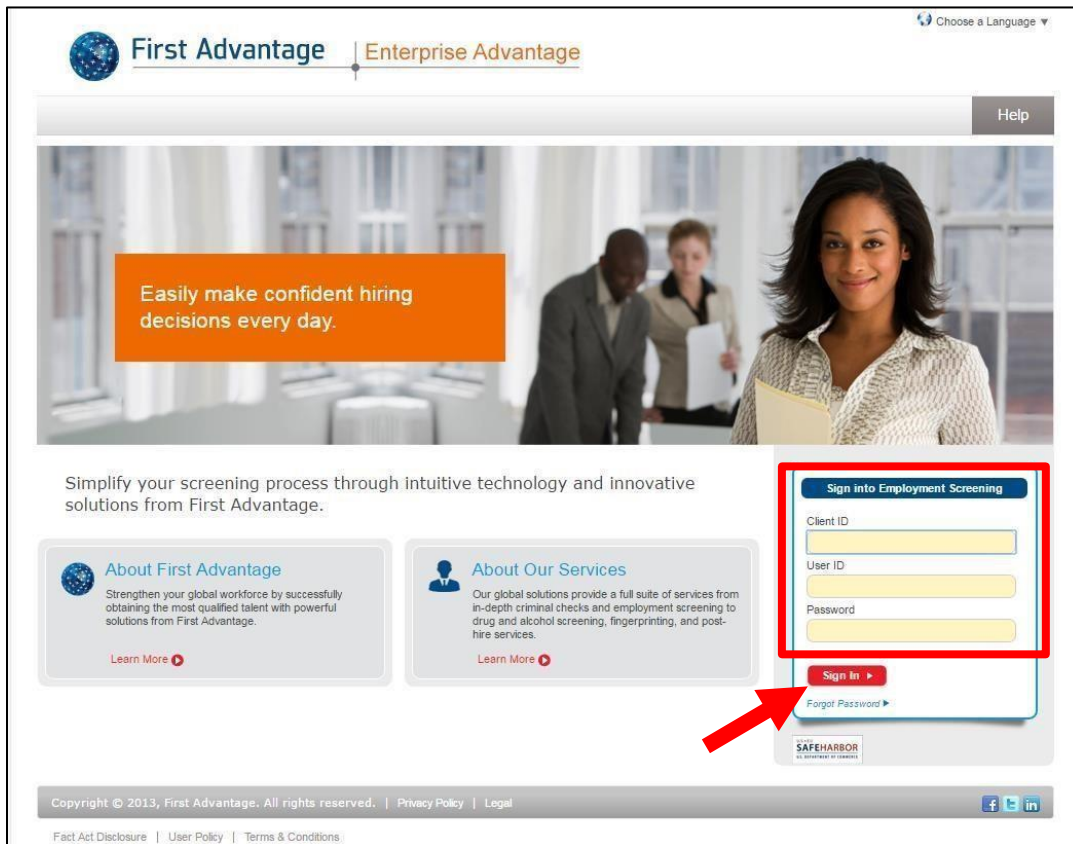
There are two subject types: Drivers and Non-Drivers. When selecting an Invitation for a Driver, three choices are available: P&D Non-CDL Driver, CDL Driver and Non-DOT Driver L10. Selecting an invitation for a Non-Driver will result in one choice: Non-Driver.

## LOGGING ON

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

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





## TYPES OF CANDIDATES AND INVITATIONS

Subject Type: Pre -Qualification – Drivers

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

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

Non-DOT Driver L10 candidate seeking to provide service in a vehicle that does not require a Commercial Driver's License (CDL)

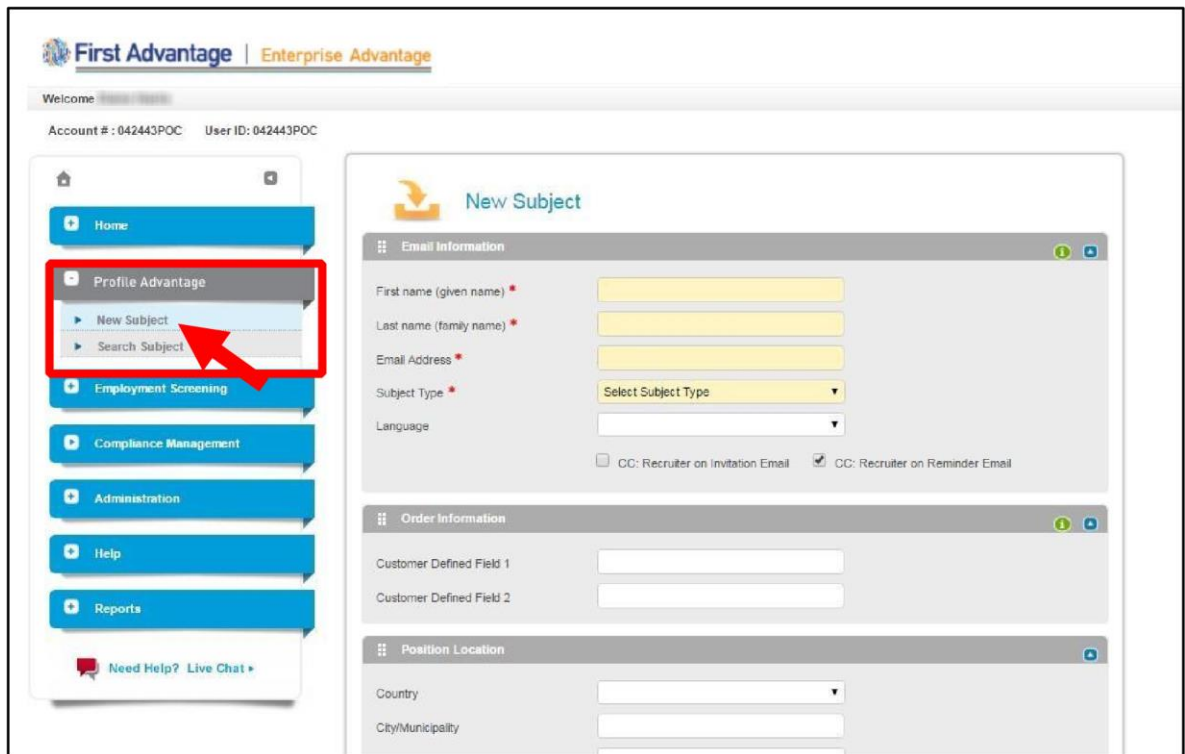
Subject Type: Pre-Qualification – Non Drivers

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

## ADDING A NEW CANDIDATE PROFILE IN PROFILE ADVANTAGE

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

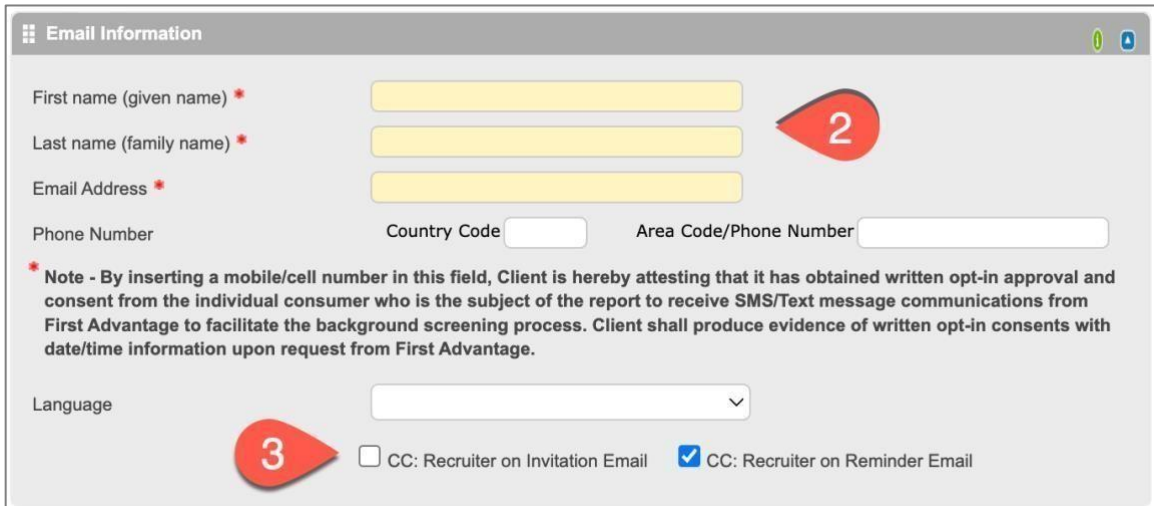
1. In Enterprise Advantage click **Profile Advantage** on the navigation menu and click **New Subject**.



The screenshot shows the 'New Subject' form in the First Advantage Enterprise Advantage system. The navigation menu on the left includes 'Home', 'Profile Advantage', 'Employment Screening', 'Compliance Management', 'Administration', 'Help', and 'Reports'. The 'Profile Advantage' menu is expanded, and 'New Subject' is highlighted with a red box and a red arrow. The main form area contains the following sections:

- Email Information:** Fields for First name (given name), Last name (family name), Email Address, Subject Type (dropdown), and Language. There are checkboxes for 'CC: Recruiter on Invitation Email' and 'CC: Recruiter on Reminder Email'.
- Order Information:** Fields for Customer Defined Field 1 and Customer Defined Field 2.
- Position Location:** Fields for Country and City/Municipality.

2. In the **Email Information** section enter the candidate's **First Name, Last Name, Email Address,** and select the **Subject Type** from the drop down.
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 on 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 \*

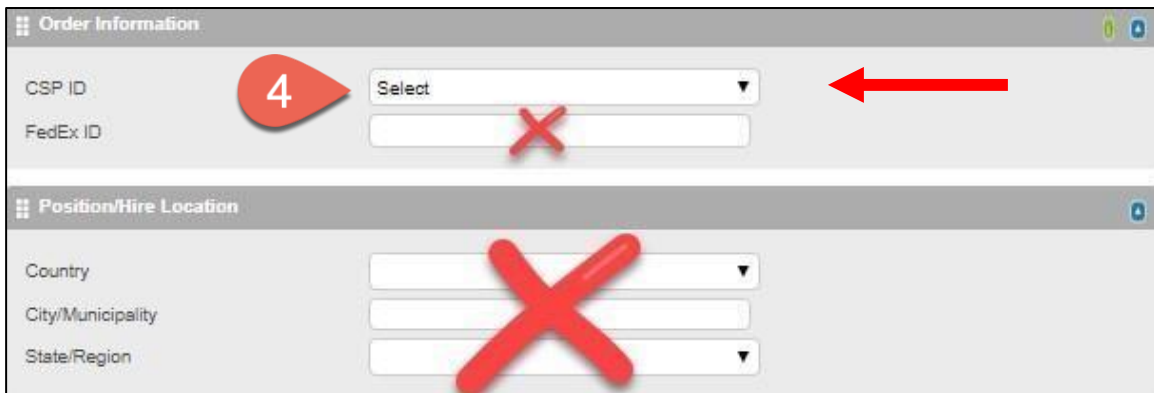
Phone Number  Country Code  Area Code/Phone Number

\* **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

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  Select

FedEx ID

**Position/Hire Location**

Country

City/Municipality

State/Region

5. Select the **Package** you would like to order from the drop down.

**Package Selections**

Order As Account: 042443POC

Requesting User: [Redacted]

Package: 
 ✓ Select a package  
 B - CDL DRIVER PACKAGE (M0)  
 C - NON-DRIVER PACKAGE (M2)  
 D - NON-DOT DRIVER LESS THAN 10.001 LBS (MB)  
 DIGITAL - A - NON CDL DRIVER PKG REPORT CODE (M9)  
 DIGITAL - B- CDL DRIVER PACKAGE DOT DRUG SCREEN (M3)  
 DOT DRUG SCREEN ONLY (M5)  
 DRUG ONLY PACKAGE (M8)  
 PILOT - A - NON-CDL DRIVER PACKAGE, NON-DOT DRUG SCREEN (M4)  
 PILOT -A- NON-CDL NON-DOT DRUG SCREEN ONLY (M6)  
 PILOT - PHYSICAL EXAM ONLY (MA)

**Additional Search Types**


Search Types

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**.

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

For questions regarding the Position Type or Driver Type, refer to the Profile Selections Chart on [page 20-21](#).

