

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

May 2022 – Version 2

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INTRODUCTION

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

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

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.
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 ruled "Ineligible" by any background test, FADV will communicate next steps directly to the candidate. 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.

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.
2. FADV systematically populates the digital DQF with the DOT Profile, the MVR, the CDLIS (for CDL only), the Certificate of Violations, 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 or Under 10,001 lbs. Program.
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

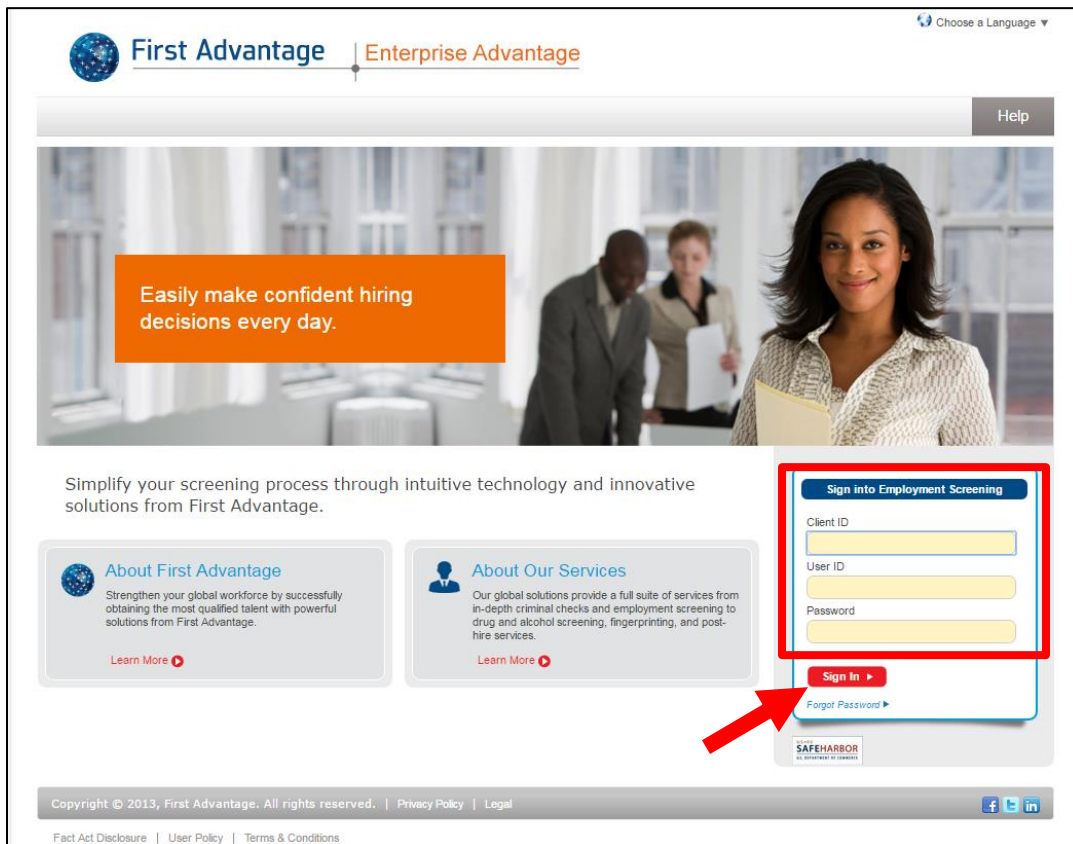
After the service provider pre-qualifies the candidate, the service provider will send the candidate an invitation through the First Advantage platform. This will begin the DOT verification process.

There are two subject types: Drivers and Non-Drivers. When selecting an Invitation for a Driver, two choices are available: P&D Non-CDL Driver or CDL Driver. 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**.



The screenshot shows the login interface for the First Advantage Enterprise Advantage system. At the top, there is a header with the First Advantage logo and the text "Enterprise Advantage". Below the header is a navigation bar with a "Help" button. The main content area features a banner with the text "Easily make confident hiring decisions every day." and a "Sign into Employment Screening" box. This box contains input fields for Client ID, User ID, and Password, a "Sign In" button, and a "Forgot Password" link. A red arrow points to the "Sign In" button. The footer contains copyright information and social media icons.

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).

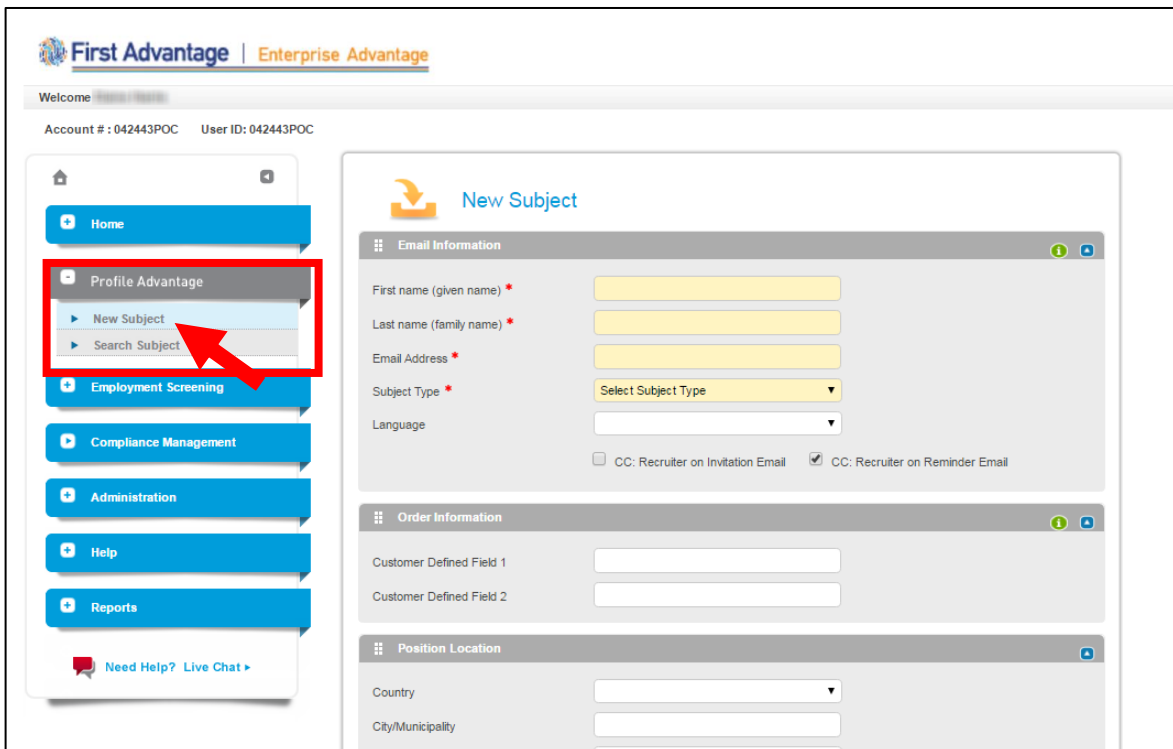
Subject Type: Pre-Qualification – Non Drivers

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

ADDING A NEW CANDIDATE PROFILE IN PROFILE ADVANTAGE

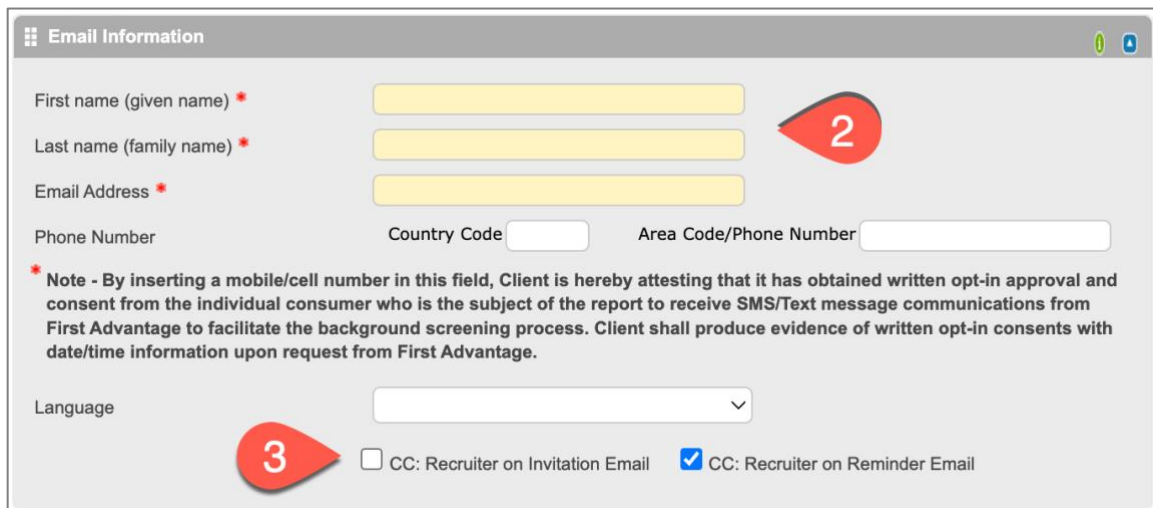
To start the process, you first add a new profile for the candidate.

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



The screenshot displays the First Advantage Enterprise Advantage web interface. On the left is a navigation menu with buttons for Home, Profile Advantage, Employment Screening, Compliance Management, Administration, Help, and Reports. The 'Profile Advantage' button is highlighted with a red box, and a red arrow points to the 'New Subject' sub-option. The main content area shows the 'New Subject' form, which includes sections for Email Information, Order Information, and Position Location. The Email Information section contains fields for First name (given name), Last name (family name), Email Address, Subject Type (a dropdown menu), and Language. There are also checkboxes for 'CC: Recruiter on Invitation Email' and 'CC: Recruiter on Reminder Email'. The Order Information section has two 'Customer Defined Field' input boxes. The Position Location section has dropdown menus for Country and City/Municipality.

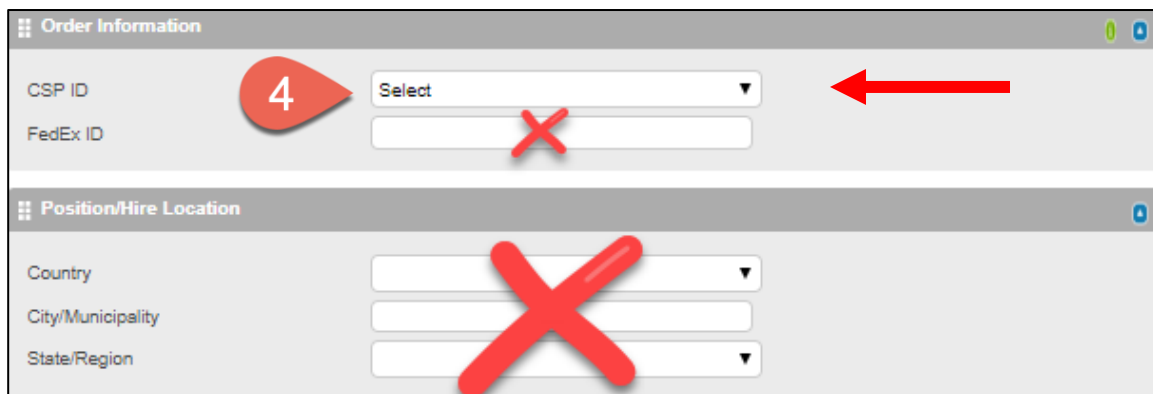
2. In the **Email Information** section enter the candidate's **First Name, Last Name, Email Address**, and select the **Subject Type** from the drop down.
3. The candidate will receive reminder emails if they haven't logged on and completed their online profile. The checkbox to **CC: Recruiter on Reminder 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**.



