

# 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.
- 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.

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### 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 <u>https://enterprise.fadv.com/</u> 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.

icome :count # : 042443POC User ID: 04	12443POC		
C Home	New Sub	ject	
	Email Information		0 0
Profile Advantage     New Subject     Search Subject	First name (given name) * Last name (family name) * Email Address *		
Employment Screening	Subject Type *	Select Subject Type	
Compliance Management	Language	CC: Recruiter on Invitation Email CC: Recruiter	on Reminder Email
Administration	. Order Information		
• Help	Customer Defined Field 1		00
Reports	Customer Defined Field 2		
Need Help? Live Chat >	# Position Location		0
A CONTRACT CONTRACTOR	Country	*	

- 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*.

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			Back to To
Email Information			0
First name (given name) * Last name (family name) * Email Address *		2	
Phone Number	Country Code	Area Code/Phone Number	
* Note - By inserting a mobile/cel consent from the individual cor First Advantage to facilitate the date/time information upon req	Il number in this field, Client is nsumer who is the subject of th background screening proces uest from First Advantage.	hereby attesting that it has obtained written ne report to receive SMS/Text message comm s. Client shall produce evidence of written o	opt-in approval and nunications from pt-in consents with
Language	CC: Recruiter on Invita	tion Email CC: Recruiter on Reminder En	nail

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.

II Order Information		0 0
	Select	• • • • • • • • • • • • • • • • • • • •
FedEx ID		
# Position/Hire Location		0
Country		/ · · ·
City/Municipality		
State/Region		•

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

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

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

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



Select From Drop Down			٥
Company ID *	Select One	~	
Facility ID *	Select One	~	
Position Type *	Select One	~	
Driver Type	Select One	~	
Person Request ID			
		4	
		li.	

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#### 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*.

â	0	Search Subject		Impo Candidate	rtant Note: Enter the 's Name, Email Address
Home     Sirst Advantage   pow	ngrise Advantage	Search	Subject	or copy and the emain	nd paste the Profile ID in ail you received in the
Component and the		II Search Criteria		appro	opriate search fields.
New Subject Search Subject		First Name Last Name			
Employment Screening		Email Address Government ID	 	SSN	•
Compliance Management		Profile ID Order ID			
Administration		Additional Search Criteria	1		n 0
C Help		From	05/Feb/2018	DD/MMM/YYYY)	
Reports		Select Recruiter			
Need Help?	Live Chat >	Subject Type Profile Status	All-Except Deleted	•	
-		Limit To Order Status	<ul> <li>Batch</li> <li>F</li> <li>Not Ordered</li> <li>I</li> </ul>	lescreen n Progress 📄 Completed	
			-1	•	
ortant Note: 0	Change the	date range			
be sure you	are searchin	g for the ect From	Drop Down		0
ne frame the o	candidate pr	ofile was	-		
C	reated.		-		
		Driver Type	(F		
		-			
		(			
			Search	Reset	

#### 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.

			.1.				
10	5	Search Results					
Page 1	✔ of	1				Actions	; Select ~
BAII		Subject	Recruiter	▼Initiated	UPDATED	Profile Status	Order Status
		test, test gap d	TEST USER	18/Oct/2021	18/Oct/2021	Pending For Review	Not Ordered
		test, Test gap b	TEST USER	18/Oct/2021	20/Oct/2021	Completed	Needs further review**
		test, test gap a	TEST USER	18/Oct/2021	18/Oct/2021	Pending For Review	Not Ordered
		Digitalbcdl, Test	TEST USER	04/Oct/2021	04/Oct/2021	Completed	Case Canceled
		Digtialanon, Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered
		Dnondot, Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered
		CNondriver Test	TEST USER	04/Oct/2021	04/Oct/2021	Pending For Review	Not Ordered

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

Profile Profile	ID: RTSHMEA427 Status: Completed					
				Actions	Select Action	~
Subject Detail	S			0 II Doc	ument Status	0
Profile Owner		Natalie Johnston		Conse	ent	Accepted
Client ID		042443POC		Consumer Report		Requested
Initiated Date		19/Apr/2022				
Updated Date		19/Apr/2022				
Reminder Sent						
Link Expires		29/Apr/2022				
Subject Histor	/					0
Profile ID	Profile Owner	Date	Profile Status	Order State	us Copied fro	om ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Pending For Review	Not Ordered	d	

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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 "United States"? If not, you will need to send the candidate a brand new invitation
>	Is the candidate's <b>name</b> entered correctly?
<ul> <li>✓</li> </ul>	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 driving duties?
<b>~</b>	Is the <b>profile</b> complete?