Select From Drop Down

Company ID \* 

Facility ID \*

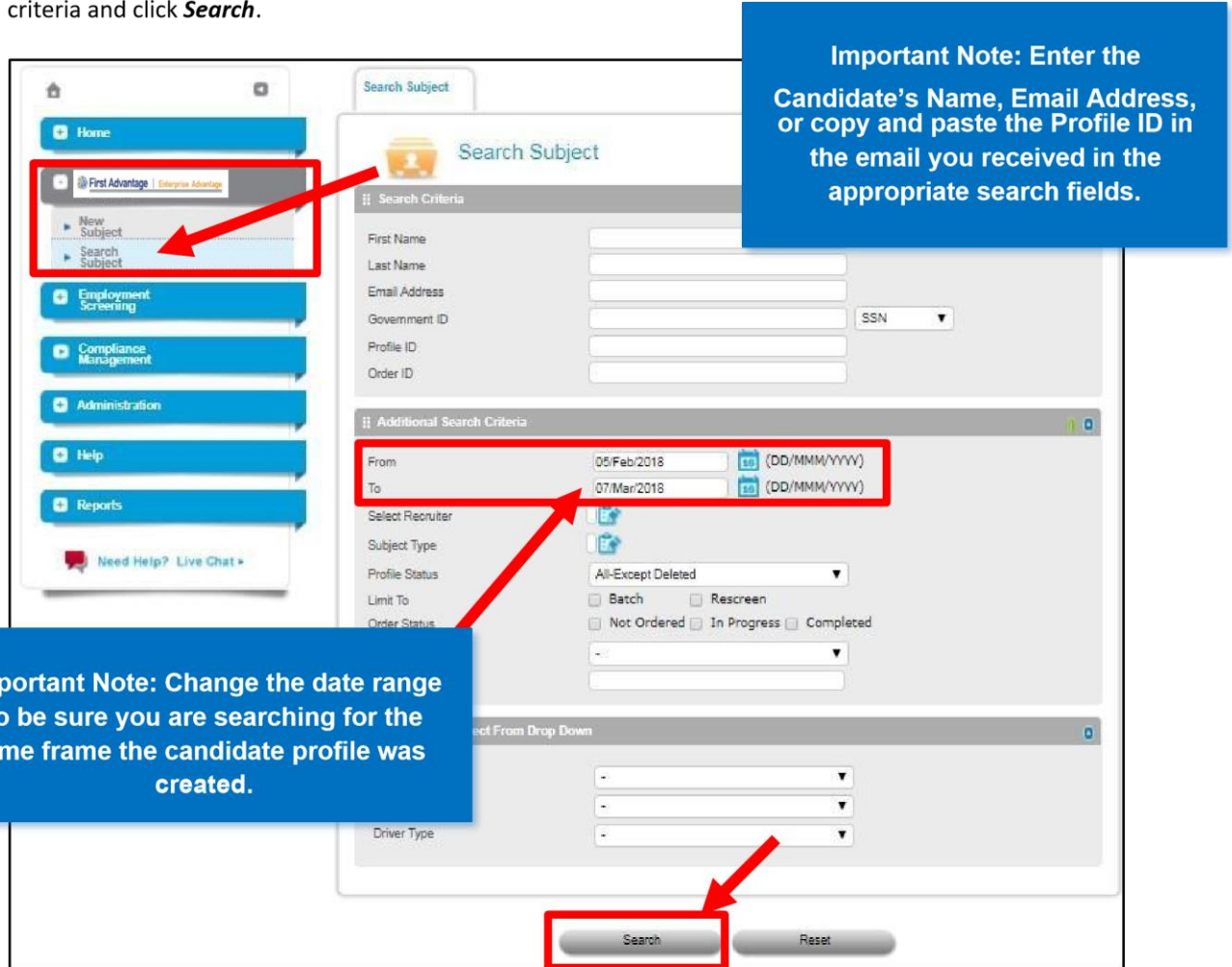
Position Type \*

Driver Type

Person Request ID

### REVIEW THE PROFILE AND PLACE THE ORDER

You will receive email notification when your candidate submits their online profile. To review the profile criteria and click **Search**.




The screenshot shows the 'Search Subject' interface. On the left is a navigation menu with items: Home, First Advantage Enterprise Advantage, New Subject, Search Subject, Employment Screening, Compliance Management, Administration, Help, and Reports. The 'Search Subject' menu item is highlighted with a red box and a red arrow pointing to the main content area. The main content area has a header 'Search Subject' and a search criteria form. The form includes fields for First Name, Last Name, Email Address, Government ID (with an SSN dropdown), Profile ID, and Order ID. Below these are 'Additional Search Criteria' including 'From' and 'To' date pickers (set to 05/Feb/2018 and 07/Mar/2018), 'Select Recruiter', 'Subject Type', 'Profile Status' (set to 'All-Except Deleted'), and checkboxes for 'Batch', 'Rescreen', 'Not Ordered', 'In Progress', and 'Completed'. There are also dropdown menus for 'Select From Drop Down' and 'Driver Type'. At the bottom are 'Search' and 'Reset' buttons. A blue callout box on the right contains the text: '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.' Another blue callout box on the left contains the text: 'Important Note: Change the date range to be sure you are searching for the time frame the candidate profile was created.' A red box highlights the 'From' and 'To' date fields, with a red arrow pointing to the date range. Another red box highlights the 'Search' button, with a red arrow pointing to it.

### VIEWING CANDIDATE DETAILS

for errors, click **Profile Advantage** on the navigation menu and click **Search Subject**. Enter your search 1.

To view the **candidate's profile**, click their **name** on the search results list.

Search Subject
Search Results x




### Search Results

Page 1 of 1
Actions Select

<input type="checkbox"/> All	Subject	Recruiter	Initiated	UPDATED	Profile Status	Order Status
<input type="checkbox"/>	<input checked="" type="checkbox"/> test, test gap d	TEST USER	18/Oct/2021	18/Oct/2021	Pending For Review	Not Ordered
<input type="checkbox"/>	<input checked="" type="checkbox"/> test, Test gap b	TEST USER	18/Oct/2021	20/Oct/2021	Completed	Needs further review**
<input type="checkbox"/>	<input checked="" type="checkbox"/> test, test gap a	TEST USER	18/Oct/2021	18/Oct/2021	Pending For Review	Not Ordered
<input type="checkbox"/>	<input checked="" type="checkbox"/> Digitalbcdl, Test	TEST USER	04/Oct/2021	04/Oct/2021	Completed	Case Canceled
<input type="checkbox"/>	<input checked="" type="checkbox"/> Digitalanon, Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered
<input type="checkbox"/>	<input checked="" type="checkbox"/> Dnondot, Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered
<input type="checkbox"/>	<input checked="" type="checkbox"/> CNondriver, Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered

\* NOTE: Entry contains at least one Derogatory Result.

2. The candidate's profile screen displays on a new tab.



## TestID, Natalie

Profile ID: RTSHMEA427

Profile Status: Completed

Actions Select Action

#### 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

#### Document Status

Consent	Accepted
Consumer Report	Requested

#### 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	

#### 14 REVIEWING PROFILE

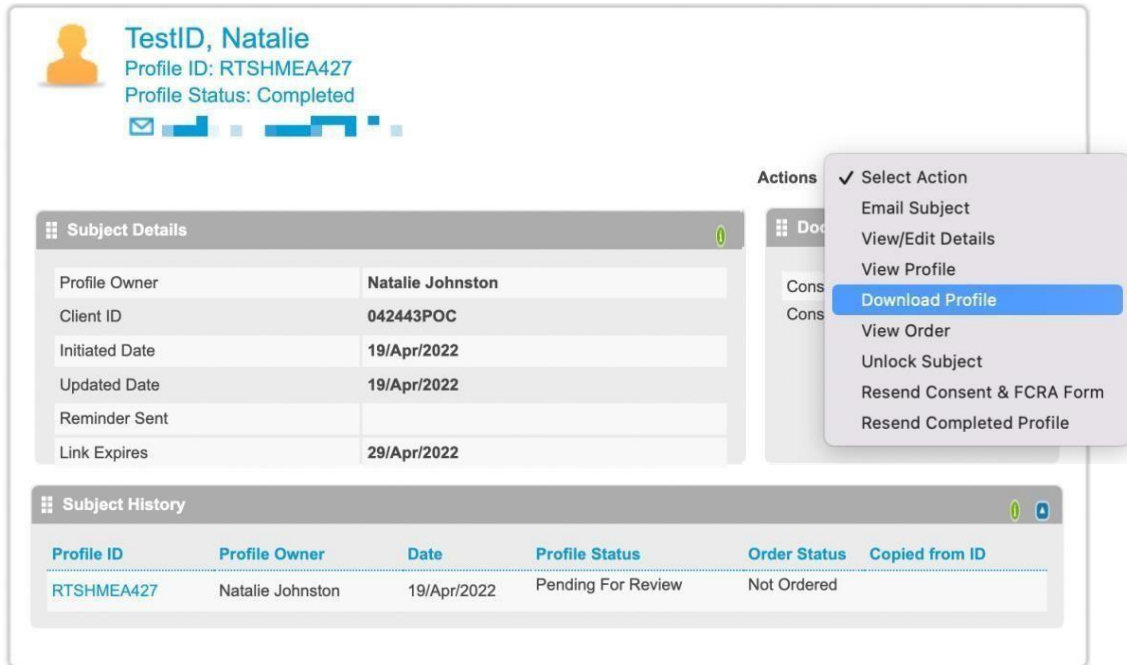
The service provider will review the profile before placing the order for the screening.

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 <b>refused</b> consent? If so, please send the candidate a brand new invitation.
✓	Has the candidate selected " <b>United States</b> "? If not, you will need to send the candidate a brand new invitation
✓	Is the candidate's <b>name</b> entered correctly?
✓	Has the candidate entered the correct <b>birthdate</b> in Personal Details.
✓	Has the candidate entered the correct <b>social security number</b> ? Candidate should type in the SSN, do not use "copy & paste".
✓	Has the candidate entered the correct <b>driver's license</b> number and <b>expiration date</b> ?
✓	Has the driver candidate listed <b>employment information</b> and selected Present Employment or Former Employment?  Did the driver candidate respond to the question regarding <b>driving duties</b> ?
✓	Is the <b>profile</b> complete?

1. To review the profile, click the **Actions** drop down arrow and click **Download Profile**.





**TestID, Natalie**  
Profile ID: RTSHMEA427  
Profile Status: Completed

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

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	

**Actions**

- Select Action
- Email Subject
- View/Edit Details
- View Profile
- Download Profile**
- View Order
- Unlock Subject
- Resend Consent & FCRA Form
- Resend Completed Profile

- 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.**

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Consent Accepted – Country Selected

- Scroll to the **Consent Form** section.
  - Check to be sure they accepted the **consent**. If the consent was rejected, you will need to send them a new invitation.
  - Check that the **candidate's name** is entered correctly.
  - Check to ensure **United States** is entered as the Country. If the country displayed is not

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

Driver's License Information

the United States, you will need to send them a new invitation.

- Scroll to the **Driver's License** field. If the package you will order for them contains a Motor Vehicle Record search, be sure the candidate entered all of the required information for the licenses.

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

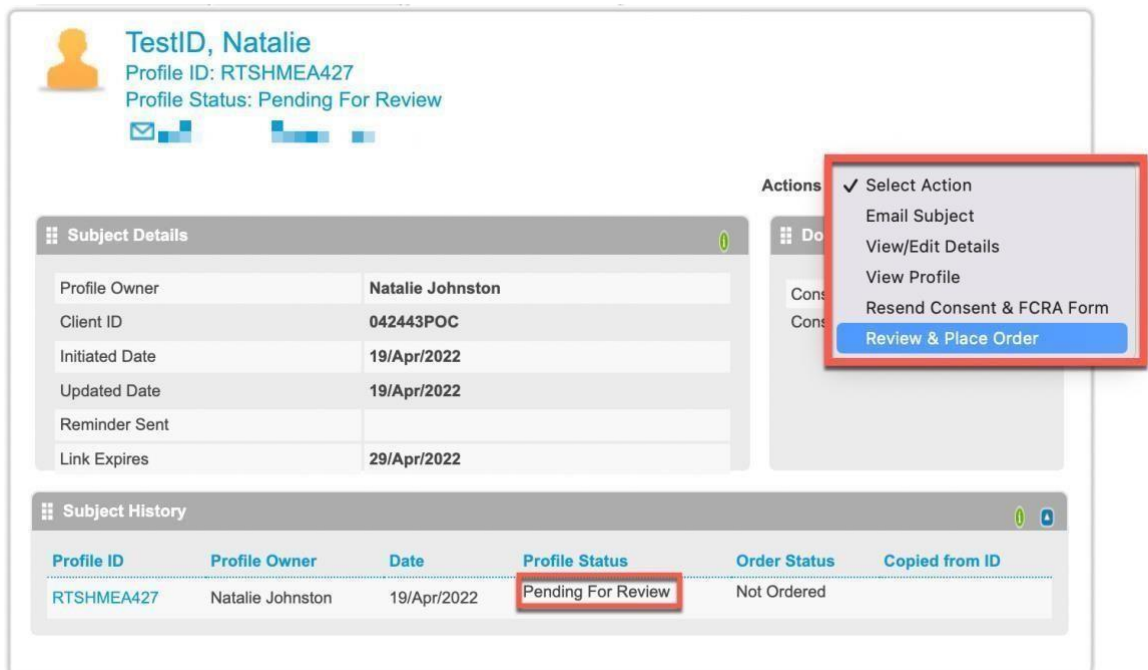
### Employment And Driving History Information

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

DOT - Employment			
Employment Type	Current Employer	Permission to Contact	Yes
Employer	Job	Job Type	
Address 1	123 Test	Position Held	worker
Address 2		Department	
City	Charlotte	Starting Pay	
Country	UNITED STATES	Pay Type	
Region	North Carolina	Current Pay	
ZIP Code/Postal Code	28277	Pay Type	
Phone		Salary Currency	
From	03/2008	Contact	Mr. Smith
Current Through Today	Yes	Contact Title	boss
To		Contact Phone	(336)473-4523
Duties	running around and doing stuff		
Reason for Leaving	still working		
Were you subject to the FMCSRs 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 FedEx Ground's Operating Authority?			Yes
Did this position include driving duties?	Yes		

## MODULE 2 – PROFILE SELECTIONS

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

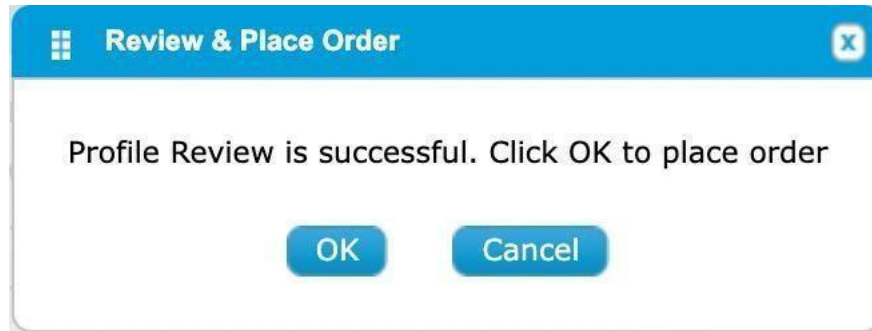
**Subject History**

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

**Actions**

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

You will receive a confirmation pop up, click ok.