The screenshot shows the 'Email Information' form with the following fields and annotations:

- First name (given name) ***: Text input field with a yellow highlight and a red callout bubble containing the number '2' pointing to it.
- Last name (family name) ***: Text input field with a yellow highlight and a red callout bubble containing the number '2' pointing to it.
- Email Address ***: Text input field with a yellow highlight.
- Phone Number**: Text input field.
- Country Code**: Text input field.
- Area Code/Phone Number**: Text input field.
- Note**: A paragraph of text explaining the consent for SMS/Text message communications.
- Language**: Dropdown menu with a red callout bubble containing the number '3' pointing to it.
- CC: Recruiter on Invitation Email**: Unchecked checkbox.
- CC: Recruiter on Reminder Email**: Checked checkbox.

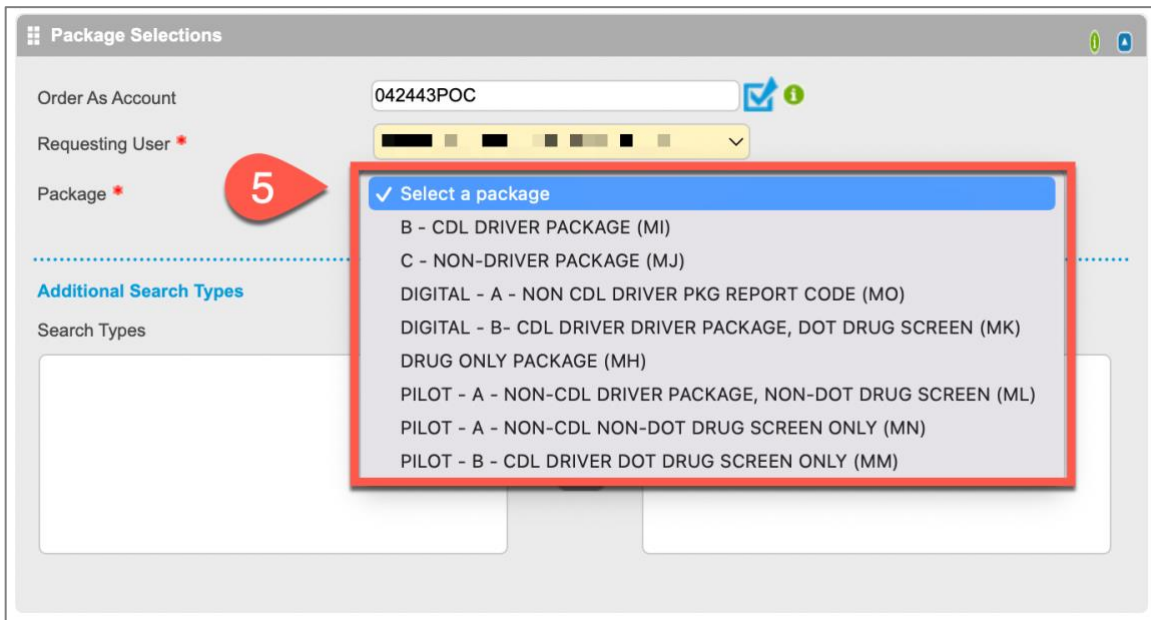
4. Select your **CSP ID** from the drop down in the **Order Information** field. Do not enter a **FedEx ID**. It is not necessary to enter anything in the **Position/Location** section.



The screenshot shows the 'Order Information' and 'Position/Hire Location' sections with the following fields and annotations:

- Order Information**:
 - CSP ID**: Dropdown menu with 'Select' as the current value, a red callout bubble containing the number '4' pointing to it, and a red arrow pointing to the dropdown.
 - FedEx ID**: Text input field with a red 'X' over it.
- Position/Hire Location**:
 - Country**: Dropdown menu with a red 'X' over it.
 - City/Municipality**: Text input field with a red 'X' over it.
 - State/Region**: Dropdown menu with a red 'X' over it.

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




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

Position Type:	A- P&D Non-CDL Driver B- CDL Driver C- Non-Driver
Drive Type: <i>If no selection is made, this will default to "Q – 6 months or more driving experience"</i>	Q – 6 months or more driving experience** E – Entry Level Driver Program U- Under 10,001 lbs. Program** V – Alternative Vehicle Program** **To upgrade an active driver to larger vehicles, refer to MyGroundBiz, Keyword: Graduated Qualifications

**When Driver Type "Q – 6 months or more driving experience" is selected, the candidate will enter the driving history and employment information later in the process. (See [Page 19](#) for additional information.)*

For questions regarding the Position Type or Driver Type, refer to the Profile Selections Chart on [page 19](#).

Select From Drop Down

Company ID * 

Facility ID *

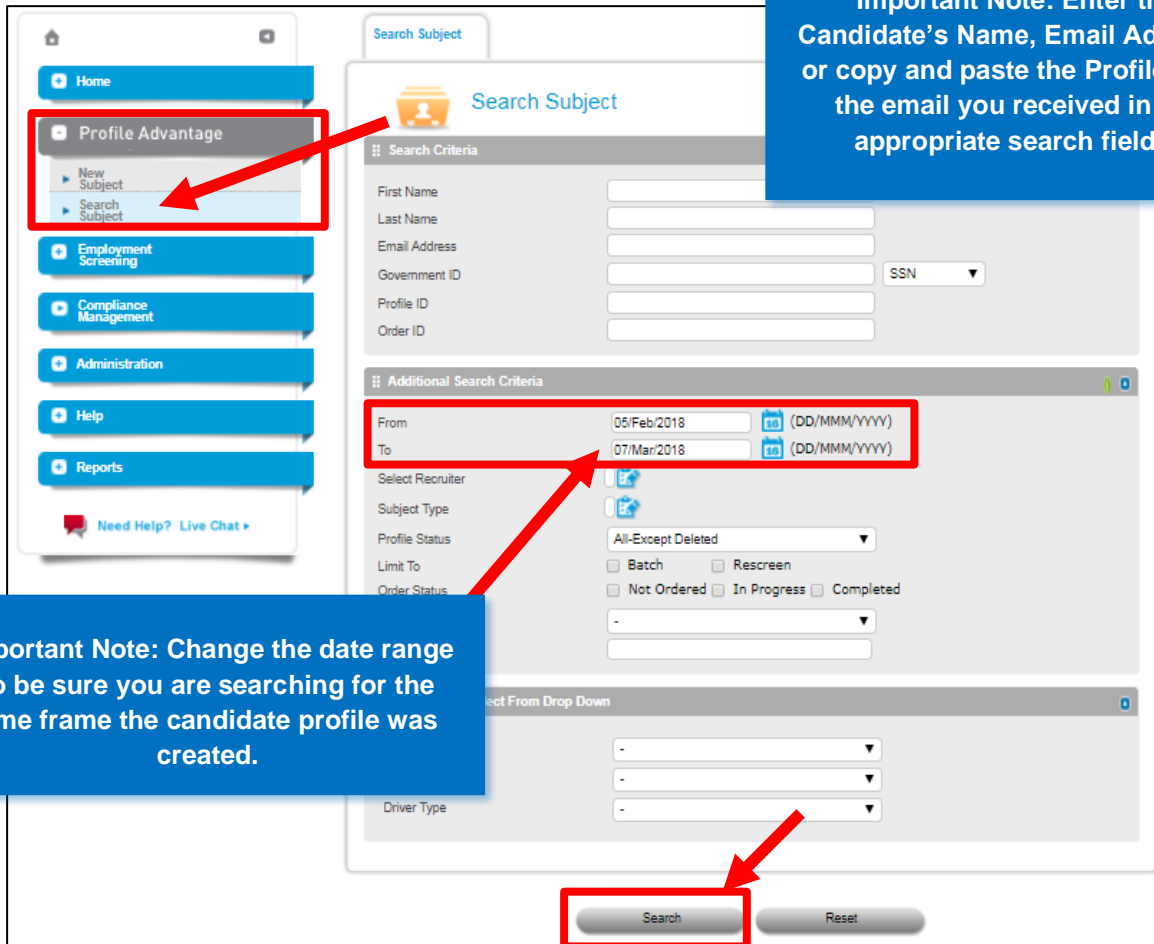
Position Type *

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



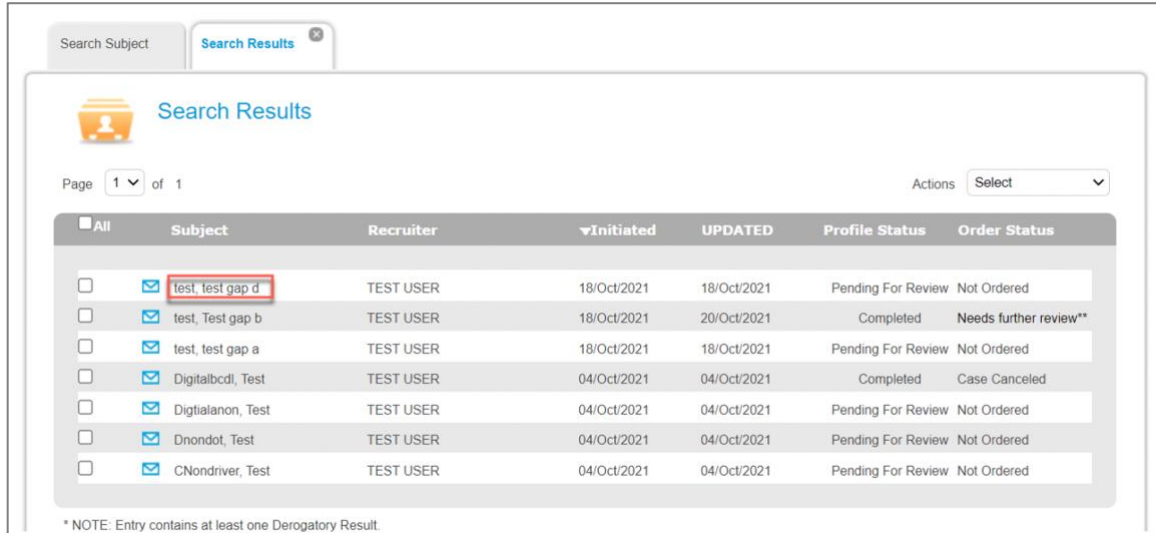
The screenshot shows the 'Search Subject' page in the First Advantage system. The left navigation menu has 'Profile Advantage' highlighted with a red box, and a red arrow points to the 'Search Subject' sub-option. The main content area has several search criteria fields: 'First Name', 'Last Name', 'Email Address', 'Government ID' (with an 'SSN' dropdown), and 'Profile ID'. Below these are 'Additional Search Criteria' including 'From' (05/Feb/2018) and 'To' (07/Mar/2018) date pickers, both highlighted with a red box. Other criteria include 'Select Recruiter', 'Subject Type', 'Profile Status' (set to 'All-Except Deleted'), 'Limit To' (with checkboxes for 'Batch', 'Rescreen', 'Not Ordered', 'In Progress', 'Completed'), and 'Driver Type'. A red box highlights the 'Search' button at the bottom right. Two blue callout boxes provide instructions: one points to the 'Search Subject' menu item, and another points to the date range fields.

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

Important Note: Change the date range to be sure you are searching for the time frame the candidate profile was created.