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

Profile	Status: Completed			Actions	✓ Select Action
Subject Details	í.			0 II Doc	Email Subject View/Edit Details
Profile Owner		Natalie Johnston		Cons	View Profile
Client ID		042443POC 19/Apr/2022 19/Apr/2022		Cons	Download Profile
Initiated Date					Unlock Subject
Updated Date					Resend Consent & FCRA Form
Reminder Sent					Resend Completed Profile
Link Expires		29/Apr/2022			
Subject History	8				0 🛛
Profile ID	Profile Owner	Date	Profile Status	Order Stat	tus Copied from ID
RTSHMEA427	Natalie Johnston	19/Apr/2022	Pending For Review	Not Ordere	ed

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

#### Consent Accepted – Country Selected

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

7	Consent Form						
I have read and accept the t	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.

4. 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.

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Driver's License						
Do you currently hold a va	alid 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 - E	Employment	
Employment Type	Current Employer	Permission to Contact	Yes
Employer	Job		
Address 1	123 Test	Job Type	
Address 2			
City	Charlotte	Position Held	worker
Country	UNITED STATES	Department	
Region	North Carolina	Starting Pay	
ZIP Code/Postal Code	28277	Pay Type	
Phone		Current Pay	
From	03/2008	Pay Type	
Current Through Today	Yes	Salary Currency	
То		Contact	Mr. Smith
		Contact Title	boss
		Contact Phone	(336)473-4523
Duties	running around and doing stuff		
Reason for Leaving	still working		
Were you subject to the F	MCSRs while employed?		Yes
Was your job designated a alcohol test requirements	as a safety sensitive function in any DOT-Regulat of 49 CFR Part 40?	ted mode subject to the drug and	Yes
Did this experience includ	e driving under FedEx Ground's Operating Author	rity?	Yes
Did this position include driving duties?	Yes	-Anna	



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#### MODULE 2 – PROFILE SELECTIONS

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

Profile Profile Profile	ID, Natalie ID: RTSHMEA427 Status: Pending F	7 For Review					
Subject Detail	5			0	Actions	✓ Select Action Email Subject View/Edit Details	
Profile Owner		Natalie Johnston			Cons	View Profile	
Client ID		042443POC			Cons	Resend Consent & FCI	RA For
Initiated Date		19/Apr/2022				Review & Place Order	_
Updated Date		19/Apr/2022					
Reminder Sent							
Link Expires		29/Apr/2022					
Subject Histor	1					0 (	9
Profile ID	Profile Owner	Date	Profile Status	0	rder Status	s Copied from ID	
DTOUMEA407	Natalie Johnston	19/Apr/2022	Pending For Review	No	ot Ordered		

You will receive a confirmation pop up, click ok.

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

👖 Subject History	1				0 🖸
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.* 

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#### 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 CorpirationPROFILE SELECTIONS CHART

Federal Express Corporation Service Provider Personnel Qualification Verification with First Advantage

Profile Advantage Invitation: Select an accurate combination

**<u>SUBJECT TYPE</u>** must correlate with the package being ordered. This indicates the type of profile (application) the candidate will receive.

**<u>PACKAGE and POSITION TYPE SELECTIONS</u>**: Package and Position Type MUST match. This indicates the background screens to process.

Subject Type:	You must select:		
Pre Qual <b>Non</b> -Driver	C – <b>Non</b> -Driver Package		
Pre Qual Driver	A – P&D Non-CDL Driver OR D – Non-DOT Driver Less Than 10,001 lbs.	<u>OR</u>	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 MUST Match)	AND	You may select: (Package and Position Type MUST Match)
<b>Company 120</b> – Linehaul (also known as Transportation Service Provider)	Package: B – CDL Driver	AND	Position Type: B – CDL Driver Driver Type (Select One): Q – Qualification Certification E – Entry Level Driver Program

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

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

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

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)