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 Federal Express Corporation 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 setup in this location in Federal Express Corporation's CDAS system.*

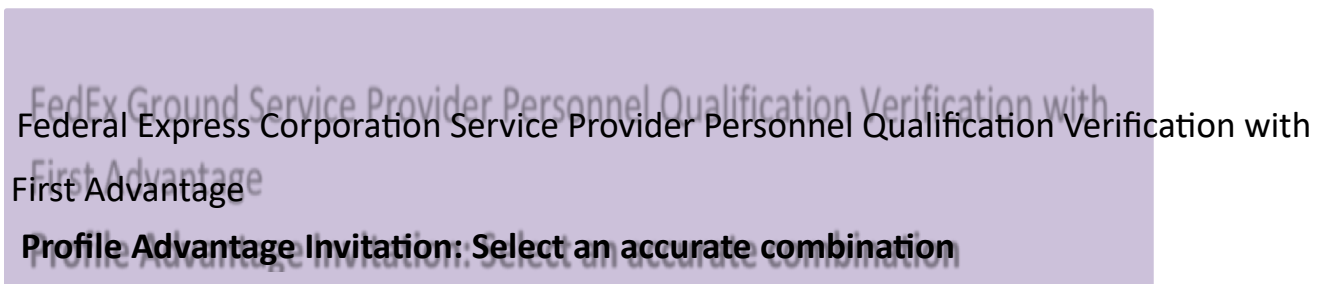
#### Package And Position Type

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

#### Federal Express Corporation PROFILE SELECTIONS CHART



**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 <b>Non-Driver</b>	C – <b>Non-Driver</b> Package		
Pre Qual Driver	A – P&D Non-CDL <b>Driver</b> <b>OR</b> D – <b>Non-DOT</b> <b>Driver Less Than</b> <b>10,001 lbs.</b>	<b>OR</b>	B – CDL <b>Driver</b> <b>NOTE:</b> 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 setup in this location in Federal Express Corporation’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 Federal Express Corporation Agreement is:	You may select: (Package and Position Type <b>MUST</b> Match)	<b>AND</b>	You may select: (Package and Position Type <b>MUST</b> Match)
Company 120 – Linehaul (also known as Transportation Service Provider)	<b>Package:</b> B – CDL Driver	<b>AND</b>	<b>Position Type:</b> B – CDL Driver <b>Driver Type (Select One):</b> Q – Qualification Certification E – Entry Level Driver Program

<b>Company 120 – Linehaul</b> (Transportation Service Provider)	<b>Package:</b> C - Non-Driver	<b><u>AND</u></b>	<b>Position Type:</b> C – Non-Driver
<b>Company 300 – ISP</b> (Independent Service Provider)	<b>Package:</b> A – Non-CDL Driver	<b><u>AND</u></b>	<b>Position Type:</b> A – P&D Non-CDL Driver <b>Driver Type (Select One):</b> X - ISP Over 10,000 lbs. Qualification Cert
<b>Company 300 – ISP</b> (Independent Service Provider)	<b>Package:</b> C – Non-Driver	<b><u>AND</u></b>	<b>Position Type:</b> C- Non-Driver
<b>Company 300 – ISP</b> (Independent Service Provider)	<b>Package:</b> D – Non-DOT Driver Less Than 10,001 lbs.	<b><u>AND</u></b>	<b>Position Type:</b> D – Non-DOT Driver Less Than 10,001 lbs. <b>Driver Type (Select One):</b> U – Less than 10,001 lbs Program **  <b>**To upgrade an active driver to larger vehicles, refer to MyGroundBiz, Keyword: Graduated Qualifications</b>

<b>If your Federal Express Corporation Agreement is:</b>	<b>You may select: (Package and Position Type MUST Match)</b>	<b><u>AND</u></b>	<b>You may select: (Package and Position Type MUST Match)</b>

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

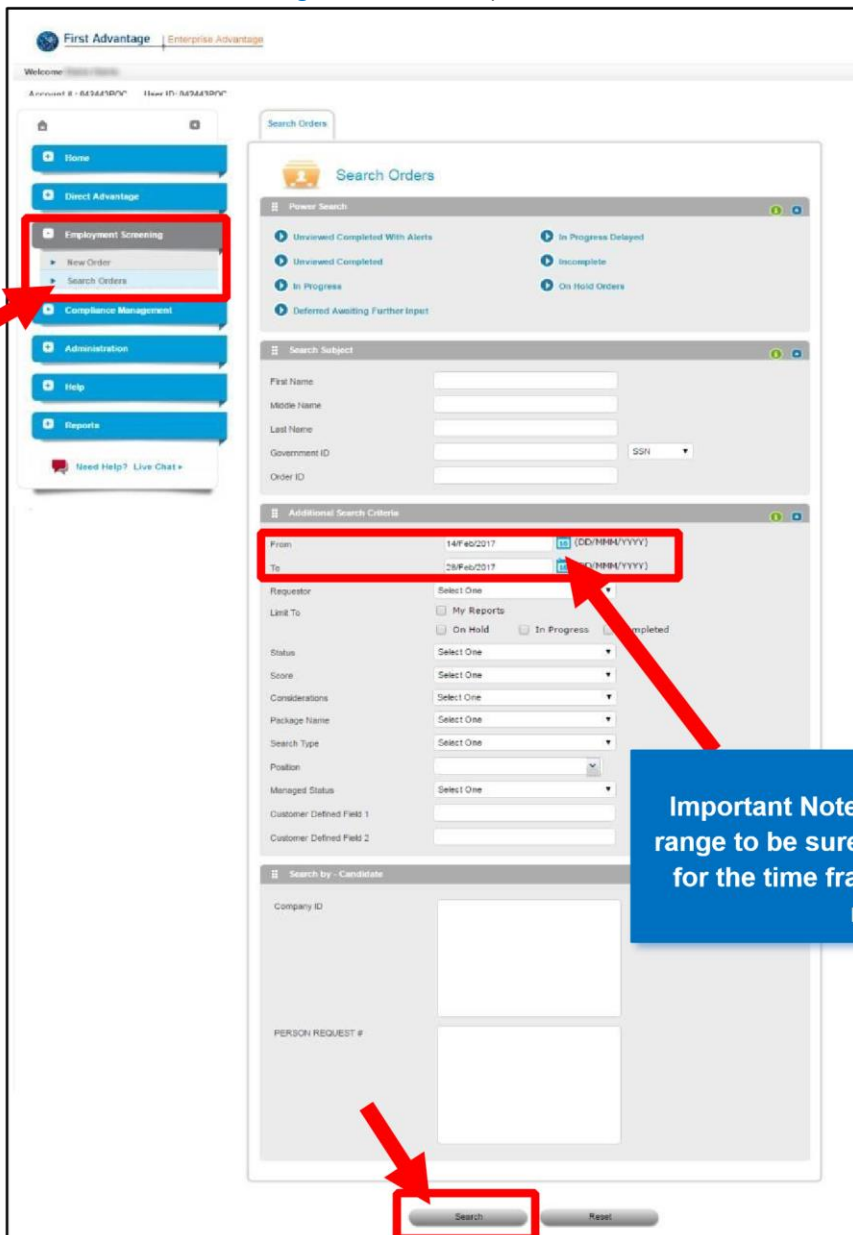
**PACKAGE and POSITON TYPE SELECTIONS:** Package and Position Type MUST match.

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 completes, 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 21](#) in Module 2)



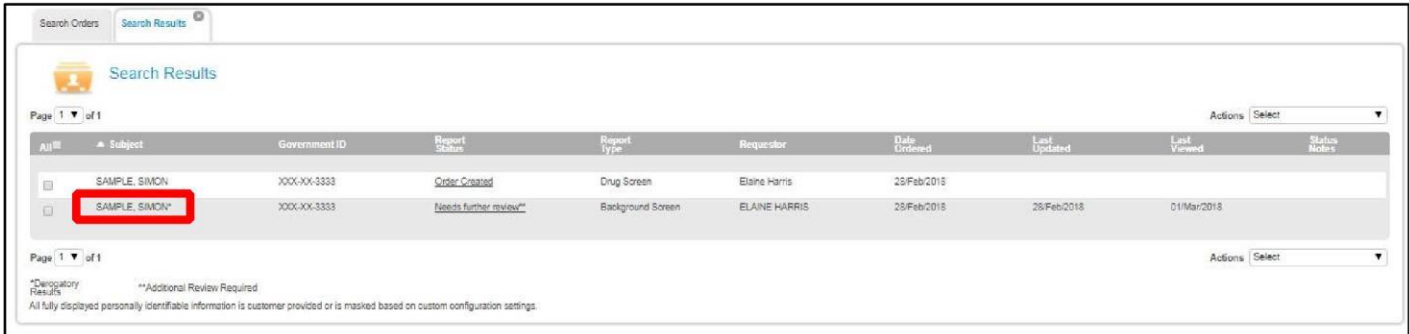
The screenshot shows the 'Search Orders' page in the First Advantage system. The left navigation menu has 'Employment Screening' highlighted with a red box and a red arrow pointing to it. Below it, 'New Order' and 'Search Orders' are also visible. The main content area is titled 'Search Orders' and contains several sections: 'Power Search' with status filters, 'Search Subject' with fields for First Name, Middle Name, Last Name, Government ID, and Order ID, and 'Additional Search Criteria' with fields for From, To, Requestor, Link To, Status, Score, Considerations, Package Name, Search Type, Position, Managed Status, and Customer Defined Fields. The 'From' and 'To' date fields are highlighted with a red box, and a red arrow points to the date range. The 'Search' button at the bottom is also highlighted with a red box and a red arrow.

**Important Note: Change the date range to be sure you are searching for the time frame the order was run.**



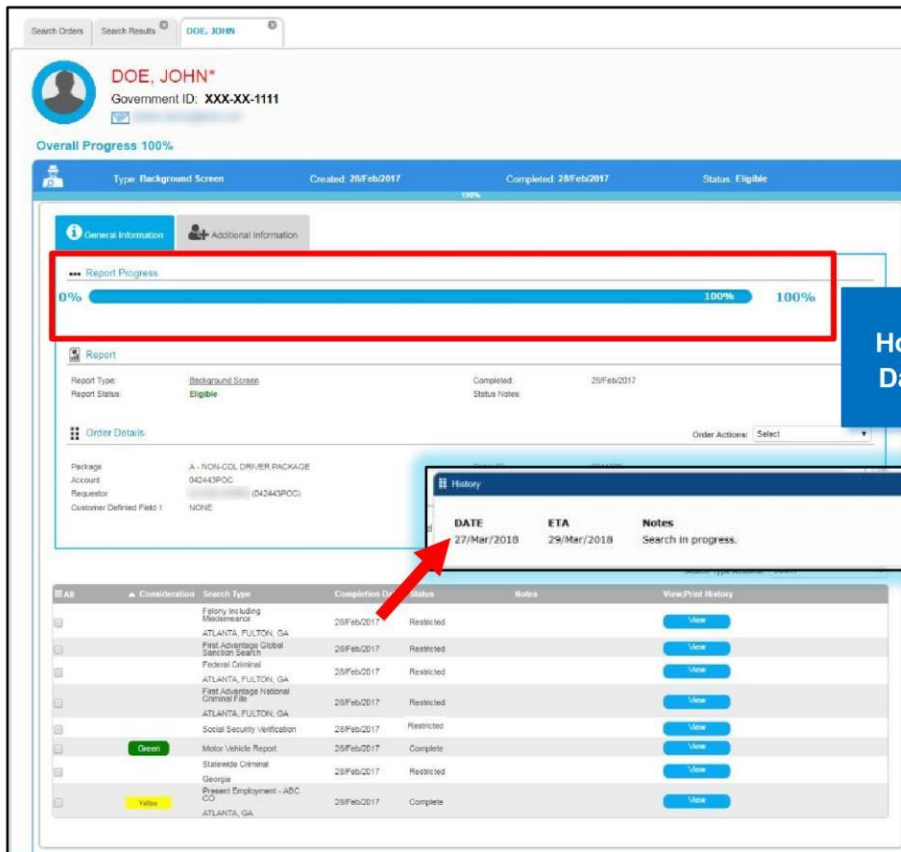
## VIEWING BACKGROUND ORDER DETAILS

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



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	23/Feb/2018			
SAMPLE, SIMON*	XXX-XX-3333	Needs further review**	Background Screen	ELAINE HARRIS	23/Feb/2018	28/Feb/2018	01/Mar/2018	

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



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

Overall Progress 100%

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

**Report Progress**  
 0%  100%

**Report**  
 Report Type: Background Screen    Completed: 28/Feb/2017  
 Report Status: Eligible    Status Notes:

**Order Details**  
 Package: A - NON-COL DRIVER PACKAGE  
 Account: 94243POC  
 Requestor: (042443POC)  
 Customer Defined Field 1: NONE

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	28/Feb/2017	Restricted		View
	First Advantage Global Search Search	28/Feb/2017	Restricted		View
	Federal Criminal	28/Feb/2017	Restricted		View
	ATLANTA, FULTON, GA	28/Feb/2017	Restricted		View
	First Advantage National Criminal File	28/Feb/2017	Restricted		View
	ATLANTA, FULTON, GA	28/Feb/2017	Restricted		View
	Social Security Verification	28/Feb/2017	Restricted		View
Green	Motor Vehicle Report	28/Feb/2017	Complete		View
	Statewide Criminal Georgia	28/Feb/2017	Restricted		View
Yellow	Present Employment - ABC CO	28/Feb/2017	Complete		View
	ATLANTA, GA	28/Feb/2017	Complete		View

Hover over the Completion Date for additional details.