VIEWING CANDIDATE DETAILS

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



Search Subject Search Results

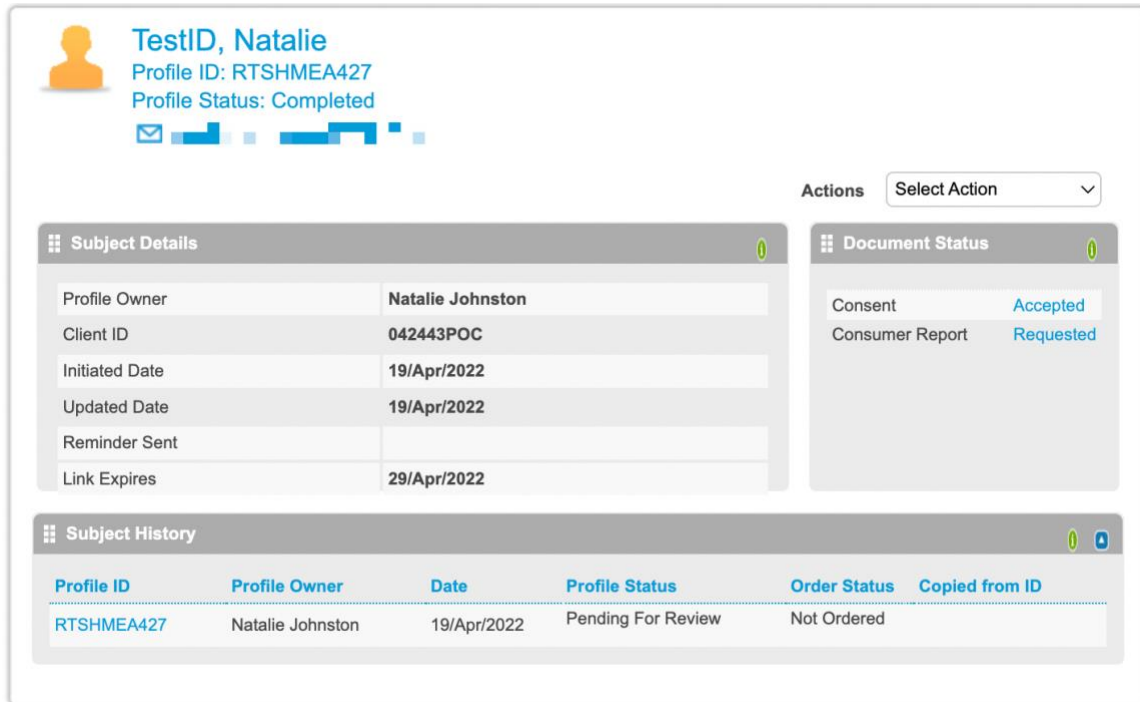
Search Results

Page 1 of 1 Actions Select

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.

- 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	

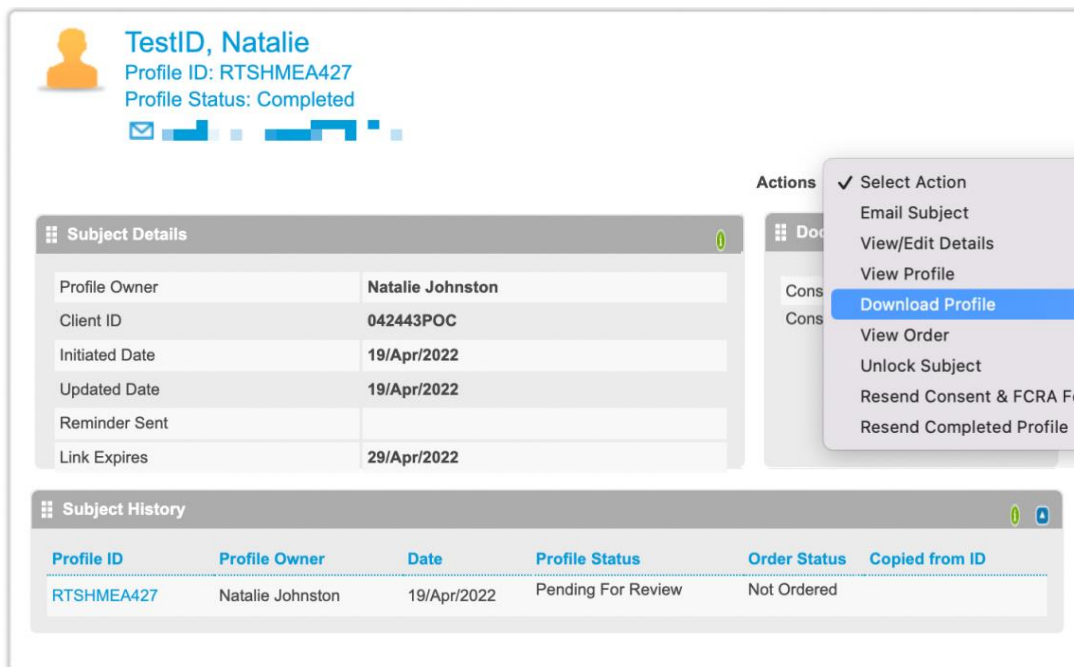
REVIEWING PROFILE

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

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

✓	Has the candidate completed all e-signatures on the application? If not, please send the candidate a new invitation so the e-signatures can be completed then submit the order.
✓	Has the candidate refused consent? If so, please send the candidate a brand new invitation.
✓	Has the candidate selected “ United States ”? If not, you will need to send the candidate a brand new invitation
✓	Is the candidate’s name entered correctly?
✓	Has the candidate entered the correct birthdate in both Personal Details and on the Certificate of Violations (for driver candidates only)?
✓	Has the candidate entered the correct social security number ? Candidate should type in the SSN, do not use “copy & paste”.
✓	Has the candidate entered the correct driver’s license number and expiration date ?
✓	Has the driver candidate listed employment information and selected Present Employment or Former Employment? Did the driver candidate respond to the question regarding driving duties ?
✓	Is the profile 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

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

Consent Accepted – Country Selected

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

Consent Form			
I have read and accept the terms of this online profile			
First Name (Given Name)	Libby		
Last Name (Family Name)	Test	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

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.

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	

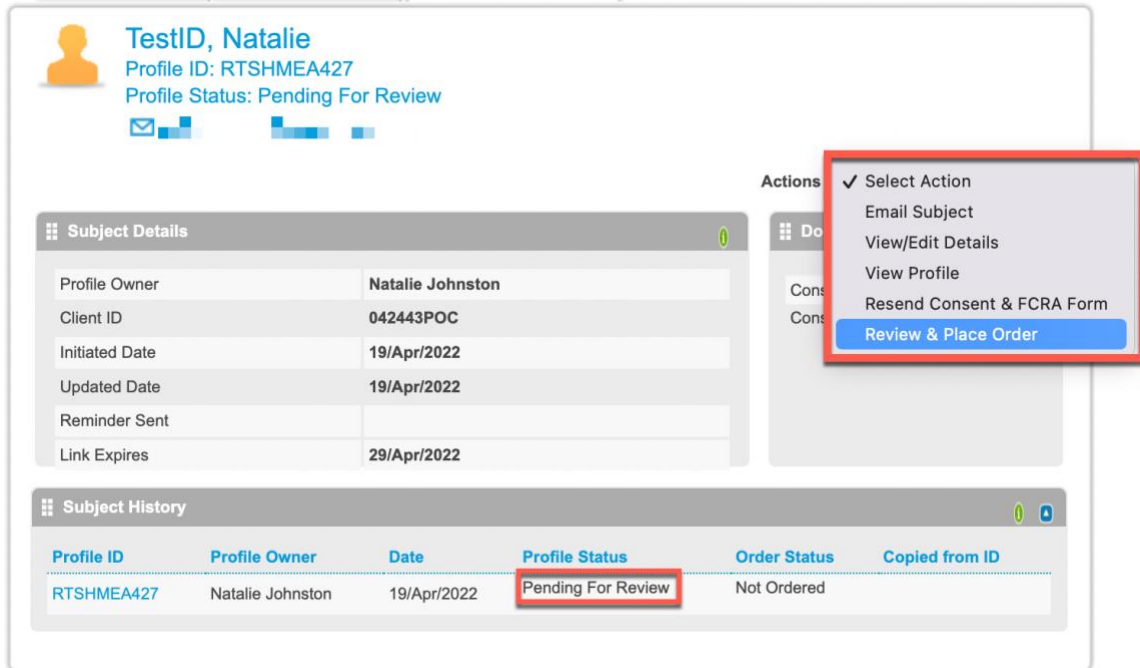
Employment And Driving History Information

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.

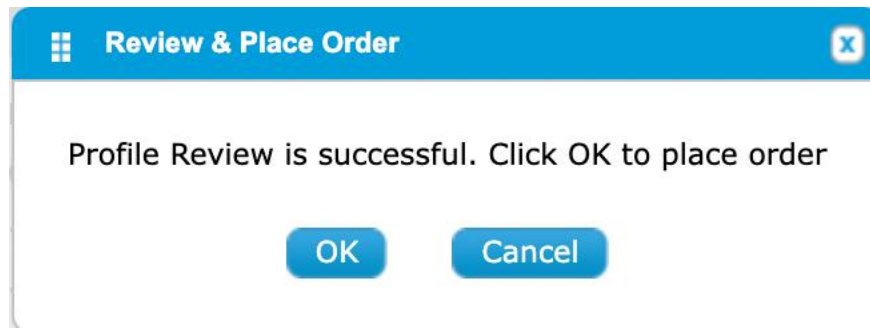


TestID, Natalie
 Profile ID: RTSHMEA427
 Profile Status: Pending For Review

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

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

You will receive a confirmation pop up, click ok.

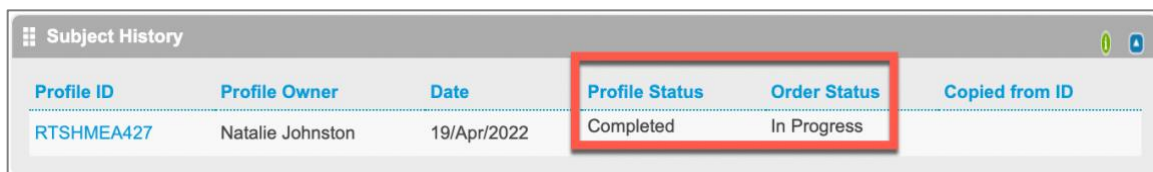


Review & Place Order

Profile Review is successful. Click OK to place order

OK Cancel

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



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

Facility ID

Many service providers have agreements in more than one FedEx Ground 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 FedEx Ground'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.

FEDEX GROUND PROFILE SELECTIONS CHART

FedEx Ground Service Provider Personnel Qualification Verification with First Advantage Profile Advantage Invitation: Select an accurate combination

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

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

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

FACILITY ID: Verify that the correct Facility ID has been selected. The candidate will be setup in this location in FedEx Ground's CDAS system.