### VIEWING BACKGROUND ORDER DETAILS

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

item.	
-------	--

		Report	5	Report		Date	Lat	Actions Sele	ct
	Government ID	Status		Туре	Requestor	Grdened	Updated	Viewed	
ION	XXX-XX-3333	Order Created		Drug Screen	Elaine Harris	25/Feb/2018			
J .	200X-20X-3333	Needs further rev	view"	Background Screen	ELAINE HARRIS	28/Feb/2018	28/Feb/2018	01/Mar/2018	
								Actions Sele	et
itional Review P	equired								
ntifiable informati	on is customer provided or is mask	ed based on custom configuration	settings.						
Sea	ch Orders Search Results	DOE, JOHN							
		HN*							
	Government II	D: XXX-XX-1111							
0	verall Progress 100%								
	Type Backgroun		ated 28/Feb/2017		lieted 28/Feb/2017	Status: Eligible			
				199%					
	General Information	Additional Information							
	••• Report Progress								
	0%					100% 100	/0		
							Hover	over the Co	om
	Report						Hover	over the Co	on
	Report Report Type: Report Status	Background Screen Eligible		Completed Status Notes	26#eb/2017		Hover Date	over the Co for addition	on al
	Report Report Type: Report Status	Background Screen Eligible		Completed Status Notes	26/Feb/2017		Hover Date f	over the Co for addition	on al
	Report Report Type Report Status Order Details	Bockground Screen Eligible		Completed Status Notes	25/Feb/2017	Order Actions: Select	Hover Date	over the Co for addition	on al
	Report Report Report Report Status      Order Details      Package Account	Backarsund Szenes Eligible A - NON-ODL DRIVER PACKAGE 06243POC		Gorgieted Status Notes:	25/Feb/2017	Order Actions: Select	Hover Date	over the Co for addition	on al
	Report Report Report Report Status	Backarsund Sizmen Eligible A - NOI-ODL DRIVER PACKAGE 062439000 (042443900)	_	Completed Status Notes:	25/Feb/2017	Order Actions: Select	Hover Date	over the Co for addition	al
	Report Report Report Status      Order Details Pakaga Account Reportant Contemport	Batarané Sines Eligible A. NOKOCI, DRVAR PACKAGE DALASPOC (SA24SPOC) NORE		Completed Status Notes:	25/Feb2017 ETA Note	Order Actions: Select	Hover Date	over the Co for addition	on al
	Report Report Sature Circler Details Deshaps Access Reports Customer Defined Plast 1	Batarané Sines Eligible A. NOKOC, DRVAR PACKAGE DANIPOC (SA24SPOC) NORE		Completed Status Notes	25/Feb2017 ETA Note 25/Mar/2018 Searc	Order Actions: Select 5 b in progress.	Hover Date	over the Co for addition	on al
	Report Report Tase Report Sature Circler Defails Package Account Regulator Costorier Defined Pack 1	Batarand Stress Eligible A. NON-COL DRV/RE PICKICE DEX45PCC (042445PCC) NOTIE		Completed Status Notes H Hodory DATE 27/Mer/2018	20/ea/2017 FETA Note 29/Mar/2018 Searc	Order Actions: Select S th in progress.	Hover Date f	over the Co for addition	on al
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VIEWING BACKGROUND ORDER RESULTS

2. Back	ground Report statuses in the Case File:
<u>STATUS</u>	EXPLANATION
Eligible	Order has been received, processed and completed. No information negatively impacting qualification was found.
Needs Further Review	Order has been received, processed and completed; however, additional review is required. This is the normal status for employment verifications for TSP.

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Ineligible	Order has been received, processed and completed. The results indicate the subject may not be qualified per regulatory criteria and contractual terms. Request for Further Review
	*When background reports are obtained from First Advantage, before any adverse determination
	is made regarding an individual's eligibility to provide service according to regulatory
	requirements and the terms of the applicable agreement, the individual receives a notice from
	First Advantage.
	<ul> <li>This notice includes:          <ul> <li>A copy of the report(s)</li></ul></li></ul>
	Advantage if any of the information in the report(s) is inaccurate or incomplete $\circ$
	Information and instructions relating to the option to submit a <i>Request for Review</i> .
	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.
	the candidate did not receive the email, they can retrieve it by going to
	https://secure1.fady.com/. If the candidate cannot locate the email or access the website.
	they should contact First Advantage at <u>FedEx.Support@FADV.com</u> for additional assistance.
	The candidate should complete the Request for Review form and give to their prospective
	employer, the Fedex Service Provider who must review and complete their section of the form
	address found on form. When a candidate's additional information is given to the convice
	address round on form, when a candidate's additional information is given to the service
	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.

Type: Backgro	ound Screen	Created: 28/Feb/2017	Completed: 28/F	eb/2017	Status: Eligible
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3. 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.

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#### VIEWING BACKGROUND COMPONENT DETAILS

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

Previous or current employment will show "yellow" under the column "Consideration" for TSP.

Verify that the "Status" of the employment verifications shows "Complete"

Conserved Matemation      Additional Information		
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#### **REVIEWING THE DETAILS OF THE REPORT**

5. 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.

otor Vehicle Report			Status: Complete Score: Eligible
Order Process History			
Date	Description		
28/Feb/2017 09:43:32 AM	Search In Progress.	Search Status and	0
28/Feb/2017 10:00:19 AM	Record Judged.	score	