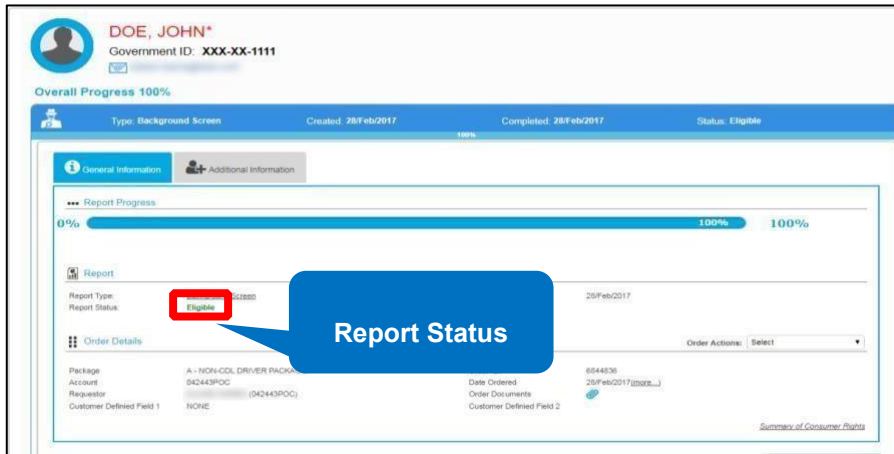
**Important Note: The Progress Bar will display the case progress displayed as a percentage.**  
**All of the components of your screening are listed in this detail along with the search status, date ordered and completed.**  
**SERVICE PROVIDER's do not have the ability to view the details of the criminal searches.**

## VIEWING BACKGROUND ORDER RESULTS

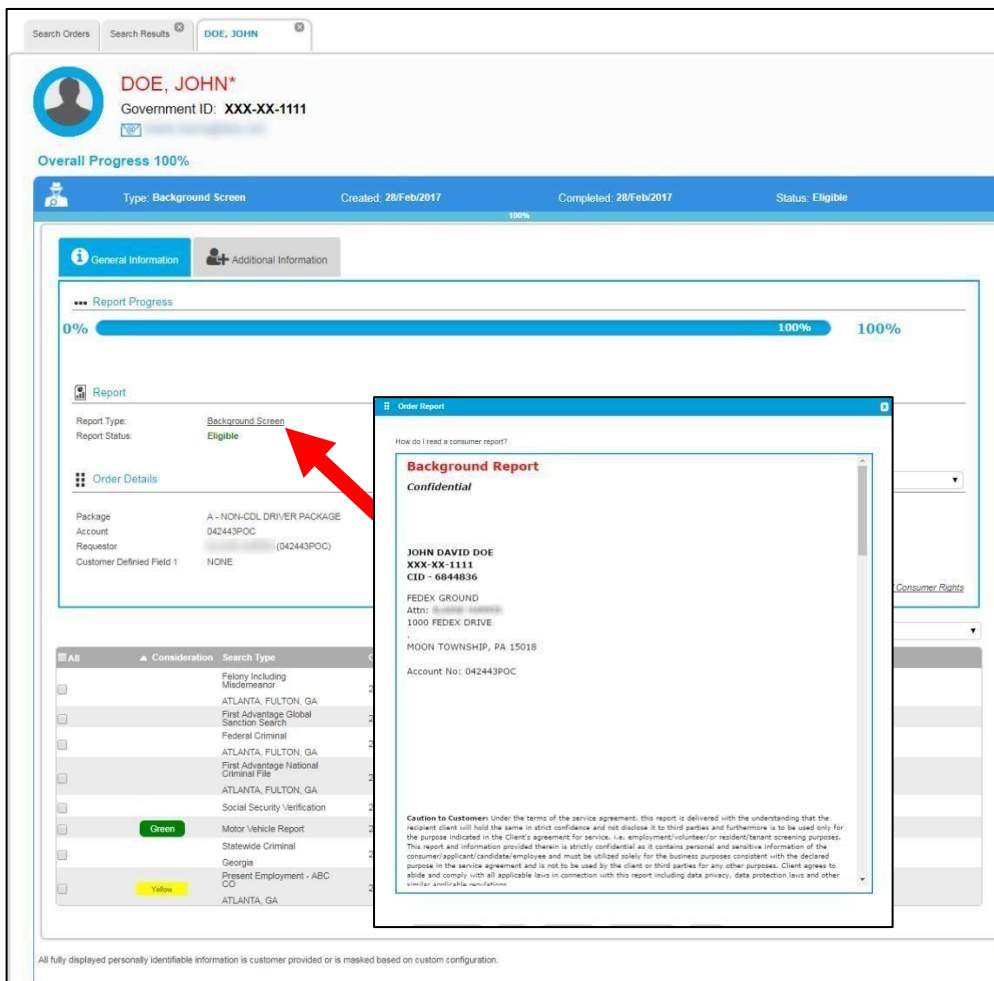
## 2. Background Report statuses in the Case File:

<b><u>STATUS</u></b>	<b><u>EXPLANATION</u></b>
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>

<p>Ineligible</p>	<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><b>Request for Further Review</b></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"> <li>• This notice includes: <ul style="list-style-type: none"> <li>○ A copy of the report(s)</li> <li>○ Instructions for contacting First Advantage if any of the information in the report(s) is inaccurate or incomplete</li> <li>○ Information and instructions relating to the option to submit a <i>Request for Review</i>.</li> </ul> </li> <li>• If the candidate believes the results are incorrect, they will need to contact First Advantage to open a dispute. Otherwise, each candidate is given the opportunity to provide further information about the information contained in the background report as well as the opportunity to provide further information about his/her rehabilitation. The information will be sent to the candidate’s email that is on the First Advantage application. If the candidate did not receive the email, they can retrieve it by going to <a href="https://secure1.fadv.com/">https://secure1.fadv.com/</a>. If the candidate cannot locate the email or access the website, they should contact First Advantage at <a href="mailto:FedEx.Support@FADV.com">FedEx.Support@FADV.com</a> for additional assistance.</li> </ul> <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 Federal Express Corporation 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 Federal Express Corporation where it will be assessed and taken under consideration prior to Federal Express Corporation 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 to the Service Provider.</p>
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- To view the full background report, click **Background Screen**. The report will contain all of the details for the searches in the order. There will be a separate section for each search as you scroll through the report.

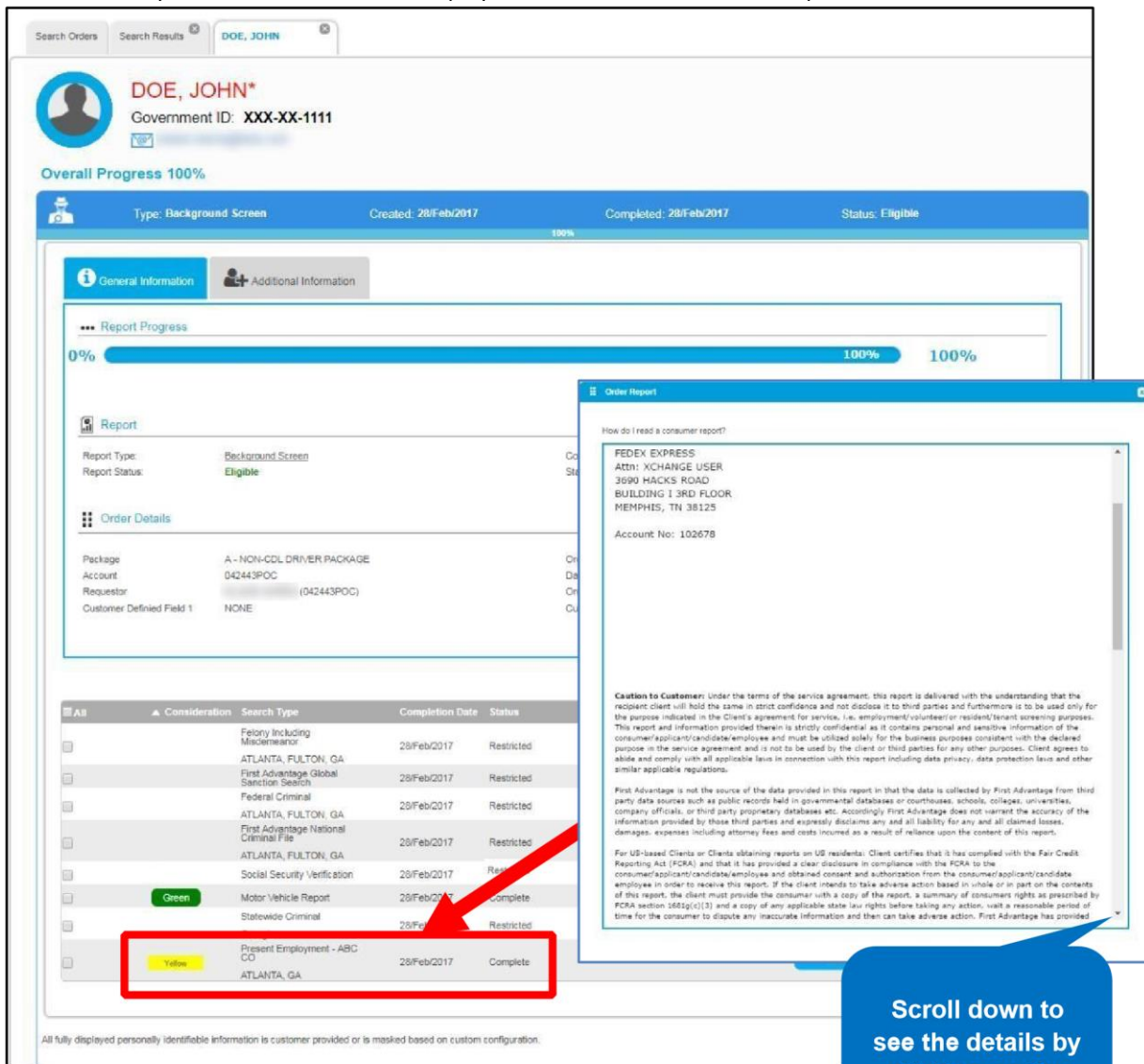


## VIEWING BACKGROUND COMPONENT DETAILS

- 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

100%

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

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

Order Report

How do I read a consumer report?

FEDEX EXPRESS  
Attn: XCHANGE USER  
3690 HACKS ROAD  
BUILDING 1 3RD FLOOR  
MEMPHIS, TN 38125  
Account No: 102678

Caution to Customer: 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 consumer rights as prescribed by FCRA section 609(c)(3) and a copy of any applicable state law rights before taking any action, use a reasonable period of time for the consumer to dispute any inaccurate information and then can take adverse action. First Advantage has provided

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

Scroll down to see the details by clicking on the down arrow

**REVIEWING THE DETAILS OF THE REPORT**

- To view ETA's 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.

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

Motor Vehicle Report		Status: Complete
Order Process History		Score: Eligible
Date	Description	
28/Feb/2017 09:43:32 AM	Search In Progress.	
28/Feb/2017 10:00:19 AM	Record Judged.	

**Search Status and score**

## 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.

**Status:** Complete  
**Score:** Eligible

Former Employment - ABC Co  
 Date Completed: 02/Feb/2018

Consideration Code: No Considerations  
 Company: ABC Co  
 Address: 1 Main St, Anytown, USA  
 Line of Business:

Position	Verified by First Advantage	Provided by Consumer
Full-time DRIVER OPERATOR		DRIVER
Employment Dates: 18/Apr/2017 to 09/Sep/2017		05/Apr/2017 to 31/Oct/2017
Location:		
Salary: \$17 (Hourly)		
Duties: DRIVING THROUGH AND FROM JOB SITES		
Reason Left:		OTHER EMPLOYMENT

Questionnaire	Source Response
Client Interview Question: What is the first name and initial of the last name of the First Advantage employee who verified the information?	Sally Sample
Position:	DRIVER OPERATOR
Employment Dates:	04/18/2017 03/03/18
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 roles/responsibilities?	YES
Did this person drive a tractor with trailer? (Capture Dates 4 Yes)	YES 04/18/2017-09/09/2017
What fuel source did any off or type of vehicle (other than fuel from the fuel tank) release?	
What is the first name and initial of the last name of the First Advantage employee who verified the information?	Sally Sample

Source Information			
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	
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.

## CHANGING HOW A CANDIDATE IS BEING QUALIFIED

To change how a candidate is being 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 request will process 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 PROVIDE 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 grants consent

ELDP Training Certificate (if applicable)	Entry Level Driver Program candidates will need to have a training certificate from a Federal Express Corporation approved driving school
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When these components have been completed, email the Federal Express Corporation Service Provider Resources 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.