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

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

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

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

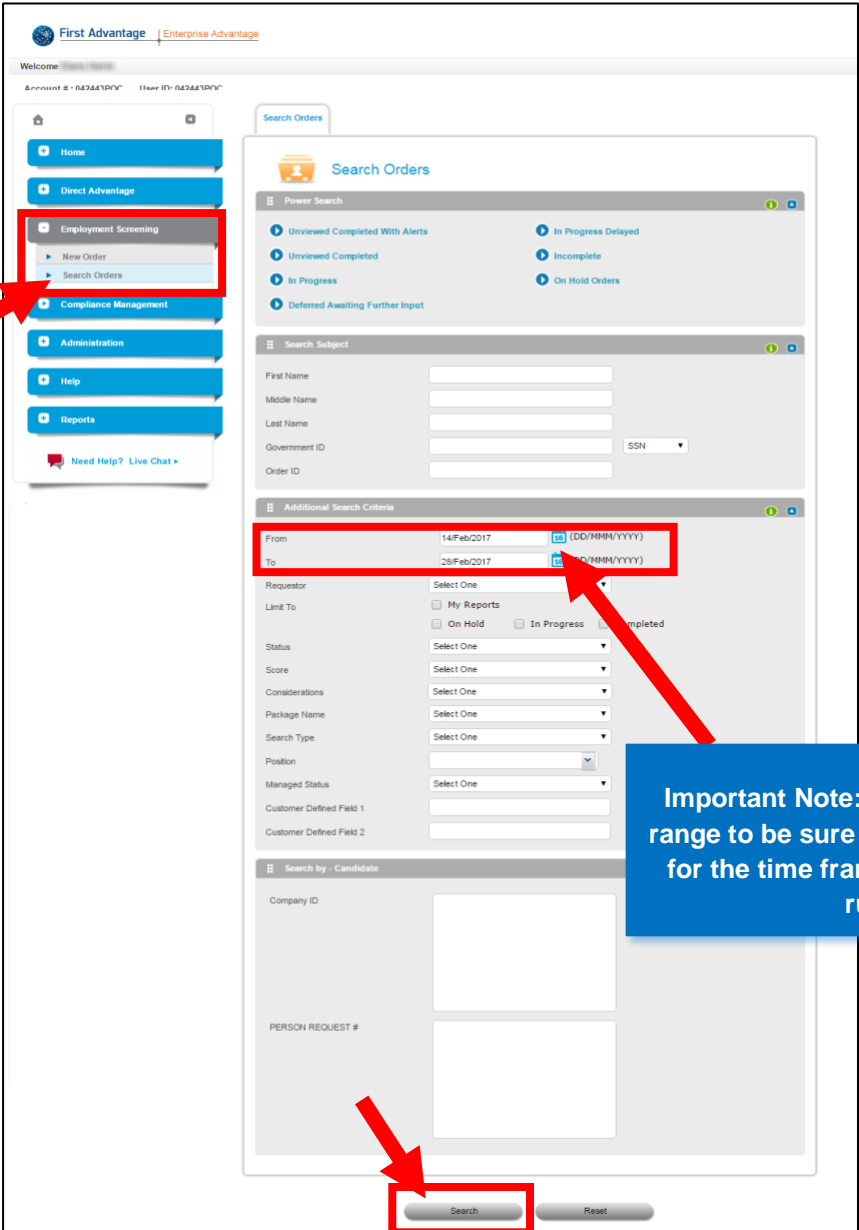
PACKAGE and POSITION TYPE SELECTIONS: Package and Position Type MUST match.

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. A red box highlights the 'Employment Screening' menu item in the left sidebar, with a red arrow pointing to it. Another red box highlights the 'Search Orders' sub-item within the 'Employment Screening' menu. A third red box highlights the date range fields in the 'Additional Search Criteria' section, with a red arrow pointing to the 'To' field. A blue callout box contains the text: "Important Note: Change the date range to be sure you are searching for the time frame the order was run." A fourth red box highlights the 'Search' button at the bottom of the page.

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.

All	Subject	Government ID	Report Status	Report Type	Requestor	Date Ordered	Last Updated	Last Viewed	Status Notes
<input type="checkbox"/>	SAMPLE, SIMON	XXXXXX-3333	Order Created	Drug Screen	Elaine Harris	28/Feb/2018			
<input type="checkbox"/>	SAMPLE, SIMON	XXXXXX-3333	Needs further review**	Background Screen	ELAINE HARRIS	28/Feb/2018	28/Feb/2018	01/Mar/2018	

Page 1 of 1

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

Search 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

Report Progress: 0% to 100%

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

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

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

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

Hover over the Completion Date for additional details.

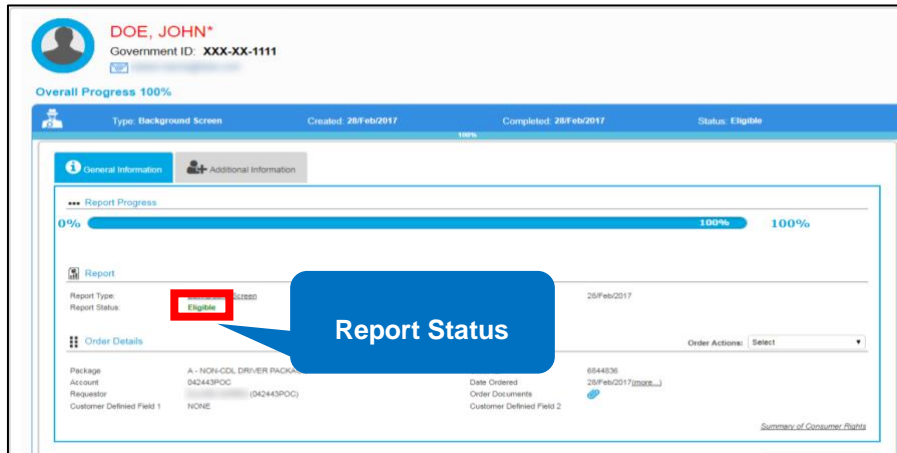
Important Note: The Progress Bar will display the case progress displayed as a percentage. All of the components of your screening are listed in this detail along with the search status, date ordered and completed.

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:

STATUS	EXPLANATION
Eligible	Order has been received, processed and completed. No information negatively impacting qualification was found.
Needs Further Review	Order has been received, processed and completed; however, additional review is required. <i>This is the normal status for employment verifications.</i>
Ineligible	<p>Order has been received, processed and completed. The results indicate the subject may not be qualified per regulatory criteria and contractual terms.</p> <p>Request for Further Review</p> <p>*When background reports are obtained from First Advantage, before any adverse determination is made regarding an individual’s eligibility to provide service according to regulatory requirements and the terms of the applicable agreement, the individual receives a notice from First Advantage.</p> <ul style="list-style-type: none"> • This notice includes: <ul style="list-style-type: none"> ○ A copy of the report(s) ○ Instructions for contacting First Advantage if any of the information in the report(s) is inaccurate or incomplete ○ Information and instructions relating to the option to submit a <u><i>Request for Review</i></u>. • If the candidate believes the results are incorrect, they will need to contact First Advantage to open a dispute. Otherwise, each candidate is given the opportunity to provide further information about the information contained in the background report as well as the opportunity to provide further information about his/her rehabilitation. The information will be sent to the candidate’s email that is on the First Advantage application. If the candidate did not receive the email, they can retrieve it by going to https://secure1.fadv.com/. If the candidate cannot locate the email or access the website, they should contact First Advantage at FedEx.Support@FADV.com for additional assistance. <p>The candidate should complete the Request for Review form and give to their prospective employer, the Fedex Service Provider who must review and complete their section of the form before submitting to FedEx Ground via the Individualized Assessment email address found on form. When a candidate’s additional information is given to the service provider, the service provider may provide this information to FedEx Ground where it will be assessed and taken under consideration prior to FedEx Ground 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>



DOE, JOHN*
 Government ID: XXX-XX-1111
 Overall Progress 100%
 Type: Background Screen Created: 28Feb2017 Completed: 28Feb2017 Status: Eligible

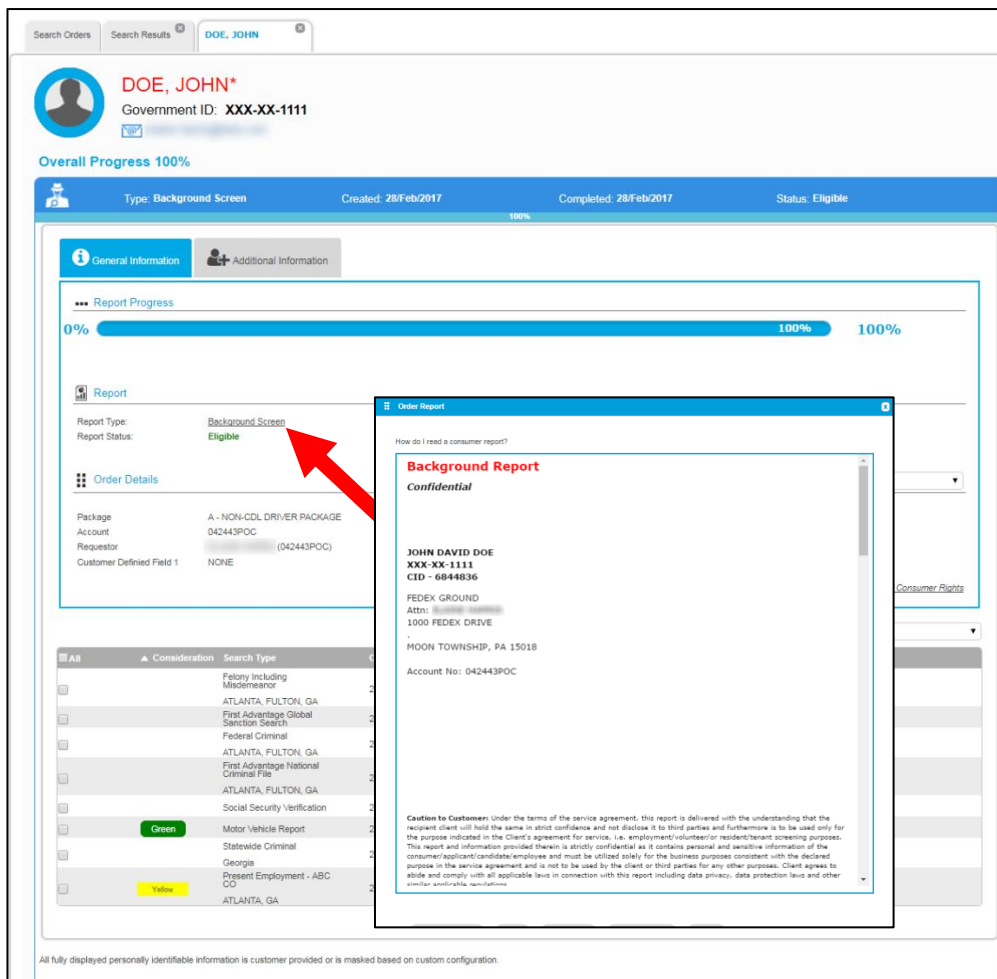
Report Status

Report Type: Background Screen
 Report Status: Eligible

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

Date Ordered: 28Feb2017
 Order Documents: 6844836
 Customer Defined Field 2:

- 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.



Search Orders Search Results **DOE, JOHN**
DOE, JOHN*
 Government ID: XXX-XX-1111
 Overall Progress 100%
 Type: Background Screen Created: 28Feb2017 Completed: 28Feb2017 Status: Eligible

Background Report
 Confidential

JOHN DAVID DOE
XXX-XX-1111
CID - 6844836
 FEDEX GROUND
 Attn: [Redacted]
 1000 FEDEX DRIVE
 MOON TOWNSHIP, PA 15018
 Account No: 042443POC

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

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

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

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”.

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

Report Progress: 0% to 100%

Report Type: Background Screen
Report Status: Eligible

Order Details:

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

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

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.