#### BACKROUND REPORT SEARCH STATUSES, REMARKS AND ORDER PROCESS HISTORY

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

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

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

Former Employment - ABC Co Date Completed: 02/Feb/2018				Statue: Complete Score: Eligible			
Consideration C Comp Add	ode No Considerations any ASC Co mass 1 Main St Anytown, USA		Line of Business				
Position Employment Dates Location	Verified by Finit A Full time DRIVER 18/Apr/2017 to 09	dvanlage OPERATOR Sep/2017	Provided by Consumer DRVER D5/Apr/2017 to 31/Oct	2012			
Duties Reason Left	DRIVING THROU	GH AND FROM JOB S	OTHER EMPLOYMEN	T			
Questionnaire Client Interview Question Position		Source Response DRIVER OPERATO	(other than fuel from the fue What is the first name and i First Advantage employee	el tank) released? initial of the last nam who verified the info	e of the Sally Sample		
Employment Dates Bources Sources telephone number Source address Did this person drive a vehicle i	es part of their	04/15/2017 DE/OK/2 Joe Boss, General II 5555555555 9 Main St, Anytown, VES	Source Information Date 02/Feb/2018 11:47:00 AM 02/Feb/2018 11:50:00 AM		R	Contact Method(Telephone) (555)555-5555 (555)555-5555	Contact Method(Fax)
Did this person drive a traditir s Did this person drive a traditir s Dates 4 Yest	vith trailer? ( Capture	YES 04/16/2017 0	02/Feb/2018 05:09:00 PM	GENERAL	MANAGER	(555)555-5555	
Ards cother than two from the two tar What is the Trist come and initia First Advantage employee who	N) received y Lot the Task name of the verified the information	Sally Sample	02/01/18: THIS COMPANY DO 02/02/2018: OUR SOURCE H	DES NOT MAINTAIN F AS VERIFIED THE CA	RECORDS ON THE WO	RK NUMBER. ENT. HOWEVER, WE ARE AWAITING	3 A RESPONSE FOR DOT
Source Information Date 02/Feb/2018 11:47:00 AM 02/Feb/2018 11:50 60 AM	Title OPERATOR OPERATOR	Cor (555 (581	02/02/2018: AN ATTEMPT HA OUR HANDLING PER YOUR 1 02/02/2018: OUR SOURCE HA	S BEEN MADE TO CO SPECIFIC STANDARE AS VERIFIED INFORM	ONTACT A QUALIFIED S OPERATING PROCES	SOURCE AND A VERIFICATION WAS DURES. O THEIR COMPANY POLICY, THIS IS	S NOT RECEIVED. WE WILL CONTINUE
C2/Feb/2018 05:09:00 PM	DENERAL MANA	JER	PROVIDED TO FIRST ADVAN	TAGE BY THE EMPL	OYER REGARDING TH	E DEPARTMENT OF TRANSPORTAT	TON QUESTIONS.
12051/16; THIS COMPANY DOES I 1202/2016; DUR SOURCE HAS A 16 ORMATION.	NOT MANY 2 CONSIGN	IS ON THE WORK NU	Date 01/Feb/2018 06:09:56 PM	Des Verit	<b>cription</b> ication Request Rece	ived and/or Ready For Processing	
OUR HANDLING PER YOUR SPEC 8292/2018: OUR SOURCE HAS VI	DIFIC STANDARD OPEN DRIFED INFORMATION	AT ING PROCEDURES	01/Feb/2018 06:09:57 PM	Onlir Pos	ne Search Not Availab sible.	le. First Advantage Is Attempting T	o Contact Source Directly Delay
Order Process History	E DY NE EMPLOYERS	EGARDING THE DEP	02/Feb/2018 11:53:40 AM	Emp	loyment Verification C	complete. D.O.T. Results Pending.	<ul> <li>First Advectors Will Follow Up</li> </ul>
01/Feb/2018 08:09:56 PM 01/Feb/2018 08:09:57 PM	Verification Verification	Request Received an Request Received an	02/Feb/2018 11:53:50 AM	With	Another Attempt.	e Can Again At A Future Dater I In	e - enar Advantage win Ponow Op
01/Feb/2018 06:00:07 PM	Orine Sea Possible	ch Not Available. Fin	02/Feb/2018 05:41:02 PM	Supp	plement Completed.		
02/Feb/2018 11:53:40 AM 02/Feb/2018 11:53:50 AM	Employment Source Reg With Anishe	t Vertication Complete wested That We Call Ap ir Attempt.	pen At A Future Date/Time - First Adv	antage Will Follow Up			
02/Feb/2018 05 11 10 PM 02/Feb/2018 05 41 02 PM	Verited Supplement	Completed.					



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#### 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 Tyype: 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
	DOT Drug Screen results <u>must be</u> negative / pass
Drug Screen	
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)
	Candidate grants consent
FMCSA (Pre-Employment) CDL Clearinghouse	



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	
---	---	--

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: <u>CENTRALquals@fedex.com</u>
- Eastern region: <u>EASTquals@fedex.com</u>
- Gulf region: <u>GULFquals@fedex.com</u>
- Mid-America region: <u>MIDAMERICAquals@fedex.com</u>
- Southern region: <u>SOUTHquals@fedex.com</u>
- Western region: <u>WESTquals@fedex.com</u>

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

VIEWING DRUG SCREEN ORDER DETAILS

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Search Orders Search Results				Vernment ID: XXX-XX-3333					Est. Completion	in: Unknor
Sourch Poculto		_	Overall Progres	ss 0%						
				Type: Drug Screen	Created: 28Feb/2018		Est. Completion: Unknown	Status: (	Order Created	
age 1 V of 1			6 Coursel be							
All Subject	ment ID	Report Status	Contra	Academia mormador						
SAMPLE, SIMON	XXX-XX-3333	Order Created	••• Report Ph	opress.						
SAMPLE, SIMON*	XXX-XX-3333	Needs further review**		0	0	0	0	0		
				Ordered	Collection Site	LAB	FADV	Completed		
age 1 V of 1			Report							
esuits **Additional Review R I fully displayed personally identifiable informati	equired on is customer provided or is masked ba	sed on custom configuration settings.	Report Type: Report Status:	Drug Screen Order Created		Bep State	on ETA: Unknow Ja Notes:			
			Grder Det	alls					Order Actions: Select	,
			Package Account Requestor CSP ID	C - NON-DRIVER PACKAG 042443POC Elaina Harris (042443POC) 1234/6	E	Ords Date Ords	e ID: 1435481 Ordered 25/FebG e Documenta Sv ID	018( <u>more</u> )		
									Summary of C	Sonaumer Right
									Search Type Actions: Select	
			E Al	Consideration Search Type	Completion Date Status		Notos	Wew,Print History		
				Drug Screening	Order Created		Drug screen in process. Awaiting notification of report status.	Vew		