- Central region: [CENTRALquals@fedex.com](mailto:CENTRALquals@fedex.com)
- Eastern region: [EASTquals@fedex.com](mailto:EASTquals@fedex.com)
- Gulf region: [GULFquals@fedex.com](mailto:GULFquals@fedex.com)
- Mid-America region: [MIDAMERICAquals@fedex.com](mailto:MIDAMERICAquals@fedex.com)
- Southern region: [SOUTHquals@fedex.com](mailto:SOUTHquals@fedex.com)
- Western region: [WESTquals@fedex.com](mailto:WESTquals@fedex.com)

## MODULE 4 - VIEWING DRUG SCREEN ORDER DETAILS AND ORDER RESULTS

### VIEWING DRUG SCREEN ORDER DETAILS

The screenshot shows a search results page on the left with a red arrow pointing to a specific entry for 'SAMPLE, SIMON'. On the right, the detailed report for this entry is displayed. The report includes a progress bar for 'Overall Progress 0%' and sections for 'Report Progress', 'Report', and 'Order Details'. The 'Report' section shows 'Drug Screen Order Created' and 'Report ETA: Unknown'. The 'Order Details' section lists 'Package Account: C - NON-DRIVER PACKAGE', 'Resubmit: 02443POC', and 'CSP ID: 123456'. It also shows 'Order ID: 1435481', 'Date Ordered: 23/Feb/2019', and 'Order Documents: FeDS-ID'. A table at the bottom shows the search type as 'Drug Screening' and the status as 'Order Created'.

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

<b><u>STATUS</u></b>	<b><u>EXPLANATION</u></b>
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.
Order Expired / Donor No Show	The candidate did not report to 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 choose 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.

**Report Status**

Overall Progress 0%

Type: Drug Screen Created: 28/Feb/2018 Est. Completion: Unknown Status: Order Created

Report Progress: Ordered, Collection Site, LAB, PADV, Completed

Report Type: Drug Screen  
Report Status: Order Created

Order Details:

Package	C - NON-DRIVER PACKAGE	Order ID	1435481
Account	042443POC	Date Ordered	28/Feb/2018 (today)
Recipient	Elaine Harris (042443POC)	Order Documents	
CSP ID	123456	FedEx ID	

Summary of Consumer Rights

Search Type Actions: Select

View Print History

Notes: Drug screen in process. Awaiting notification of report status.

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

**SAMPLE, SIMON**  
Government ID: XXX-XX-3333

Overall Progress 0%

Type: Drug Screen

95%

General Information Additional Information

Report Progress

Ordered


Report

Report Type: Drug Screen  
Report Status: Order Created

Order Details

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

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



480 Quadrangle Drive Suite D  
Bolingbrook, IL 60440  
Phone: 800-939-4782  
Fax: 635-626-5374

**Controlled Substance Test Report**

<p>Attn: Elaine Harris 123 Main st. la crosse, WI 54601 Phone: 613-532-8459 Donor Name: test test Donor ID: 121-21-2121</p>	<p>Client Name: FIRST ADVANTAGE - TEST ACCOUNT Account Number: 100037-00000 Employee ID 1: Employee ID 2: Emp Category:</p>
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**Test Result: Positive**  
Result Description: Positive  
Substances Found: Opiates  
MRO Verified Comment:

---

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

<p>Specimen ID: 0tteri5 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:</p>	<p>Test Reason: Pre-Employment Test Type: Non-DOT Lab Account #: 1114444 Lab Name: Labcorp 3000 Test Account #: 100037-00038 Client Name: FADVTEST - Drug FP ALG Online Schedule Cost Center: Location ID:</p>
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Comments:

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<p>Certified Medical Review Officer: S. B. Hoffman, M.D. FACP</p> <p><i>S. B. Hoffman, M.D. FACP</i></p>	<p>MRO Phone: 888-794-6574</p>
--	------------------------------------

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.

33

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

## MISSING INFORMATION PROCESS

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

1. The candidate can provide the information ***using the link in the email***. This is the most direct way to provide missing information and doing so will automatically insert the information and trigger the search to resume processing immediately.

**Note:** After clicking the link the candidate will log into their online profile with their email address and password they created when setting up their profile.

**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/1/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/1/link?key=A12CA4A7-1BF1-4284-BB41-8B5CF27D7376>

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

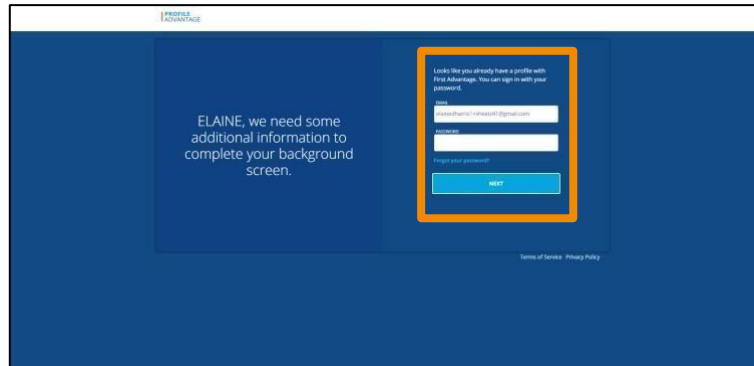
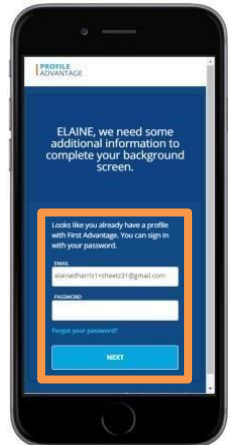
Sincerely,

Client Services  
[Clientservices.request@fadv.com](mailto: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](mailto: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.

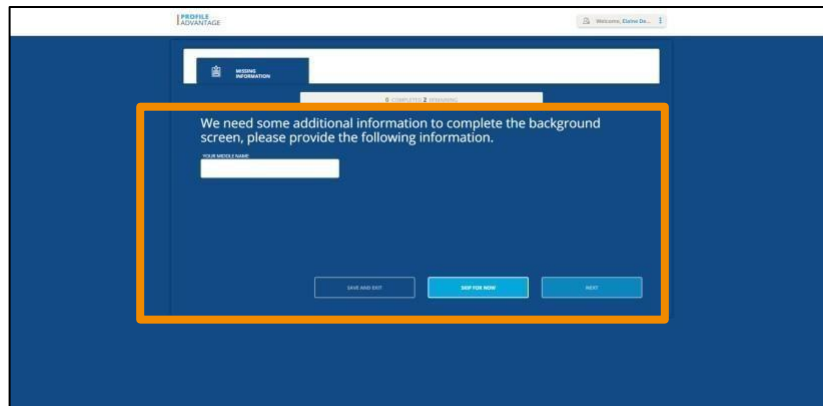
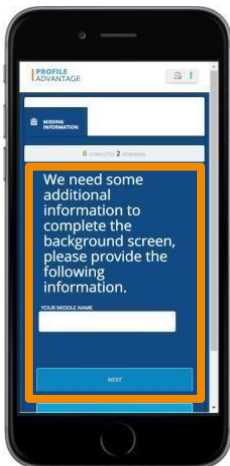
**\*\* Please do not reply to this email \*\***

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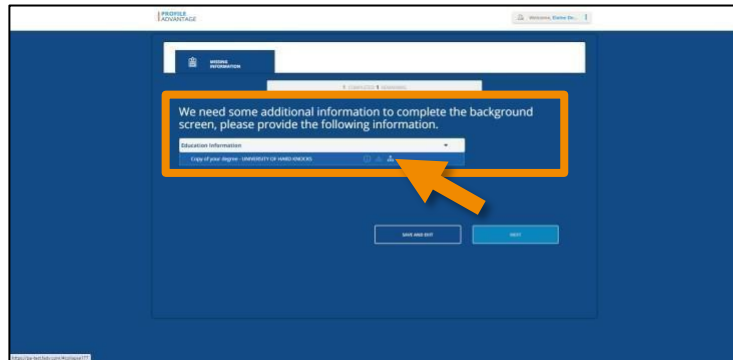
2. The candidate will be asked for the information required. It will differ based on the missing information requirement. In this example a middle name is required.

### Required Missing Documentation

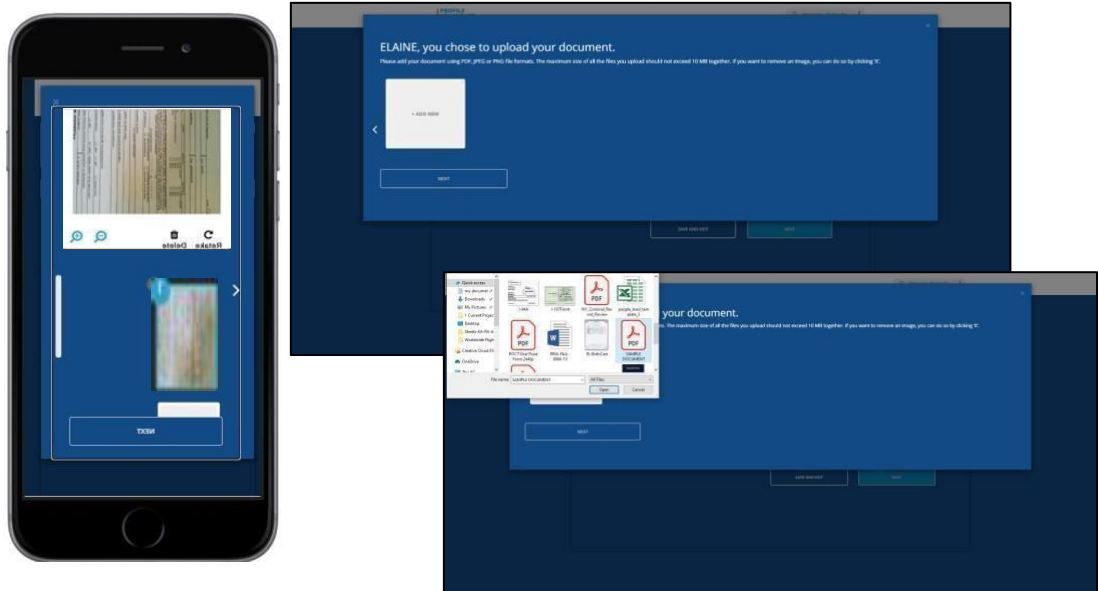


1. There are scenarios where a required document will trigger the missing information process. The document may be a specific form you must complete and upload, or a document that they possess.
  - a. The candidate will click the **Upload icon** to provide the required document.
  - b. If they are using smart device to provide the information, the candidate will have the option to select **Take a Picture** or **Upload File**.

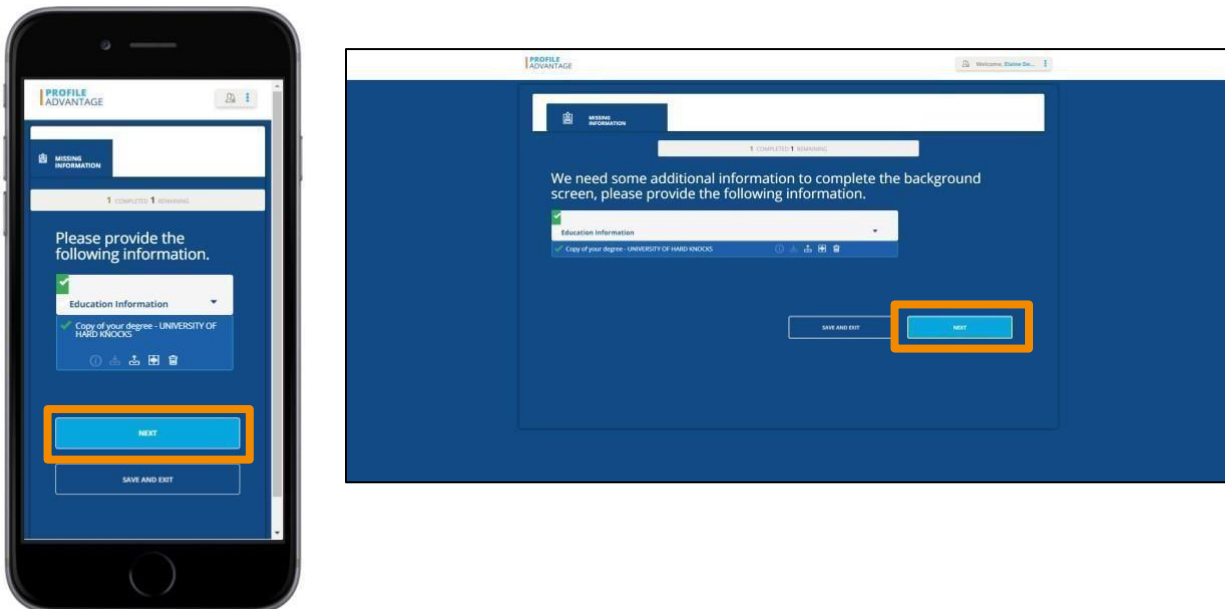




- c. Locate and take a photo or upload the required document. They will have the opportunity to review the file and submit.