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

Status: Complete
Score: Eligible

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

Position	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

Client Interview Question

Position: DRIVER OPERATOR
 Employment Dates: 04/18/2017-09/09/2017
 Source: Joe Boss, General Manager
 Source's telephone number: 5555555555
 Source address: 9 Main St, Anytown, USA
 Did this person drive a vehicle as part of their roles/responsibilities? YES
 Did this person drive a tractor with trailer? (Capture Dates if Yes) YES 04/18/2017-09/09/2017
 What best describes any other type of vehicle (other than fuel from the fuel tank) released?
 What is the first name and initial of the last name of the First Advantage employee who verified the information? Sally Sample

Source Information

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 FedEx Ground approved driving school

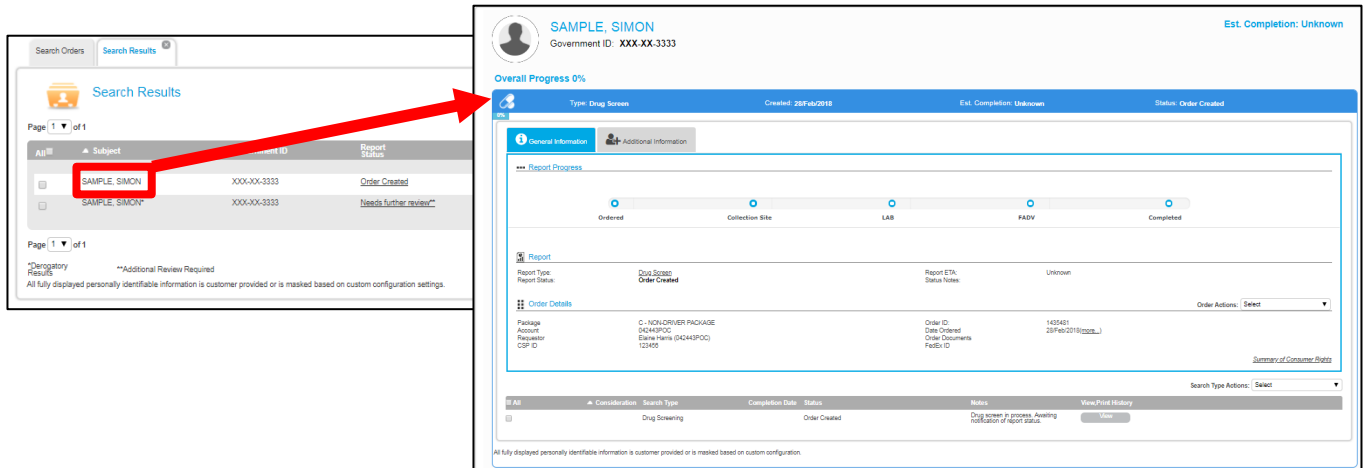
When these components have been completed, email the FedEx Ground Service Provider Resources Support mailbox with the candidate’s name, FedEx ID and First Advantage order number advising that all components to upgrade the P&D driver to be a linehaul driver have been completed so that the upgrade can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

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

MODULE 4 - VIEWING DRUG SCREEN ORDER DETAILS AND ORDER RESULTS

VIEWING DRUG SCREEN ORDER DETAILS

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



The screenshot shows a search results page on the left with a table of drug screen orders. A red arrow points from the name 'SAMPLE, SIMON' in the table to the detailed view of that order on the right. The detailed view shows the candidate's name, government ID, overall progress (0%), and a progress bar with stages: Ordered, Collection Site, LAB, FADV, and Completed. It also displays report information, order details, and a summary of consumer status.

VIEWING DRUG SCREEN ORDER RESULTS

Drug Screen Statuses

STATUS	EXPLANATION
Order Created	This is a placeholder for the drug test results.
Negative	The donor's drug test is verified as Negative.
Negative Dilute	The donor's drug test is verified as Negative. The sample provided by the donor was diluted.
Positive	The donor's drug test is verified as Positive for one or more drugs tested.
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.

MODULE 5 – MISSING CANDIDATE INFORMATION

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

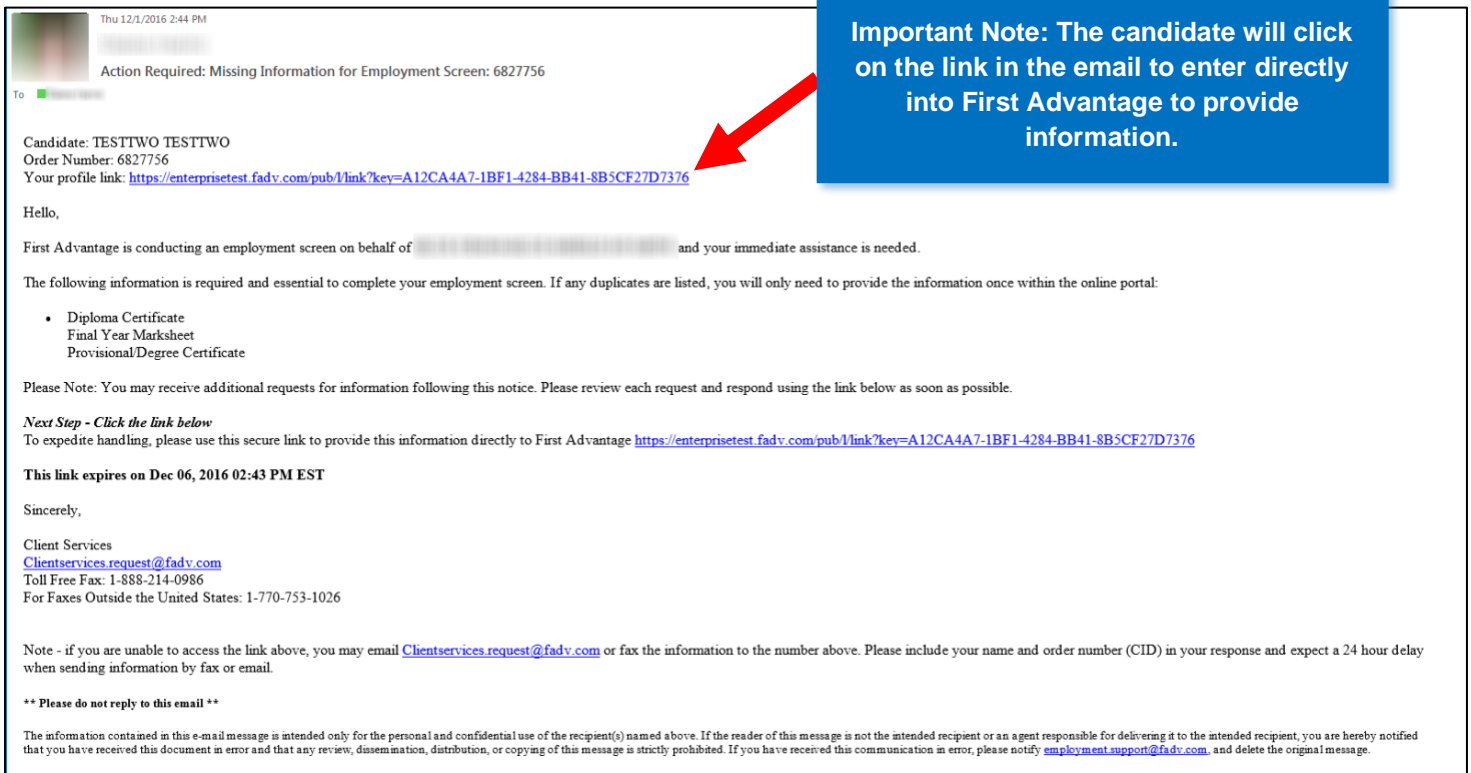
Examples of missing information scenarios include but are not limited to:

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

MISSING INFORMATION NOTIFICATION

Missing information messages are sent to the candidate through email.

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



Thu 12/1/2016 2:44 PM
Action Required: Missing Information for Employment Screen: 6827756

To: [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
Toll Free Fax: 1-888-214-0986
For Faxes Outside the United States: 1-770-753-1026

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

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

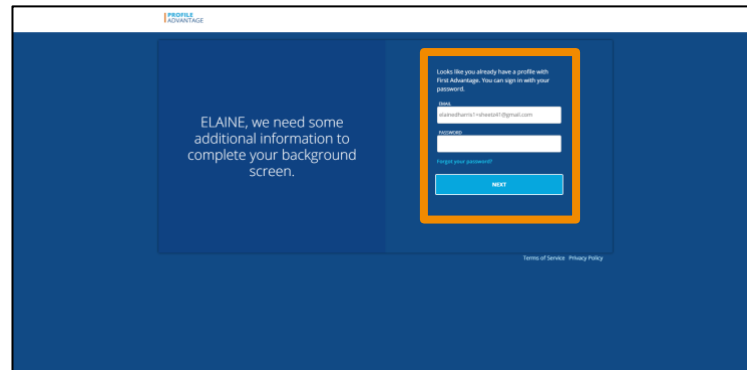
The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have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

MISSING INFORMATION PROCESS

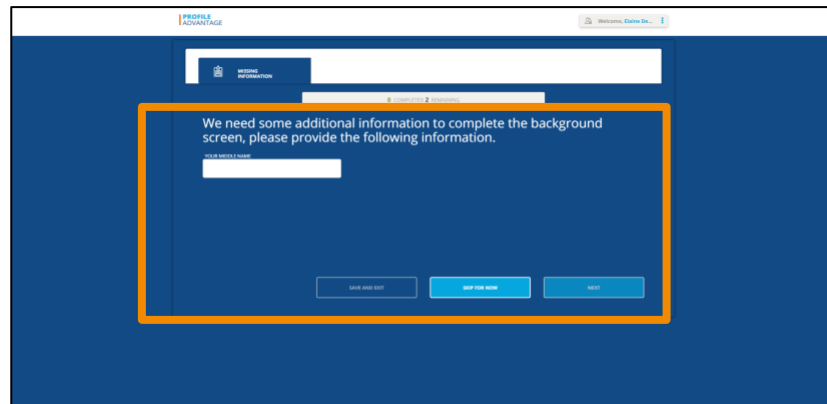
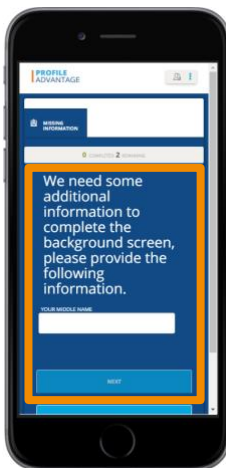
The step by step directions below detail how the candidate will provide the missing information.

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

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

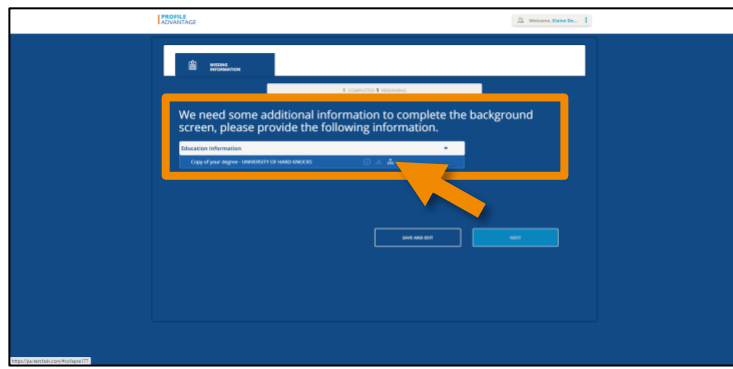


2. The candidate will be asked for the information required. It will differ based on the missing information requirement. In this example a middle name is required.