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

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#### VIEWING DRUG SCREEN ORDER RESULTS

#### Drug Screen Statuses

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

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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.

Тур	: Drug Screen	Created: 28/Feb/20	18	Est. Completion: Unknown	Status: Order Created	
General Informatio	n Additional Information					
Report Progress						
	0	0	0	0	0	
	Ordered	Collection Site	LAB	FADV	Completed	
Report						
Report Type: Report Status:	Drug Screen Order Created	Rer	oort Status	Unknown		
Order Details					Order Actions: Select	
Package Account	C - NON-DRIVER PACKAGE 042443POC		Order 8 Date Or	0: 1435481 rdered 28/Feb/2018(mpre	2	

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

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#### **MODULE 5 – MISSING CANDIDATE INFORMATION**

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

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

• Invalid city, state, zip combination

• Missing date of birth

#### MISSING INFORMATION NOTIFICATION

Missing information messages are sent to the candidate through email.

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

#### MISSING INFORMATION PROCESS

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

The candidate can provide the information <u>using the link in the email</u>. 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.

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	Back to To
Thu 12/1/2016 2:44 PM Action Required: Missing Information for Employment Screen: 6827756 To Candidate: TESTTWO TESTTWO Order Number: 6827756	Important Note: The candidate will click on the link in the email to enter directly into First Advantage to provide information.
Your profile link: https://enterprisetest.fadv.com/pub/Vink?key=A12CA4A7-1BF1-4284-BB41-8B5CF27D7376	
Hello,	
First Advantage is conducting an employment screen on behalf of and your immed	liate assistance is needed.
The following information is required and essential to complete your employment screen. If any duplicates are listed, you will o	nly 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.fad	dv.com/pub//link?key=A12CA4A7-1BF1-4284-BB41-8B5CF27D7376
This link expires on Dec 06, 2016 02:43 PM EST	
Sincerely,	
Client Services <u>Clientservices request@fadv.com</u> 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 <u>Clientservices.request@fadv.com</u> or fax the information to the when sending information by fax or email.	number above. Please include your name and order number (CID) in your response and expect a 24 hour delay
** Please do not reply to this email **	
The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of that you have received this document in error and that any review, diasemination, dutribution, or copying of this message is strictly prohibited. If you have	f this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified ave received this communication in error, please notify <u>employment support@findv.com</u> , and delete the original message.



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.

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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.



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ADVANTAGE	L'PROFILE.	72 Versions, Nation Sec. 8	
a waters	i ener		
2. CONTRACTO 0. Approved.		2 (Sec(12) 9 (jested)	
Great, it appears we	Great, it appears we have ever	ything, click Done to continue	
have everything, click Done to continue			

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

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

ERROR	POSSIBLE REASONS
CDL not eligible	The candidate entered incorrect information.
	<ul> <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	The service provider will work with the collection site to have the drug screen results sent to First Advantage.
FedEx ID not appearing on First Advantage order	<ol> <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> </ol>
	<ol> <li>Another service provider has already started processing this candidate.</li> </ol>

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MVR not eligible	The candidate entered an incorrect driver's license number.
	The candidate will need to contact First     Advantage to provide corrected     information and for further instructions.
Person Request was not generated to CDAS	<ol> <li>Another person request is pending for this candidate.</li> </ol>
	2. Package and Position Type do not match
	<ul> <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>
	3. 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).
Social Security Number not eligible	The candidate entered an <b>incorrect</b> social security number.
	Email the CSP Resource Support region     mailbox for instructions.
	<ul> <li>If the SSN was entered correctly, the candidate will need to contact Experian to resolve the issue.</li> </ul>

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Driver Qualification File is Not CompliantVerify that all documents are approved: Driver's Application – Pulled from the candidate's application; has all of the information been entered correctly?Motor Vehicle Report – Pulled from the candidate's application; has all of the information been entered correctly?Record of Road Test – Has all information needed on the document been completed? Has the correct amount of miles and hours been completed?Have the correct amount of miles and hours been completed?Driver Training Certificate – Entry Level Driver Program (ELDP) – Has the training certificate been uploaded for processing?Federral Express Corporation Pre-Employment Verification; has the candidate's application; has the candidate's application; has the candidate's application; has the candidate's application; has the candidate for provided correct contact information for the current and previous employers; have the employers responded with driving experience and history; does the candidate have the correct driving experience for position in which they are being qualified? FedEx Miscellaneous Documents – Waived Medical Certificate Card – Has this been uploaded for processing? Is the medical certificate current and valid?
correct certificate been uploaded for processing ?