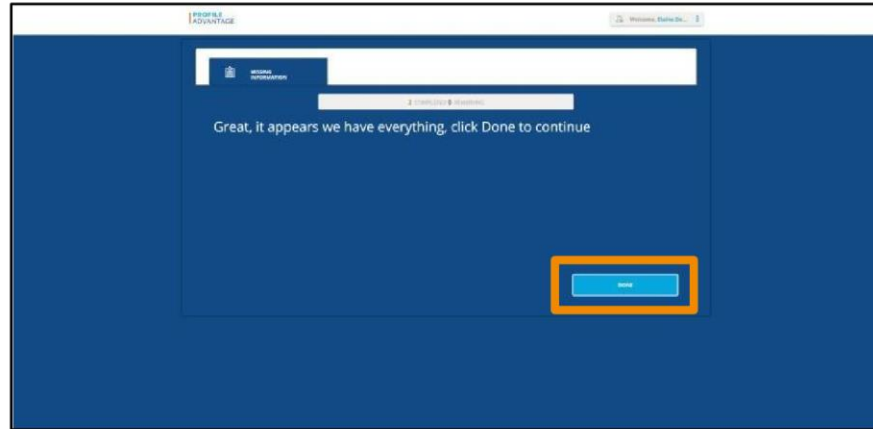
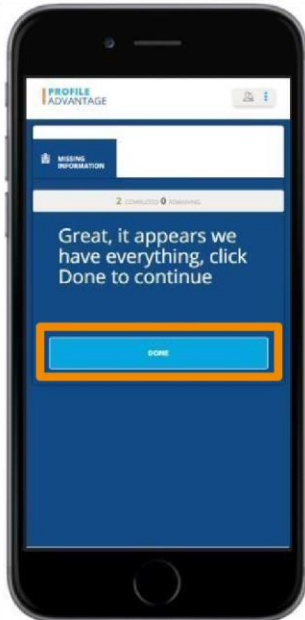
d. Once uploaded the candidate will see a green checkmark indicating the document upload



requirement has been fulfilled.

e. They will click Done to complete the process.





### TROUBLESHOOTING IN THE CASE FILE AND THE DRIVER QUALIFICATION FILE

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

<b><u>ERROR</u></b>	<b><u>POSSIBLE REASONS</u></b>
CDL not eligible	<p>The candidate entered incorrect information.</p> <ul style="list-style-type: none"> <li>The service provider will need to send the candidate a new invitation so that a correction can be made by the candidate.</li> </ul>
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"> <li>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.</li> <li>Another service provider has already started processing this candidate.</li> </ol>

MVR not eligible	<p>The candidate entered an incorrect driver’s license number.</p> <ul style="list-style-type: none"> <li>The candidate will need to contact First Advantage to provide corrected information and for further instructions.</li> </ul>
Person Request was not generated to CDAS	<ol style="list-style-type: none"> <li>Another person request is pending for this candidate.</li> <li>Package and Position Type do not match <ul style="list-style-type: none"> <li>The service provider will send the candidate a new invitation and make the correction to Package and Position Type when placing the order.</li> </ul> </li> <li>Candidate failed a previous background screen. If applicable, the candidate will follow the instructions previously provided by First Advantage to submit a Federal Express Corporation Request for Review or completion of Substance Abuse Program(SAP).</li> </ol>
Social Security Number not eligible	<p>The candidate entered an <b>incorrect</b> social security number.</p> <ul style="list-style-type: none"> <li>Email the CSP Resource Support region mailbox for instructions.</li> </ul>
	<ul style="list-style-type: none"> <li>If the SSN was entered <b>correctly</b>, the candidate will need to contact Experian to resolve the issue.</li> </ul>

<p>Driver Qualification File is Not Compliant</p>	<p>Verify that all documents are approved:</p> <p><b>Driver’s Application</b> – Pulled from the candidate’s application; has all of the information been entered correctly?</p> <p><b>Motor Vehicle Report</b> – Pulled from the candidate’s application; has all of the information been entered correctly?</p> <p><b>Record of Road Test</b> – Has all information needed on the document been completed? Has the correct road test form been used, P&amp;D or Linehaul? Have the correct amount of miles and hours been completed?</p> <p><b>Driver Training Certificate – Entry Level Driver Program (ELDP)</b> – Has the training certificate been uploaded for processing?</p> <p><b>Federal Express Corporation Pre-Employment Verification Report</b> – 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? <b>FedEx</b></p> <p><b>Miscellaneous Documents – Waived Medical Certificate Card</b> – Has this been uploaded for processing? Is the medical certificate current and valid?</p> <p><b>Qualification Certification Certificate (L20)</b>-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. The FMCSA is the operating administration of the Department of Transportation (DOT) that regulates the trucking industry. Service Providers doing business with Federal Express Corporation 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 of the below documents must be tracked in the file. FADV provides the tools necessary via the system to identify compliance gaps. To ensure DOT compliance, the driver qualification file must remain in Compliant status.

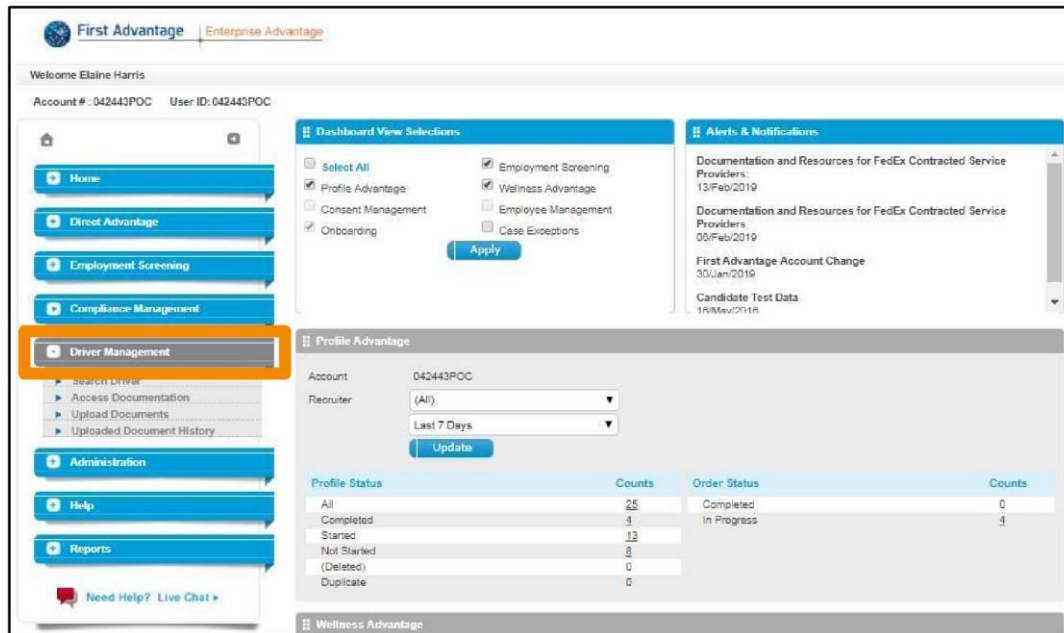
#### DOCUMENTS TRACKED IN THE FILE

Document Code	Document Name	Document Renews	Renewal Period	Document Source
FXG APPLICATION	CMV Driver's Application	No		Added to file by FADV
FXG MVR	CMV Motor Vehicle Report	Yes	12 months	Added to file by FADV
FXG ROAD TEST	Record of Road Test	No		Uploaded by Service Provider
FXG DHI	Federal Express Corporation Driver History Verification	No		Added to file by FADV
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 (For L20 only)

## 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 items like Home, Direct Advantage, Employment Screening, Compliance Management, and Driver Management. The Driver Management item is highlighted with an orange box. The main content area shows the Profile Advantage section with a table of profile status counts.

Profile Status	Counts	Order Status	Counts
All	25	Completed	0
Completed	4	In Progress	4
Started	13		
Not Started	8		
(Deleted)	0		
Duplicate	0		

## NAVIGATING DRIVER MANAGEMENT

Driver Qualification files are accessed through Driver Management.

The core components of Driver Management:

- Driver View

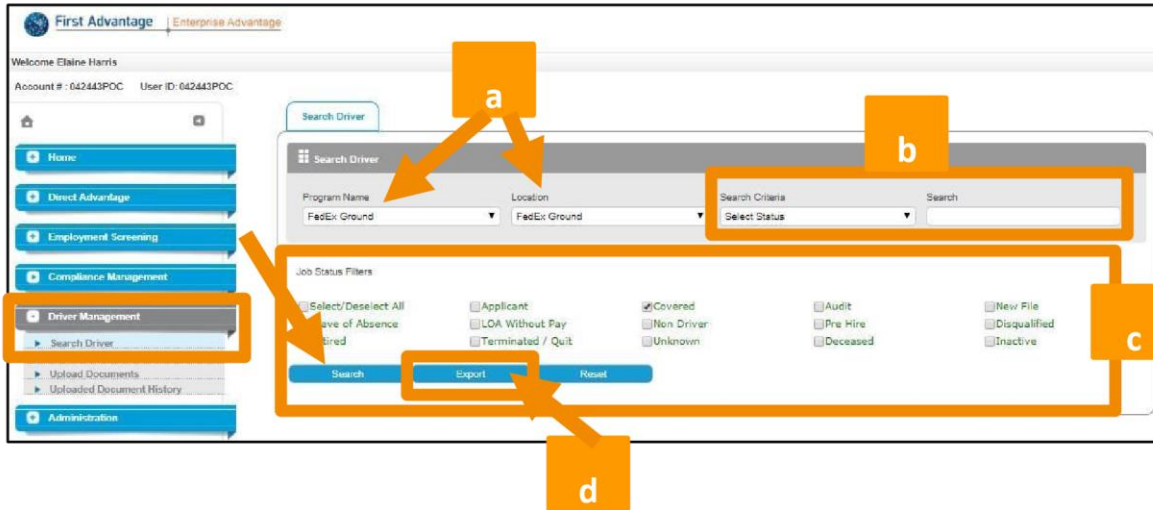


- Reporting
- Upload Documents

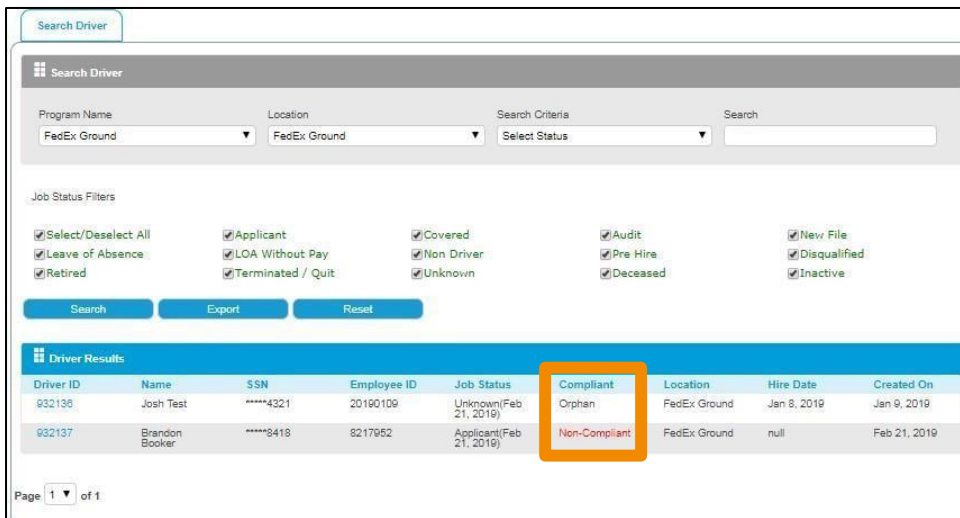
## DRIVER VIEW

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 compliance status of each driver file displays in the **Compliant** column.



- Non-Compliant** – document(s) in the file may be missing, expired or in need of correction(s).
- Compliant** – all documents in the file have been audited and approved.



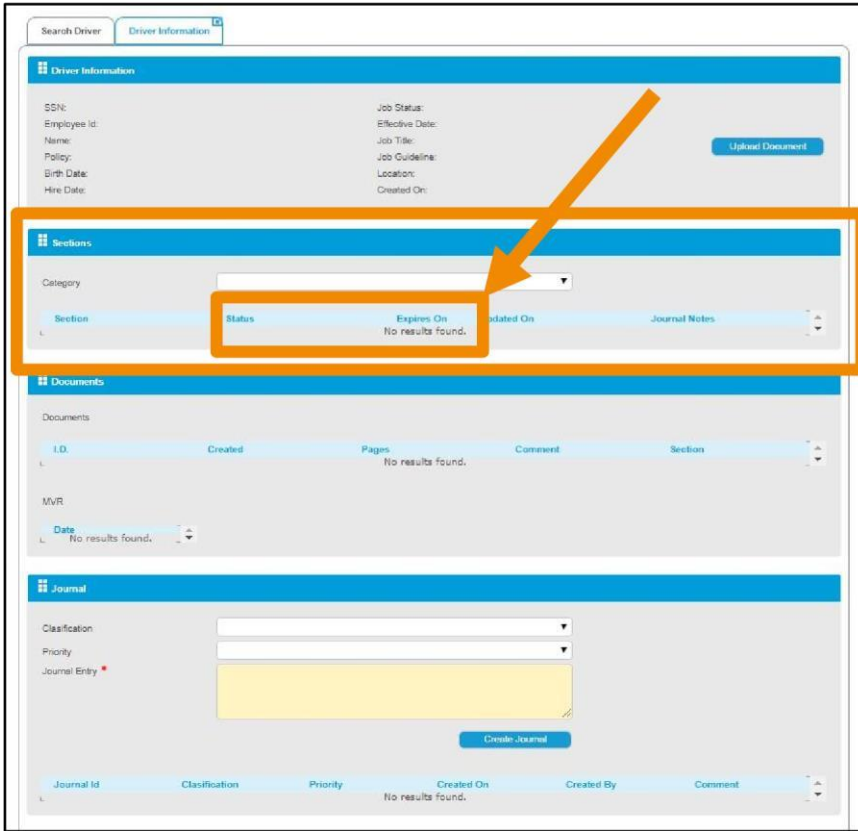
Driver ID	Name	SSN	Employee ID	Job Status	Compliant	Location	Hire Date	Created On
932136	Josh Test	****4321	20190109	Unknown(Feb 21, 2019)	Orphan	FedEx Ground	Jan 8, 2019	Jan 9, 2019
932137	Brandon Booker	****8418	8217952	Applicant(Feb 21, 2019)	Non-Compliant	FedEx Ground	null	Feb 21, 2019

## VIEW DRIVER DETAIL

- Clicking the **Driver ID** provides additional detail on the individual driver.
  - Driver Information** section displays basic information about the driver such as demographics, hire date, birth date, etc.
  - Sections** lists the different form 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 particular document, dates, who reviewed it and form requirements.