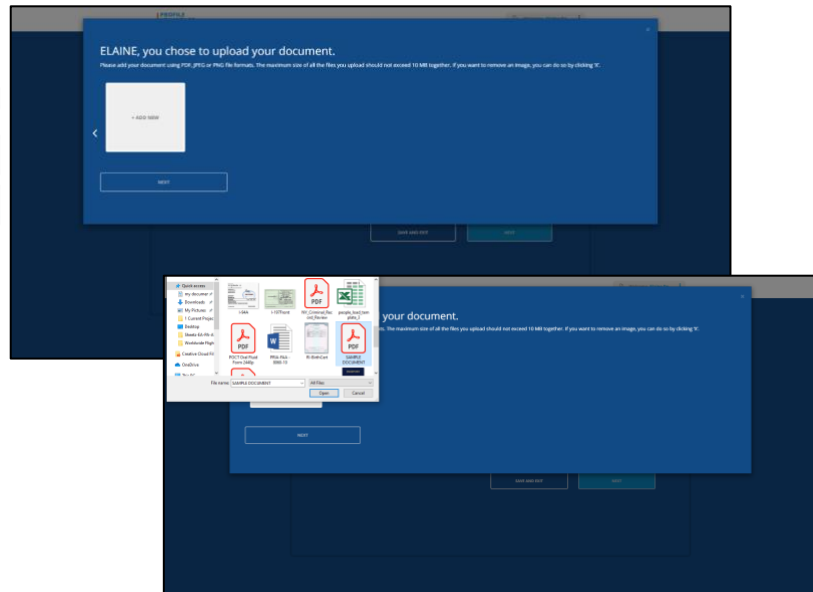


Required Missing Documentation

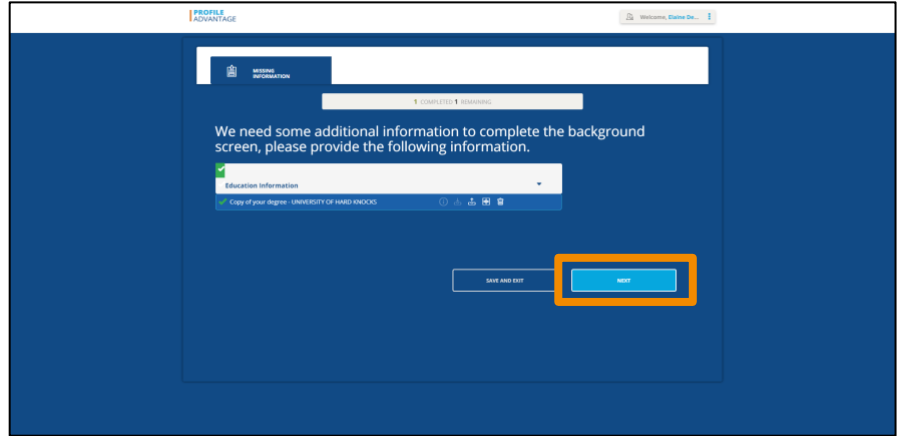
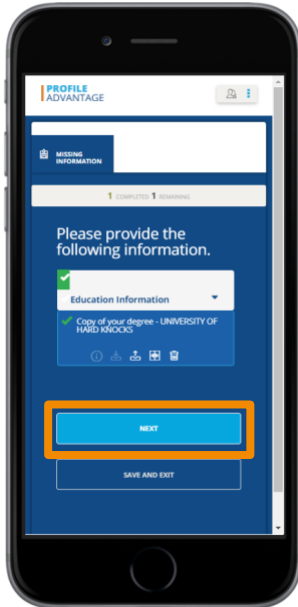
1. There are scenarios where a required document will trigger the missing information process. The document may be a specific form you must complete and upload, or a document that they possess.
 - a. The candidate will click the **Upload icon** to provide the required document.
 - b. If they are using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



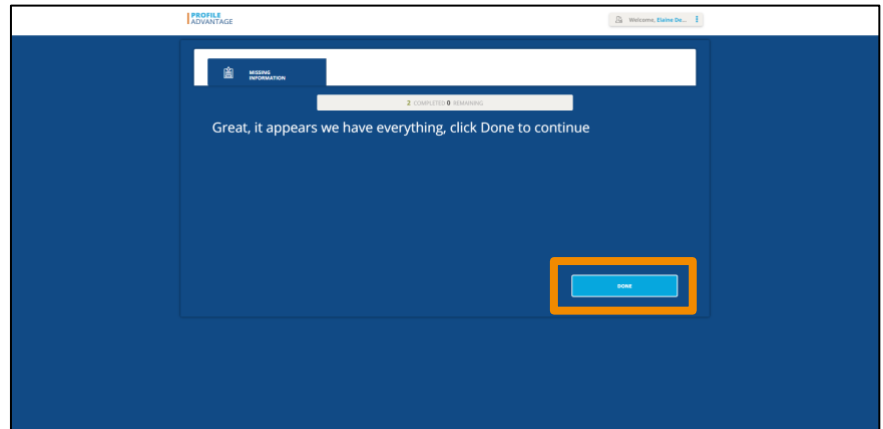
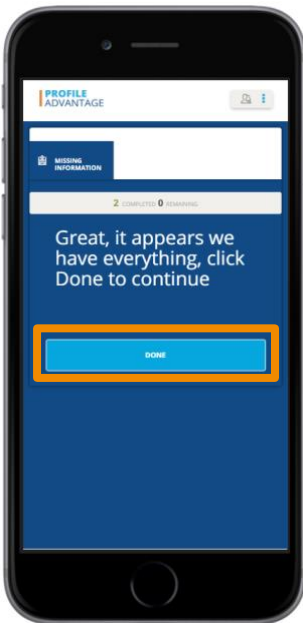
- c. Locate and take a photo or upload the required document. They will have the opportunity to review the file and submit.



- 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.

<u>ERROR</u>	<u>POSSIBLE REASONS</u>
CDL not eligible	<p>The candidate entered incorrect information.</p> <ul style="list-style-type: none"> The service provider will need to send the candidate a new invitation so that a correction can be made by the candidate.
Drug Screen results not in case file	<p>The service provider will work with the collection site to have the drug screen results sent to First Advantage.</p>
FedEx ID not appearing on First Advantage order	<ol style="list-style-type: none"> The candidate did not accept the electronic disclosures. The service provider will need to send the candidate a new invitation so that the disclosures can be accepted. Another service provider has already started processing this candidate.
MVR not eligible	<p>The candidate entered an incorrect driver's license number.</p> <ul style="list-style-type: none"> The candidate will need to contact First Advantage to provide corrected information and for further instructions.
Person Request was not generated to CDAS	<ol style="list-style-type: none"> Another person request is pending for this candidate. Package and Position Type do not match <ul style="list-style-type: none"> The service provider will send the candidate a new invitation and make the correction to Package and Position Type when placing the order. Candidate failed a previous background screen. If applicable, the candidate will follow the instructions previously provided by First Advantage to submit a FedEx Ground Request for Review or completion of Substance Abuse Program(SAP).
Social Security Number not eligible	<p>The candidate entered an incorrect social security number.</p> <ul style="list-style-type: none"> Email the CSP Resource Support region mailbox for instructions.

	<ul style="list-style-type: none"> If the SSN was entered correctly, the candidate will need to contact Experian to resolve the issue.
<p>Driver Qualification File is Not Compliant</p>	<p>Verify that all documents are approved:</p> <p>Driver's Application – Pulled from the candidate's application; has all of the information been entered correctly?</p> <p>Motor Vehicle Report – Pulled from the candidate's application; has all of the information been entered correctly?</p> <p>Record of Road Test – Has all information needed on the document been completed? Has the correct road test form been used, P&D or Linehaul? Have the correct amount of miles and hours been completed?</p> <p>Certificate of Violations – Pulled from the candidate's application; has the candidate entered the correct birthdate?</p> <p>Driver Training Certificate – Entry Level Driver Program (ELDP) – Has the training certificate been uploaded for processing?</p> <p>FedEx Ground Pre-Employment Verification Report – Pulled from the candidate's application; has the candidate provided correct contact information for the current and previous employers; have the employers responded with driving experience and history; does the candidate have the correct driving experience for position in which they are being qualified?</p> <p>FedEx Miscellaneous Documents – Waived</p> <p>Medical Certificate Card – Has this been uploaded for processing? Is the medical certificate current and valid?</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 FedEx Ground 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.

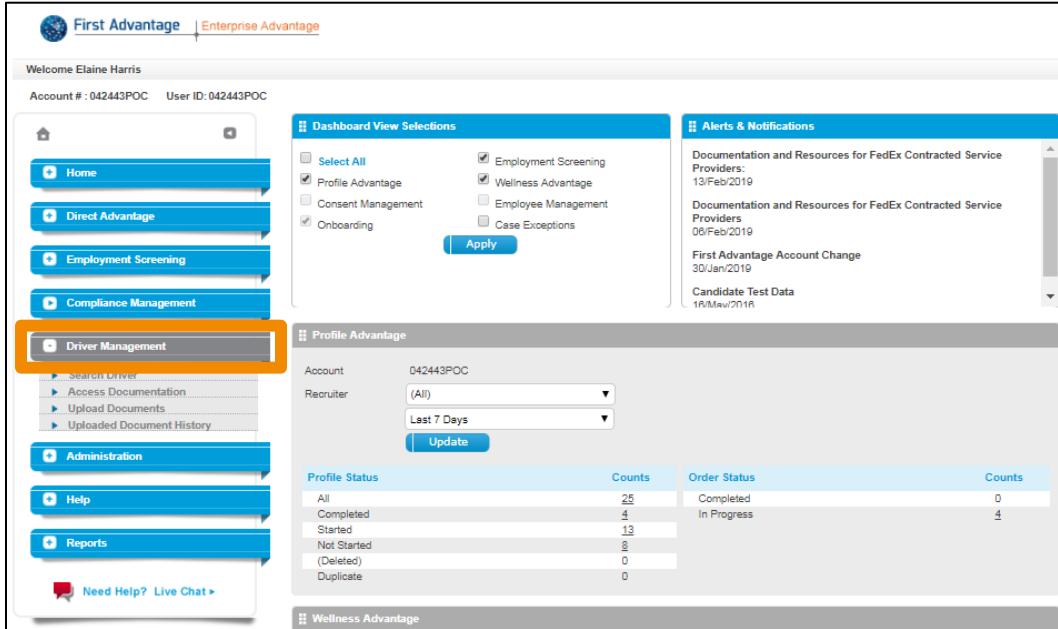
When the file is created, many documents are automatically placed into the driver's file. To manage compliance, all of the below documents must be tracked in the file. FADV provides the tools necessary via the system to identify compliance gaps. To ensure DOT compliance, the driver qualification file 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 COV	Certificate of Violations	Yes	12 months	Added to file by FADV
FXG DHI	FedEx Ground 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)

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 user is Elaine Harris, with Account # 042443POC and User ID 042443POC. The navigation menu on the left includes Home, Direct Advantage, Employment Screening, Compliance Management, **Driver Management** (highlighted with an orange box), Administration, Help, and Reports. The main content area shows Dashboard View Selections, Alerts & Notifications, Profile Advantage (with filters for Account, Recruiter, and Last 7 Days), and a table of Profile Status and Order 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

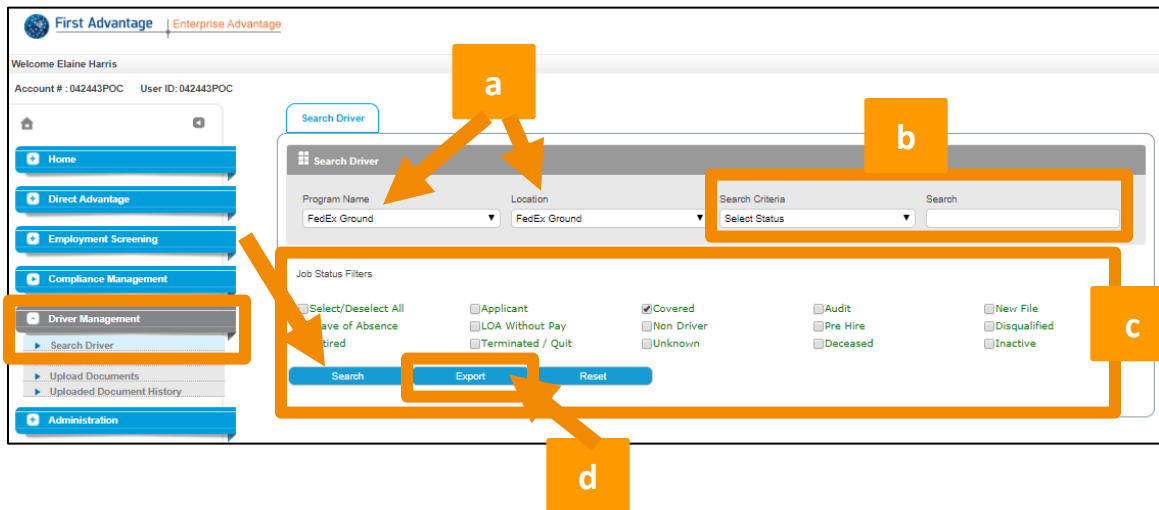
Driver Qualification files are accessed through Driver Management.

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**.



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.