#### PHASE 2

### DRIVER QUALIFICATION FILE (DQF)

This section covers managing driver files under Federal Motor Carrier Safety Administration (FMCSA) regulations. 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 Renews		
Document Code			Renewal Period	Added to file by
				FADV
FXG APPLICATION	CMV Driver's Application	No		
FXG MVR	CMV Motor Vehicle Report	Yes	12 months	Added to file by FADV
FXG ROAD TEST				Uploaded by Service Provider
	Record of Road Test	No		
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

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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.

come Elaine Harris					
count # : 042443POC User ID: 042443	3POC				
0	1 Dashboard Vie	w Selections		# Alerts & Notifications	
Hume Direct Advantage Employment Screening Compliance Management	Select All Profile Advants Consent Mana Consent Mana	ge Øven gement Empk Case	pyment Soreening ess Advantage pyse Management Exceptions	Documentation and Resources for Providers: 13/Feb2010 Documentation and Resources for Providers 03/Feb2010 First Advantage Account Change 30/Jan/2019 Candidate Test Data 18/Mar/2018	FedEx Contracted Service
Driver Management	II Profile Advant	age			
<ul> <li>Search Driver</li> </ul>	Account	042443POC			
Access Documentation	Recruiter	(AII)			
Upload Documents     Uploaded Document History		Last 7 Days	•		
+ Administration	Profile Status		Counts	Order Status	Counts
	All		25	Completed	0
2 map	Completed		4	In Progress	4
	Started		13		
Reports	Not Started		8		
NA COMPANY & MANY PROPERTY AND	(Deleted)		C		
	(ararabaa)				

#### 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*.



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

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

Search Driv	rer							
Program Name	•	Location		s	earch Criteria	Sea	rch	
FedEx Groun	d	▼ FedEx 0	iround	•	Select Status	•) [		
ob Status Filter	5						VI2-917 - 10 9	
Select/Dese	elect All	Applicant		Covered	Audit		New File	
Eleave of Ab	sence	LOA Without F	ay 🕑	Ion Driver	Pre Hi	re	Disqual	fied
gradated			for De		000000		Canacata	
Search		Export	Reset					
Driver Resu	itts							
river ID	Name	SSN	Employee ID	Job Statu	s Compliant	Location	Hire Date	Created On
932138	Josh Test	*****4321	20190109	Unknown( 21, 2019)	Feb Orphan	FedEx Ground	Jan 8, 2019	Jan 9, 2019
932137	Brandon Booker	*****8418	8217952	Applicant(l 21, 2019)	Feb Non-Compliant	FedEx Ground	null	Feb 21, 201

#### VIEW DRIVER DETAIL

- 1. Clicking the *Driver ID* provides additional detail on the individual driver.
  - a. **Driver Information** section displays basic information about the driver such as demographics, hire date, birth date, etc.
  - b. **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.

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#### SECTIONS

**Sections** provides a list of individual documents housed in the Driver Qualification File for that driver. This list matches what is required for FMCSA driver qualification. **Sections** also provides the document **Expiration Date** and **Status**.

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Driver Information					
SSN: Employee Id: Name: Policy: Birth Date: Hire Date:		Job Status: Effective Date: Job Title: Location: Created On:	Line	Document	Importa color cod
Sections		¥			Green _
Gategory Section	Status	Expires On No results found.	On Journal Notes		Yellow . Approac
Documents					
NVR	Created	Pages No results found.	onnent Section	*	Keu - E
Journal					
Clasification Priority Journal Entry *		Ctrute 3			

Note:Expiration dates are d.

ot Expired

Expiration Dets ng

ired

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

Driver Driver In	formation Record of Violation		
Info			
me	*****9999 Adam Malloy		
rd of Violation (Hist	ory)		
xam Date Date ed By	00/00/0000 11/08/2018 19778		
n Requirements (Hist	lory)		
tions listed by driver		Pass	
ed and dated by driver ed and dated by review	ier	Pass Pass	

#### DOCUMENTS

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**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.

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#### DOCUMENT STATUS

Terminology of Document Status

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

- b) Non-Compliant information may be missing on a document or need correction(s)
- c) Under Review the document is pending 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*)

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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).