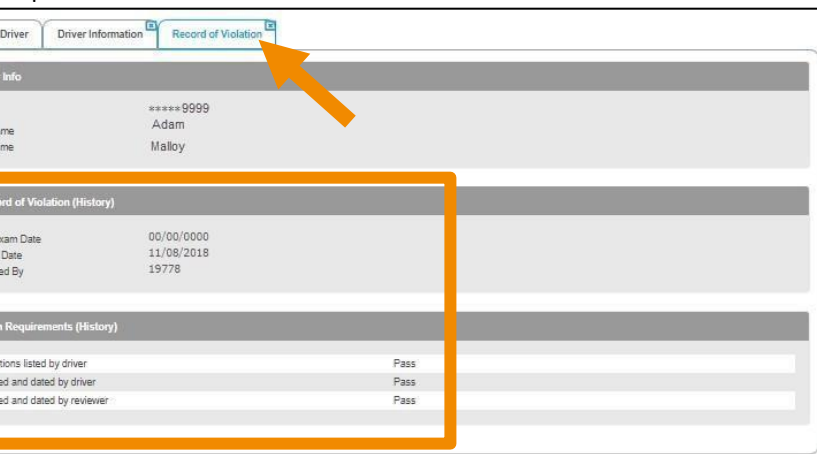
**Important Note:** Expiration dates are color coded.

**Green** – Not Expired

**Yellow** – Expiration Dates 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.



**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.



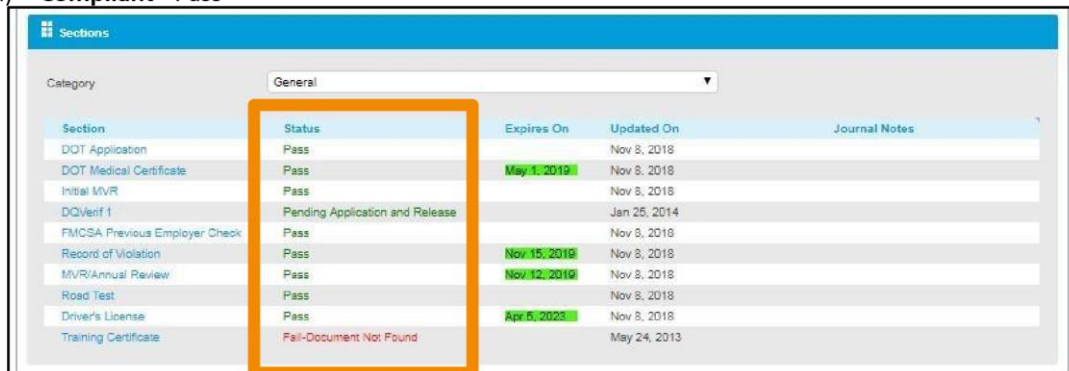
I.D.	Created	Pages	Comment	Section
11050151	2012-07-09 13:07:45	2	0001001994-1	FMCSA Previous Employer Check
11050361	2012-07-09 13:07:45	1		Driver's License
11050155	2012-07-09 13:07:48	1	0001001994-10	DOT Application
11050153	2012-07-09 13:07:47	1	0001001994-8	DOT Medical Certificate

**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	
DQ/Verif 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 6, 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 FADV review (*MVR, DHI & PA DOT Application*)

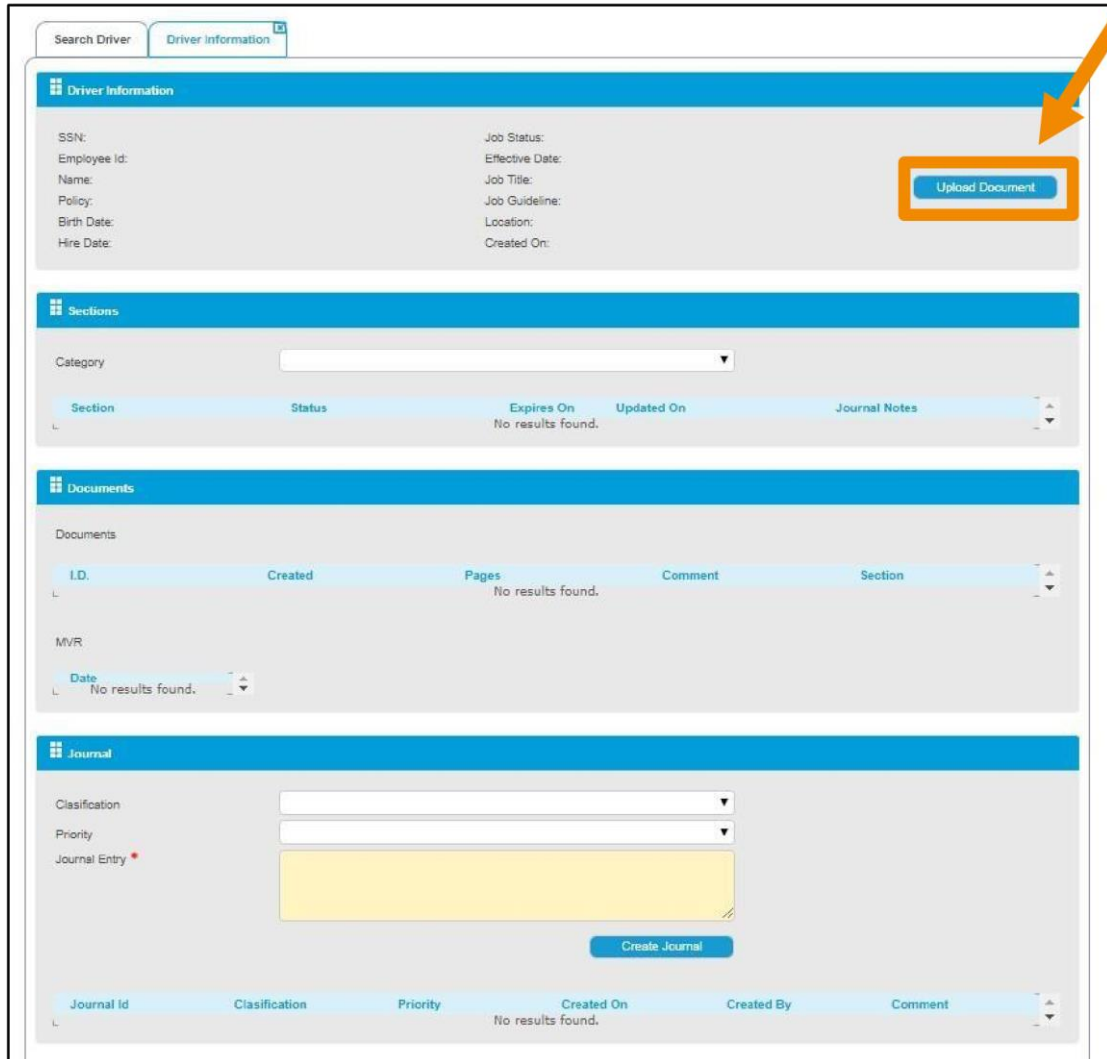
d) **Missing Document** – document has not been received (*Med Card, Road Test, MVR, DHI & PA DOT Application*)

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

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

## UPLOAD DOCUMENT

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

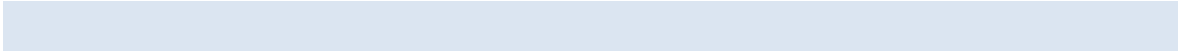


The screenshot shows the 'Driver Information' page. At the top, there are tabs for 'Search Driver' and 'Driver Information'. The 'Driver Information' section contains fields for SSN, Employee Id, Name, Policy, Birth Date, Hire Date, Job Status, Effective Date, Job Title, Job Guideline, Location, and Created On. A blue 'Upload Document' button is located in the top right corner of this section, highlighted with an orange box and an orange arrow pointing to it from the right. Below this are sections for 'Sections', 'Documents', and 'Journal'. The 'Sections' section has a 'Category' dropdown and a table with columns: Section, Status, Expires On, Updated On, and Journal Notes. The 'Documents' section has a table with columns: I.D., Created, Pages, Comment, and Section. The 'Journal' section has 'Classification' and 'Priority' dropdowns, a 'Journal Entry' text area, and a 'Create Journal' button. At the bottom, there is a table with columns: Journal Id, Classification, Priority, Created On, Created By, and Comment.

## 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

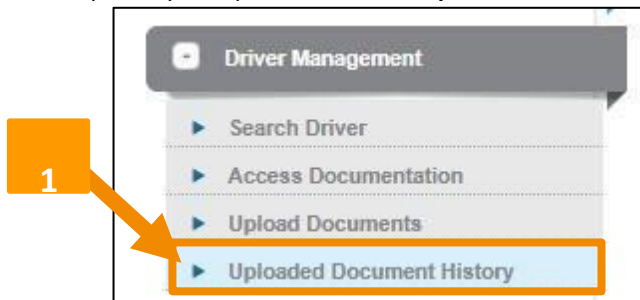


6. Once the file is selected, click **Upload**



## REVIEW UPLOAD 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. Federal Express Corporation is **ALWAYS** 24 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 is giving you the file size in bytes.
- g. **Status** – This should always show “success”. If not, please attempt to upload 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

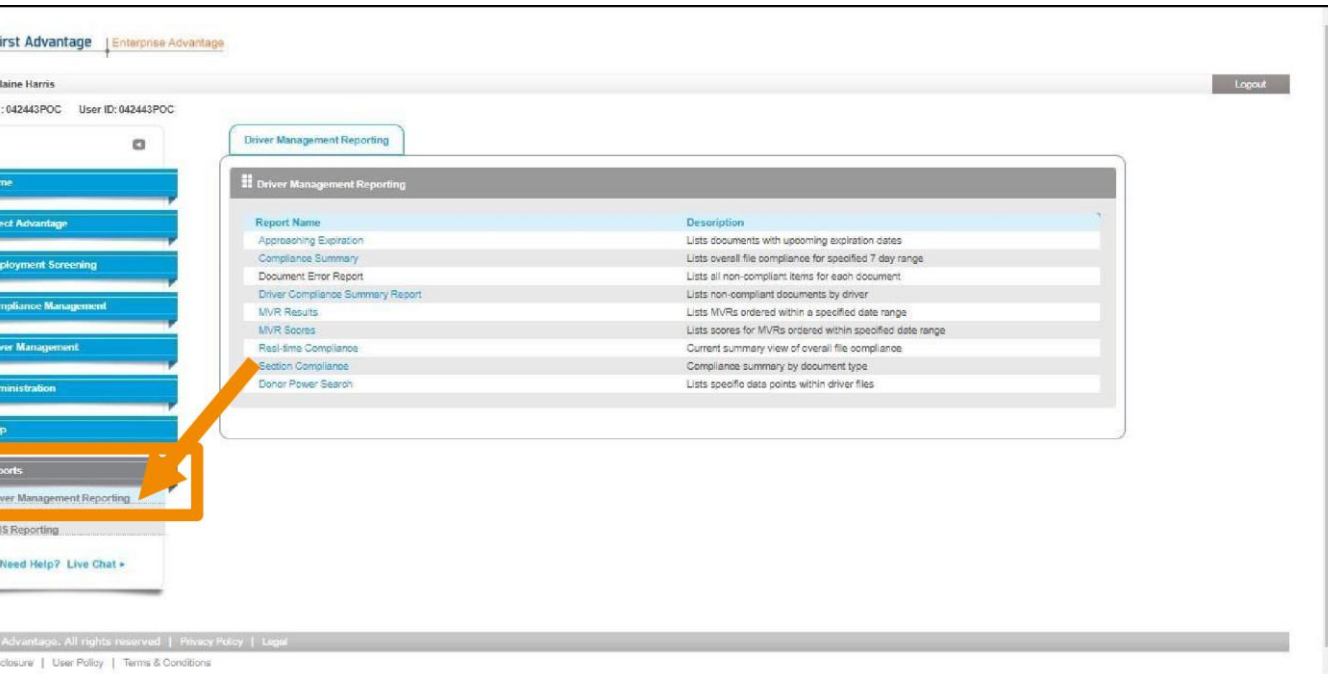
☰
Uploaded Document History

Program	File Name	Expected Time	File Type	Category	File Size	Status	Uploaded At	Uploaded By
FedEx Ground	0SAMPLERO ADTEST.pdf	08/08/2019 12:16 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:15	libby.test
FedEx Ground	932137_841_06694c931e53e24e3f5cd0ba1e8b280bb.pdf	08/02/2019 12:14 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:14	libby.test
FedEx Ground	0SAMPLERO ADTEST.pdf	05/23/2019 10:10 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 11:10	libby.test
FedEx Ground	0SAMPLERO ADTEST.pdf	05/23/2019 08:34 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 08:34	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.