The screenshot shows the 'Driver Results' table. The 'Compliant' column contains two entries: 'Orphan' for Driver ID 932136 and 'Non-Compliant' for Driver ID 932137. The 'Non-Compliant' entry is highlighted with an orange box.

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

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.

Search Driver

Program Name: FedEx Ground | Location: FedEx Ground | Search Criteria: Select Status | Search: []

Job Status Filters:

- Select/Deselect All
- Leave of Absence
- Retired
- Applicant
- LOA Without Pay
- Terminated / Quit
- Covered
- Non Driver
- Unknown
- Audit
- Pre Hire
- Deceased
- New File
- Disqualified
- Inactive

Search [] Import [] Reset []

Driver ID	Name	SSN	Employee ID	Job Status	Compliant	Location	Hire Date	Created On
932136	Josh Test	****4321	20190109	Unknown(Feb 21, 2019)	Orphan	FedEx Ground	Jan 8, 2019	
932137	Brandon Booker	****2418	8217862	Applicant(Feb 21, 2019)	Non-Compliant	FedEx Ground	null	

Page 1 of 1

Search Driver | Driver Information

Driver Information

SSN: ****2418 | Job Status: Applicant(Feb 21, 2019)
 Employee ID: 8217952 | Effective Date: Feb 21, 2019
 Name: Booker Brandon | Job Title: PD
 Policy: FXG-CSP | Job Outline: Federal
 Birth Date: ****1985 | Location: FedEx Ground
 Hire Date: ****1985 | Created On: Feb 21, 2019

[Upload Document](#)

Sections

Section	Status	Expires On	Updated On	Journal Notes
FXG DOT Application	Pass		Feb 22, 2019	
FXG MVR	Pass	02/22/2019	Feb 22, 2019	
FXG MVR	Pass	02/22/2019	Feb 22, 2019	
FXG DR	Pass		Feb 22, 2019	
FXG MEC	Pass	02/22/2019	Feb 22, 2019	
FXG Training Cert	Pass		Feb 22, 2019	
FXG MSC DOC	Pass		Feb 22, 2019	

Documents

ID	Created	Pages	Comment	Section
13472308	2019-02-21 12:18:19	19		FXG DOT Application
13472306	2019-02-21 11:56:56	3		FXG DOT
13472304	2019-02-21 11:54:13	3		FXG MVR
13472333	2019-02-21 11:51:49	3		FXG Road Test
13472331	2019-02-21 11:48:59	3		FXG DR
13472332	2019-02-21 11:48:52	1		FXG MEC

MVR: No results found.

Journal

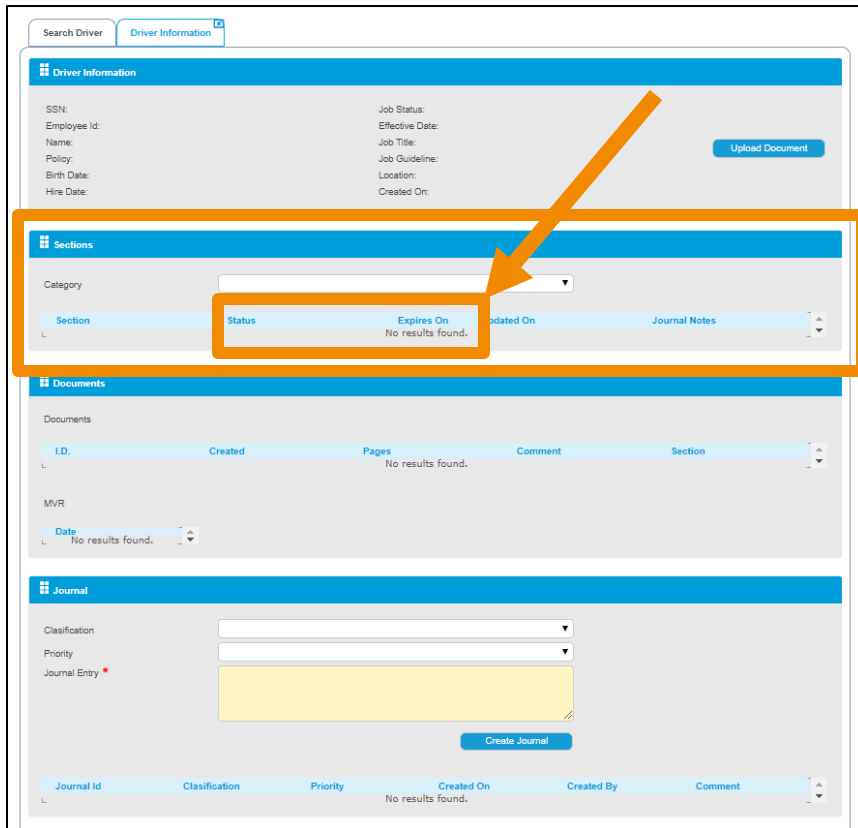
Classification: Private
 Priority: Emergency

[Create Journal](#)

Journal ID	Classification	Priority	Created On	Created By	Comment
10528737	General	Normal	2019-02-22 11:03:14	27967	The driver 932137 has been moved from Policy 310 to 310. The driver's section data has been copied over along with expiration and issue dates. Current ratings and test records have also been moved over. The Original Journals have not. They will stay linked to the original record. The original Driver ID Area ID is 324745 new ID is 324745
10528733	General	Normal	2019-02-22 10:52:34	27967	The driver 932137 has been moved from Policy 310 to 310. The driver's section data has been copied over along with expiration and issue dates. Current ratings and test records have also been moved over. The Original Journals have not. They will stay linked to the original record. The original Driver ID Area ID is 324745 new ID is 324745

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**.



The screenshot shows the 'Driver Information' page with the 'Sections' section highlighted. An orange box surrounds the 'Sections' section, and an orange arrow points to the 'Expires On' field in the table below. The table has columns for Section, Status, Expires On, Updated On, and Journal Notes. The 'Expires On' field currently displays 'No results found.'

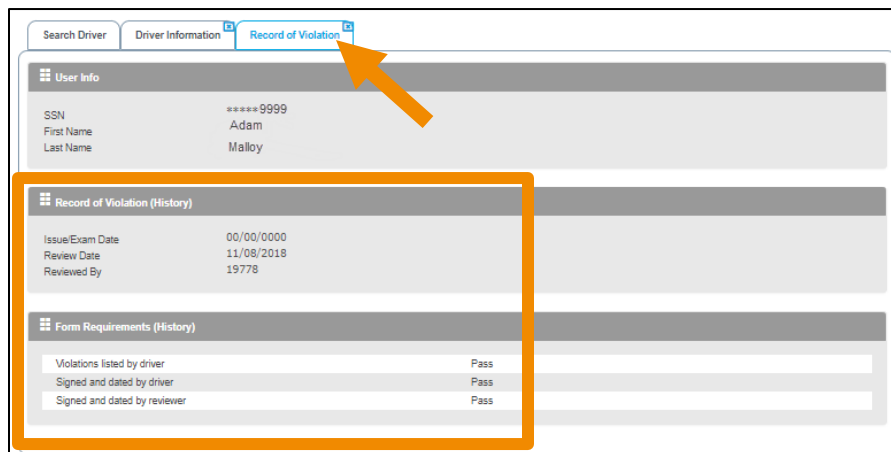
Important Note: Expiration dates are color coded.

Green – Not Expired

Yellow – Expiration Dets Approaching

Red - Expired

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



The screenshot shows the 'Record of Violation' tab. An orange box highlights the 'Record of Violation (History)' section, which contains the following data:

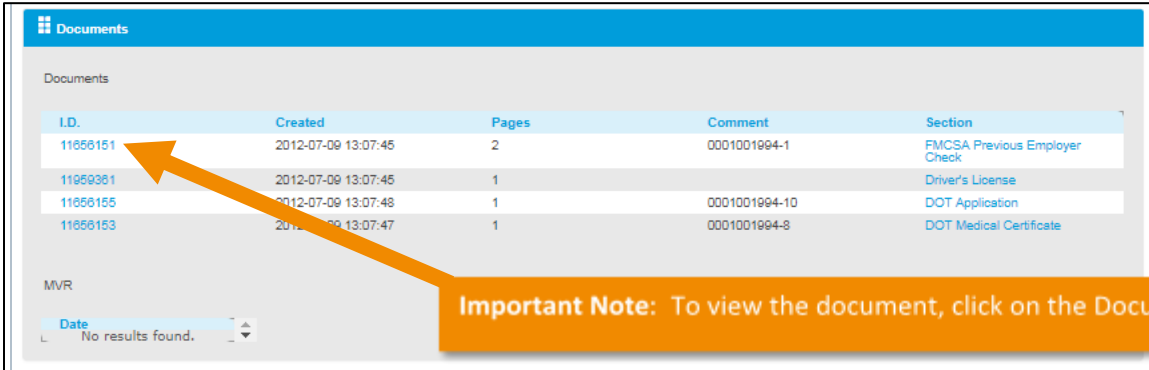
Issue/Exam Date	00/00/0000
Review Date	11/08/2018
Reviewed By	19778

Below this is the 'Form Requirements (History)' section with the following data:

Violations listed by driver	Pass
Signed and dated by driver	Pass
Signed and dated by reviewer	Pass

DOCUMENTS

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



I.D.	Created	Pages	Comment	Section
11656151	2012-07-09 13:07:45	2	0001001994-1	FMCSA Previous Employer Check
11959381	2012-07-09 13:07:45	1		Driver's License
11656155	2012-07-09 13:07:48	1	0001001994-10	DOT Application
11656153	2012-07-09 13:07:47	1	0001001994-8	DOT Medical Certificate

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

DOCUMENT STATUS

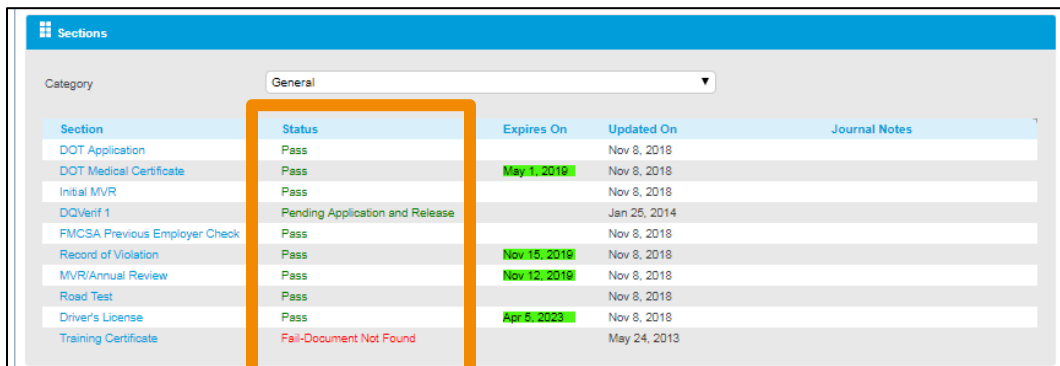
Terminology of Document Status

- Compliant** - Pass
- Non-Compliant** – information may be missing on a document or need correction(s)
- Under Review** – the document is pending FADV review (*MVR, DHI, PA DOT Application & COV*)
- Missing Document** – document has not been received (*Med Card, Road Test, MVR, DHI, PA DOT Application & COV*)
- Reviewed by FADV** – document has been reviewed by FADV operations (*Med Card, Road Test, MVR, DHI, PA DOT Application & COV*)

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.