Driver Information					- V
SSN: Employee Id: Name: Policy:		Job Status: Effective Date: Job Title: Job Gideline:		Upload D	ocument
Birth Date: Hire Date:		Location: Created On:			
Sections					
lategory			•		
Section	Status	Expires On No results found.	Updated On	Journal Notes	¢
Documents					
locuments					
10	Created	Pages	Comment	Section	÷
1.0.		No results found.			
WR		No results found.			
IVR Date No results found.	<b>]</b> ¢	No results found.			
VR Date No results found. Journal	_	No results found.			
IVR Date No results found. Journal	]\$	No results found.	•		
AVR Date No results found. Journal lasification tronty purnal Entry *	÷	No results found.	•		
AVR Date No results found. Journal lasification tranty ournal Entry *	]÷	No results found.	Create Journal		

#### 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.

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aded Documer	t History								
									)
loaded Docur	nent History								
rogram	File Name	Expected Time	File Type	Category	File Size	Status	Uploaded At	Uploaded By	
edEx Ground	OSAMPLERO ADTEST.pdf	08/06/2019 12:15 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:15	libby.test	
edEx Ground	932137_641 08994c931e5 3e24e3f3odba 1o8b280bb.pd f	08/02/2019 12:14 EST	application/pdf	FXG Road Test	83138	success	08/02/2019 13:14	libby.test	
edEx Ground	0SAMPLERO ADTEST.pdf	05/23/2019 10:16 EST	application/pdf	FXG Road Test	83138	SUCCESS	05/21/2019 11:16	libby.test	
edEx Ground	DSAMPLERO ADTEST.pdf	05/23/2019 08:34 EST	application/pdf	FXG Road Test	83138	SUCCESS	05/21/2019 09:34	libby.test	

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.

oc	
Driver Management Reporting	
II Driver Management Reporting	
Report Name	Description
Approaching Expiration	Lists documents with uppoming 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 Soores	Lists scores for MVRs ordered within specified date range
Resi-time Compliance	Current summary view of overall file compliance
Eection 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.

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DRIVER MANAGEMENT STANDARD REPORTS

To pull any of the reports:

1. Click any of the blue hyperlinked report names.

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

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

Driver Management Reporting	Driver Compliance Summary Report			
Driver Compliance Summary	Report			
Programs	FedEx Ground			
Images	Expired Images		7	
Policy				
Select/Deselect All		FXG-CSP		
Division	Select	•		
Sparsh	Evport			
	CAPUTY			

#### 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.



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- 2. Click *Check Status* to get the status of the report.
- 3. Click *Download* to download the most recent report ordered.

Programs	FedEx Ground		•
Select/Deselect All		FXG-CSP	
Division	FedEx Ground	\$	

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

Document Error Report		
Programs	FedEx Ground	¢
Policy		
Select/Deselect All		☑FXG-CSP
ivision	FedEx Ground	\$
Search	Check Status Download	
Search Report Status	Check Status Download	When <i>Search</i> is selected, the
Search Report Status	Check Status Download	When <i>Search</i> is selected, the
Search Report Status	Check Status Download FedEx Ground FedEx Ground FXG-CSP	When <i>Search</i> is selected, the report will order and provide
Search Report Status Program Location Policy Date Ordered	Check Status Download FedEx Ground FedEx Ground FXG-CSP 2019-07-10	When <i>Search</i> is selected, the report will order and provide status to the user.
Search Report Status Program .ocation Policy Date Ordered Report Name	Check Status Download FedEx Ground FedEx Ground FXG-CSP 2019-07-10 document_error	When <i>Search</i> is selected, the report will order and provide status to the user.
Search Report Status Program cocation Nolicy Date Ordered Report Name Report Name	Check Status Download FedEx Ground FedEx Ground FXG-CSP 2019-07-10 document_error a7a03da7c05645881 (2900-0000000000000000000000000000000000	When <i>Search</i> is selected, the report will order and provide status to the user.
Search Report Status Program .ocation Policy Date Ordered Report Name Report ID Status	Check Status Download FedEx Ground FedEx Ground FXG-CSP 2019-07-10 document_error a7a03da7c05645889 [290er 50	When <i>Search</i> is selected, the report will order and provide status to the user.

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	Document Error Report	]		
Document Error Report				
Programs	FedEx Ground		*	
Policy				
Select/Deselect All		C	FXG-CSP	
Division	FedEx Ground		*	
Search	Check Status Dow	vnioad		
Report Status			_	
frogram	FedEx Ground			
Policy	FXG-CSP			
Date Ordered	2019-07-10		Check Status will provide	updated status for the
Report Name	document_error		report. Once completed.	the status will reflect
Report ID	a7a03da7c056458fb	2f290ecc3153c4ac515e0df	completed and provide	the generated time
Status	completed		completed and provide	the generated time.
Requested Time	2019-07-10 14:15:0	4		
Report     Drive	Management Reporting	Search Report Status Program Location Policy	Check Status Download FedEx Ground FedEx Ground FXG-CSP	
		Date-Ordered Report Name Report ID Status Requested Time Generated Time	2019-07-10 document_error a7a03da7c056458fb2f290ecc3153c4ac515 completed 2019-07-10 14:15:04 2019-07-10 14:15:26	<b>Download</b> will generate the CSV download of th data requested.

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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.