The screenshot shows the First Advantage user interface. On the left is a navigation menu with various options. The 'Reports' section is expanded, and 'Driver Management Reporting' is highlighted with an orange arrow. The main content area displays a 'Driver Management Reporting' panel with a table of report options:

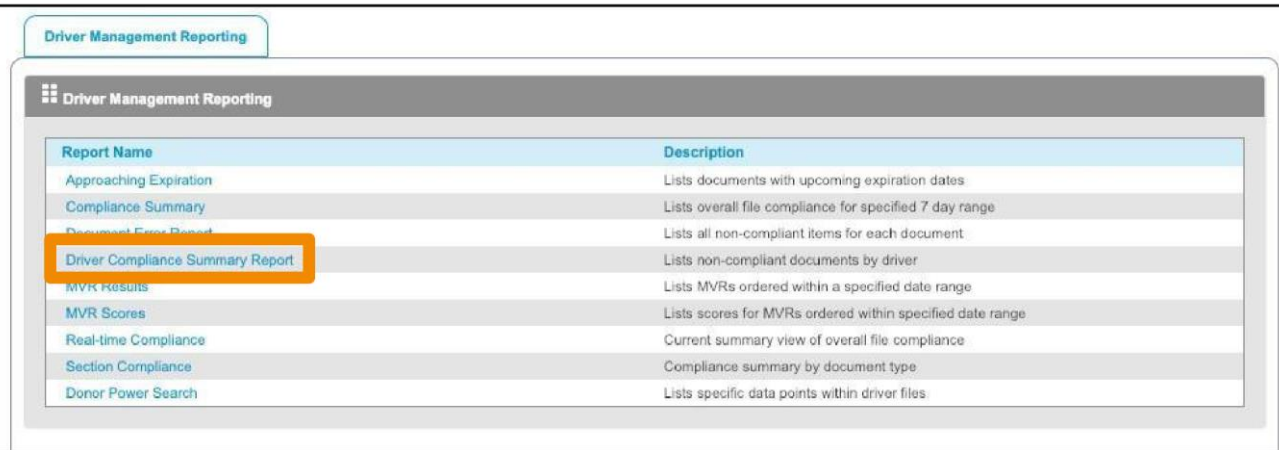
Report Name	Description
Approaching Expiration	Lists documents with upcoming expiration dates
Compliance Summary	Lists overall file compliance for specified 7 day range
Document Error Report	Lists all non-compliant items for each document
Driver Compliance Summary Report	Lists non-compliant documents 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

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 FADV Customer Support team.

## DRIVER MANAGEMENT STANDARD REPORTS

To pull any of the reports:

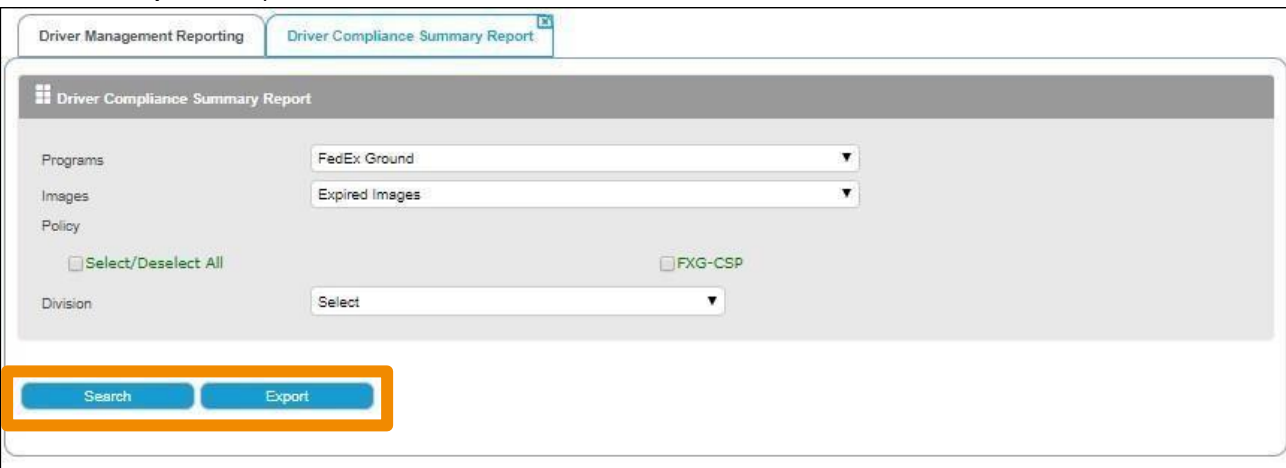
1. Click any of the blue hyperlinked report names.



Driver Management Reporting

Report Name	Description
<a href="#">Approaching Expiration</a>	Lists documents with upcoming expiration dates
<a href="#">Compliance Summary</a>	Lists overall file compliance for specified 7 day range
<a href="#">Document Error Report</a>	Lists all non-compliant items for each document
<a href="#">Driver Compliance Summary Report</a>	Lists non-compliant documents by driver
<a href="#">MVR Results</a>	Lists MVRs ordered within a specified date range
<a href="#">MVR Scores</a>	Lists scores for MVRs ordered within specified date range
<a href="#">Real-time Compliance</a>	Current summary view of overall file compliance
<a href="#">Section Compliance</a>	Compliance summary by document type
<a href="#">Donor Power Search</a>	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: FedEx Ground

Images: Expired Images

Policy:  Select/Deselect All  FXG-CSP

Division: Select

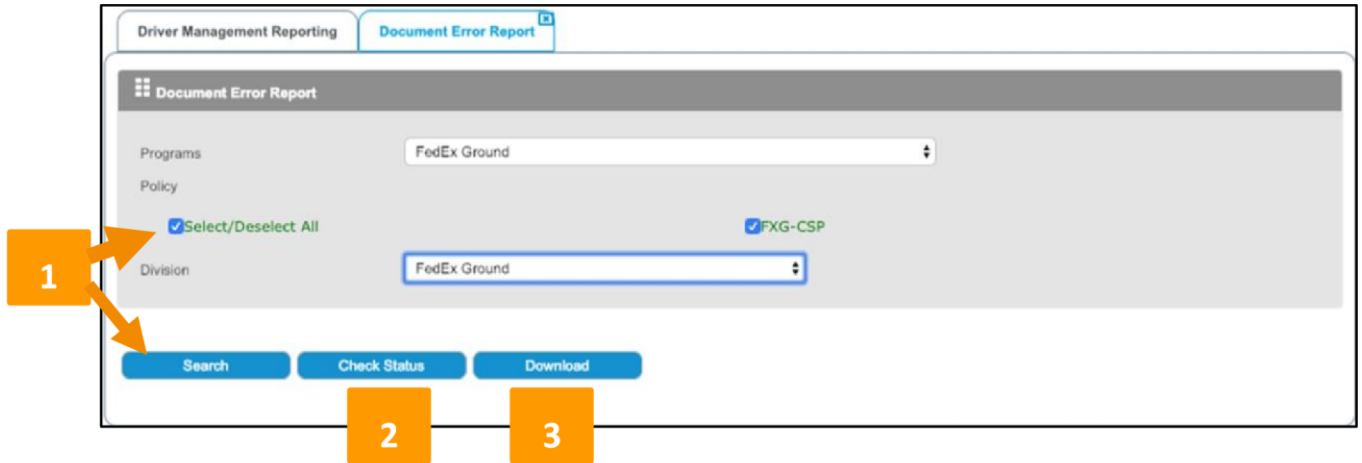
[Search](#) [Export](#)

## DOCUMENT ERRORS REPORT

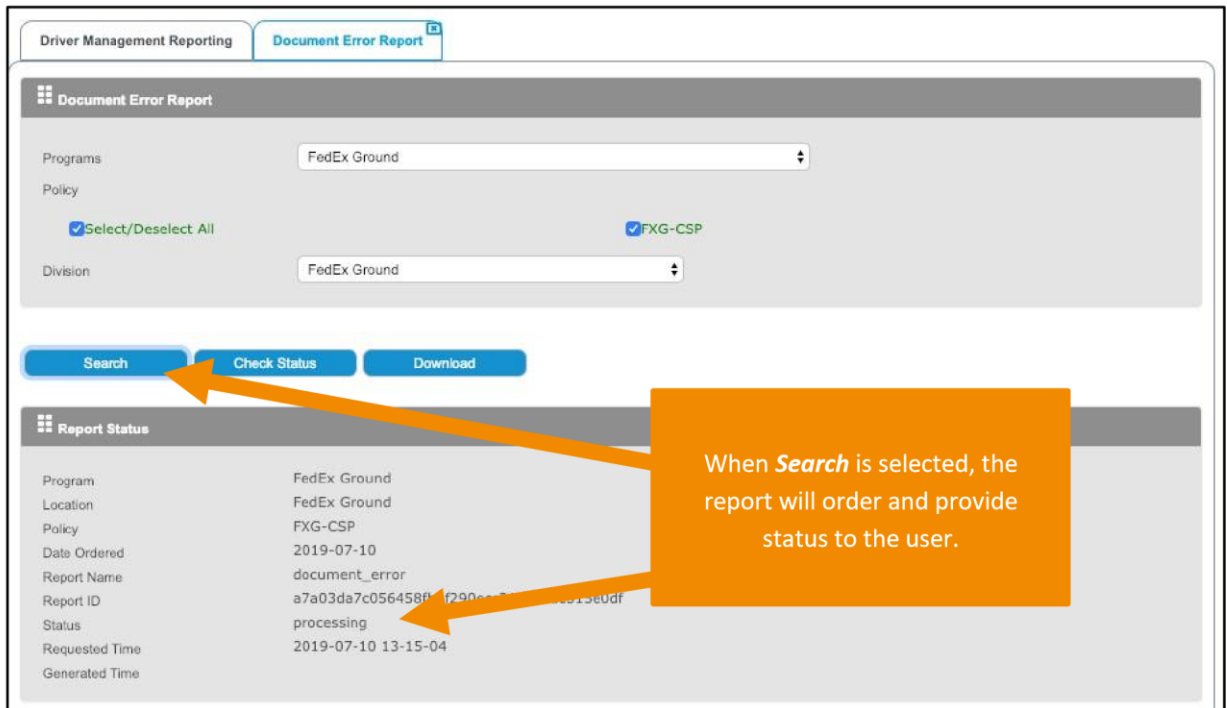
The Document Errors Report captures Program, Policies and Division ordering parameters.

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.



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



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

55 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. User 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 to FADV. 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	EmployeeId	Location	CompanyId	Policy	Expires_At	Today	Document	Title	ExpirationDa	FormRequire	Status	JournalNotes				
2	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	is Examiners location add	is 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 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 Applicat	3 yrs of traffic convictions, 3 yrs of traff 3 yrs of traffic convictions/forfeitures Incomplete								
5	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG COV	is the License portion com is the License Number incomplete/Missing								
6	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	is the date of exam compl is the date o Date on Certificate missing/incomplete								
7	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	is the document legible ? is the docum Document is not legible								
8	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG DHI	is position driver/DOT que is position dr Not Driving position or responsibilities								
9	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Applicat	is 3 years accident history is 3 years aci 3 yrs of accident history incomplete								
10	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Are all parts of test compl Are all parts Missing Answer(s) - PD section 3 OR Linehaul sections 4-9								
11	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	is top bubble selected 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 Applicat	is previous employer addr is previous e Employers Address incomplete/Missing								
14	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	is examiners employers ns 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 i if unverified Not all employers in 3 years have had attempts made								
20	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Applicat	if Yes, is full statement pr if Yes, is full Statement not provided								
21	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MVR	is the Drivers License valic is the Drivers Drivers license not valid								
22	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	is the drivers signature of is the drivers Not Signed by Driver								
23	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	is Time of exam driver chof Time of exam Equipment Time not selected								



4. **Driver Compliance Summary Report** – Lists non-compliant documents by driver. Shows document status per candidate.

Current documentation for expired or missing documents should be sent to FADV.

	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	Under Review	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

Document Status Definition
Compliant ( <i>Pass</i> )
Non-Compliant ( <i>Error Description</i> )
Expired Document ( <i>DHI/MVR &amp; PA DOT Application ONLY</i> )
Under Review ( <i>DHI/MVR &amp; PA DOT Application ONLY</i> )
Reviewed by FADV Operations ( <i>DHI/MVR DOT Application ONLY</i> )

\*Refer to [page 48](#) for additional detail on status.

Document Code	FXG Document Name
APPLICATION	CMV Driver's Application
MVR	CMV Motor Vehicle Report
ROAD TEST	Record of road test
DHI	Federal Express Corporation Driver History Verification
MEC	Medical Certificate Card
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 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	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.

	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)**

After the candidate's qualifications are verified and the candidate is active in CDAS, the candidate must review and acknowledge the Safety Information Guide via the candidate's MyGroundBizAccount (MGBA).

The MGBA account creation and the SIG email will take several hours during business hours from the time the candidate becomes active in CDAS. If the driver receives error code 110 this means that the profile has not been created.

The driver will receive an email when the profile has been created and can login to MGBA to sign the SIG. Until the driver gets the email, the file is not ready.

**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 (**Federal Express Corporation**), 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 EVerify has been completed. If the service provider is unable to enter the e-verify case number, the everify document may be presented to station staff to enter the information in CDAS.

Federal Express Corporation 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 Federal Express Corporation 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 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