1	A	B	C	D	E	F	G	н	1	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.

2	A	В	C	D	E	F	G	Н	1	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
З	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 %)		

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	В	с	D	E	F	G	н	1	1	к	L	M	N	0	Р	Q	R	S	т	U	
1 Do	nor	FirstName	LastName	Job	Ssn	EmployeeId	Location	Companyld	Policy	Expires_At	Today	Document	Title	ExpirationD	a FormRequir	e Status	JournalNote	s				
2	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	) ( ###############	FXG Road Te	Is Examin	ers location ad	di Is Examiner	s Examiners	location addres	ss missing				
3	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	cumunununu	FXG DHI	1 in 3 OR	5 in 10 verified	f1 in 3 OR 5	i Experienci	e does not quali	fy for 1 in 3	OR 5 in 10			
4	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		<b>FXG</b> Applicat	3 yrs of tr	affic conviction	s, 3 yrs of traf	f 3 yrs of tra	affic convictions	/forfeitures	Incomplete			
5	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG COV	Is the Lice	nse portion con	n Is the Licens	Drivers Lic	ense Number Ir	complete/N	Aissing			
6	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG MEC	Is the date	of exam com	Is the date of	Date on C	ertificate missin	g/incomplet	te			
7	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG Road Te	Is the doc	ument legible	Is the docum	n Document	is not legible					
8	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG DHI	Is position	driver/DOT qu	e Is position d	r Not Drivin	g position or res	sponsibilities	6			
9	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		<b>FXG</b> Applicat	Is 3 years	accident histor	y Is 3 years ad	a 3 yrs of ac	cident history in	complete				
0	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG Road Te	Are all par	ts of test com	Are all parts	Missing A	nswer(s) - PD se	ection 3 OR I	inehaul sectio	ins 4-9		
11	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG MEC	Is top bub	ble selected in	di Is top bubbl	e Bubbles in	complete/Botto	om bubble s	elected			
12	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	c ####################################	FXG MEC	Is drivers	name printed o	n Is drivers na	r Drivers Na	me Missing					
13	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG Applicat	Is previou	s employer add	r Is previous a	Employers	Address Incom	plete/Missin	ng			
14	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG Road Te	Is examin	ers employers	s Is examiner	s Examiners	employer nam	e missing				
15	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	c uuuuuuuuu	<b>FXG</b> Training	Is there su	ficient info or	Is there suff	Not a Fed	Ex Approved tra	ining school,	/cert			
16	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG COV	Is form sig	ned by driver?	Is form sign	e Not Signe	d by Driver					
17	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG MEC	Is the CDL	section comple	et is the CDL se	e CDL Sectio	on Incomplete					
18	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	cununununu	FXG Road Te	Is road tes	t mileage com	p is road test	r Mileage o	n Certificate inc	omplete				
19	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG DHI	If unverifie	ed and in last 3	If unverified	Not all en	ployers in 3 yea	ars have had	attempts mad	de		
20	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		<b>FXG</b> Applicat	If Yes, is f	ull statement p	r If Yes, is ful	Statemen	t not provided					
21	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00		FXG MVR	Is the Driv	ers License val	ic Is the Driver	Drivers lic	ense not valid					
22	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00	) ( ###########	FXG MEC	Is the driv	ers signature o	f Is the driver	s Not Signe	d by Driver					
2	022120	AMAY	IACKSON		*****4724		EadEy Group	100061	EVG.CSD	0000.00.00		EVG Road Te	Tune of a	uin driven che	Tune of anu	Envirman	t Tune not calar	tad				

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.

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

5 Definition	
liant <u>(Pass)</u>	
Compliant (Error Description)	
ng Document <u>(DHI/MVR &amp; PA DOT</u> a <u>tion ONLY)</u>	
r Review <u>(DHI/MVR &amp; PA DOT</u> ation ONLY)	
wed by FADV Operations <u>(DHI/MVR</u> OT Application ONLY)	
*Refer to page 48 for additional detail on status	s.

Document Code	FXG Document Name
PPLICATION	CMV Driver's Application
/IVR	CMV Motor Vehicle Report
OAD TEST	Record of road test
HI	Federal Express Corporation Driver History Verification
1EC	Medical Certificate Card
RAINING CERTIFICATE	Training School Certificate

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

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						57
/	A	В	С	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.

4	A	В	C	D	E	F	G	Н	I	J	K
1	Location	Hierarchy	Covered	<b>FXG</b> 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	1	3 FXG-CSP
3	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	2	2	2	2	2	2 2	1	2	2 FXG-CSP
4	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	1	1	. 1	. 1					FXG-CSP
5	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	1	. 1	. 1	. 1	1		1	1	1 FXG-CSP
6	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
7	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
8	FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR	2	2	2	2	2	2 2	1	1	2 FXG-CSP
9	Total		9	9	9	9	6	i 6	5	5	8 FXG-CSP
10	Compliance			100%	100%	100%	66.67%	66.67%	55.56%	6 88.899	6

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	н	1	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	777777777777		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.

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### 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 Candidate must acknowledge application by E-Signature electronically affixing e-signatures to the application. Non-Driver Candidate A candidate who will not provide service to FedEx Ground as a driver The service provider will place the order with First Placing the Order 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.



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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