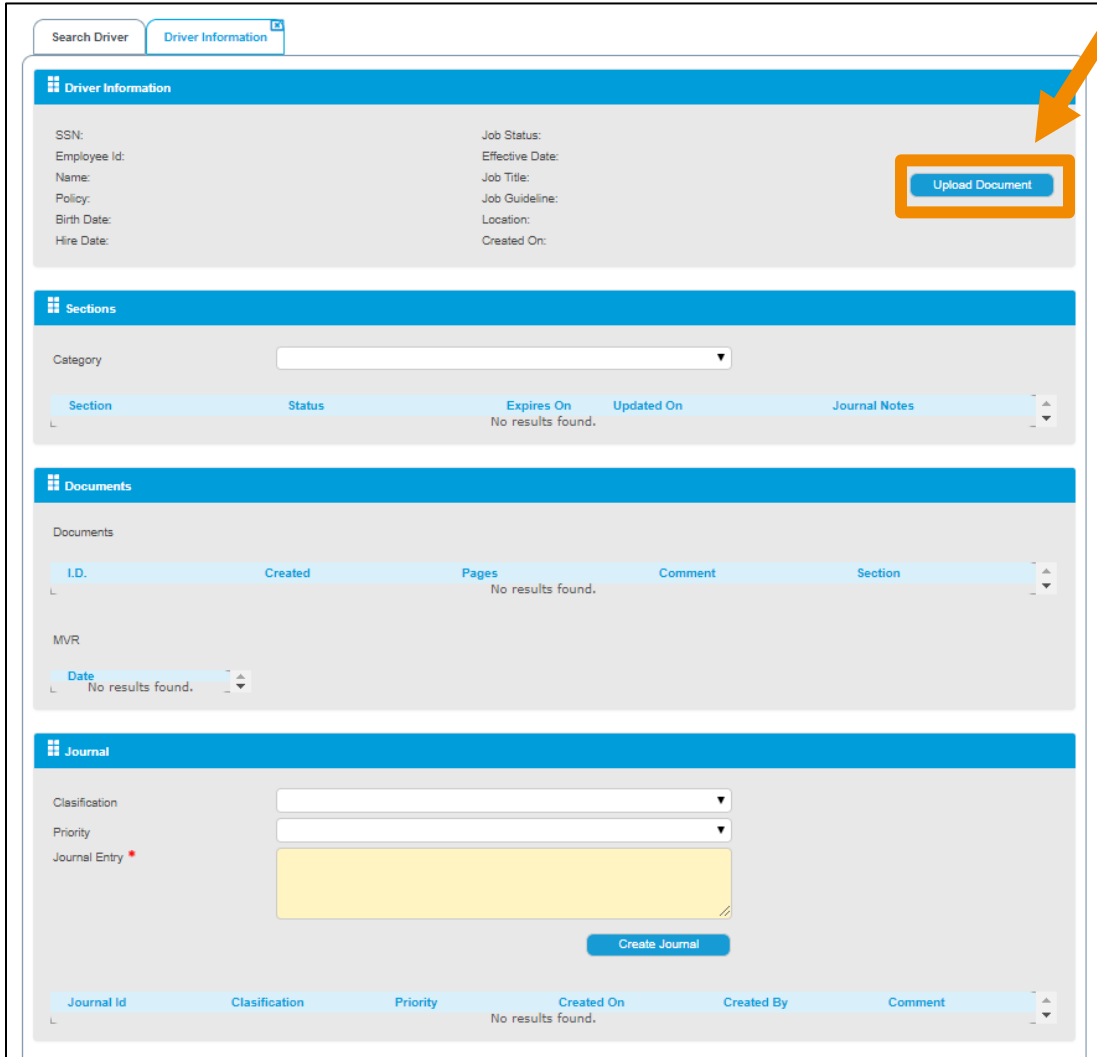
Section	Status	Expires On	Updated On	Journal Notes
DOT Application	Pass		Nov 8, 2018	
DOT Medical Certificate	Pass	May 1, 2019	Nov 8, 2018	
Initial MVR	Pass		Nov 8, 2018	
DQVerif 1	Pending Application and Release		Jan 25, 2014	
FMCSA Previous Employer Check	Pass		Nov 8, 2018	
Record of Violation	Pass	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	

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

Sections			
Section	Expires On	Updated On	Journal Notes
FXG DOT A...	null	null	
FXG CDV	Not Signed by Driver	Feb 21, 2019	
FXG MVR	Drivers license not valid	Jan 24, 2019	<p>Is the Drivers License valid? :Drivers license not valid</p> <p>IF CDL, Is MVR Self Cert NonExcepted INTERstate?:Incorrect Self Certification</p> <p>IF CDL, Does MVR show as medically self certified?:Not Medically certified</p> <p>IF CDL, Does MEC exp on MVR match MEC exp on file?:Correct medical certificate dates are not listed on MVR</p>
FXG Road Test	null	null	
FXG DHI	null	null	
FXG MEC	null	null	
FXG Training Cert	null	null	
FXG MISC DOC	null	null	

UPLOAD DOCUMENT

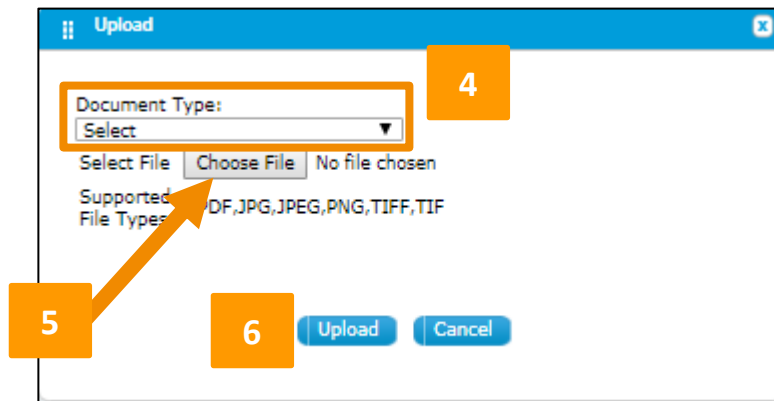
Click **Upload Document** to submit documents for a specific driver. Documents should only be uploaded for candidates that have a driver qualification file (DQF).



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

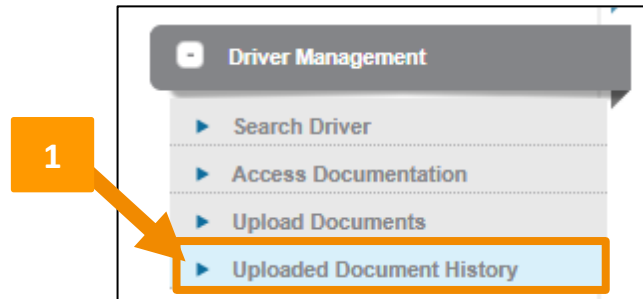
STEPS TO UPLOAD DOCS

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

- After you have completed your upload, select the **Uploaded Document History** option to review.



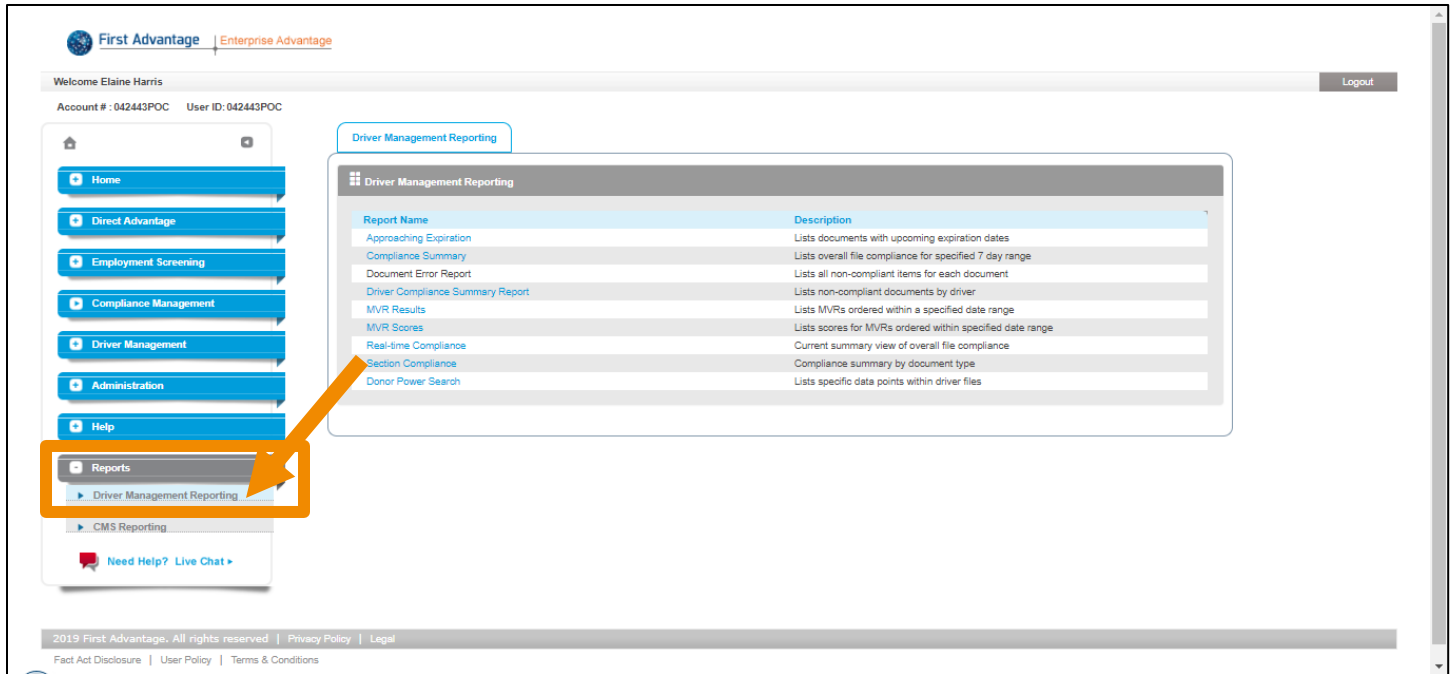
- This will bring you to a screen that will show you 9 different columns.
 - Program** – This will always be FXG-CSP.
 - File Name** – This will be the name of the file upon upload.
 - Expected Time** – This may say 48 hours; however, this is a general statement to all customers. FedEx Ground is **ALWAYS** 24 hours.
 - File Type** – This will list the type of file format you’ve uploaded (i.e. PDF, JPG, PNG, etc.).
 - Category** – This will be the Document Type you’ve uploaded.
 - File Size** – This is giving you the file size in bytes.
 - Status** – This should always show “success”. If not, please attempt to upload again.
 - Uploaded At** – This is the time stamp of your completed upload.
 - Uploaded By** – This is the user who completed the upload.

Uploaded Document History								
a	b	c	d	e	f	g	h	i
Program	File Name	Expected Time	File Type	Category	File Size	Status	Uploaded At	Uploaded By
FedEx Ground	QSAMPLERO ADTEST.pdf	09/09/2019 12:16 EST	application/pdf	FXG Road Test	83138	success	09/02/2019 13:15	libby.test
FedEx Ground	932137_641 08994c831e5 3e24e3f30d8a 1c8b280bb.pdf	09/02/2019 12:14 EST	application/pdf	FXG Road Test	83138	success	09/02/2019 13:14	libby.test
FedEx Ground	QSAMPLERO ADTEST.pdf	05/23/2019 10:16 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 11:16	libby.test
FedEx Ground	QSAMPLERO ADTEST.pdf	05/23/2019 08:34 EST	application/pdf	FXG Road Test	83138	success	05/21/2019 09:34	libby.test

REPORTING

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

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



The screenshot displays the First Advantage Enterprise Advantage web application interface. The user is logged in as Elaine Harris. The navigation menu on the left includes Home, Direct Advantage, Employment Screening, Compliance Management, Driver Management, Administration, Help, Reports, and Need Help? Live Chat. The Reports menu item is highlighted with an orange box, and an orange arrow points to the Driver Management Reporting sub-item. The Driver Management Reporting section is expanded, showing a table of reports.

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

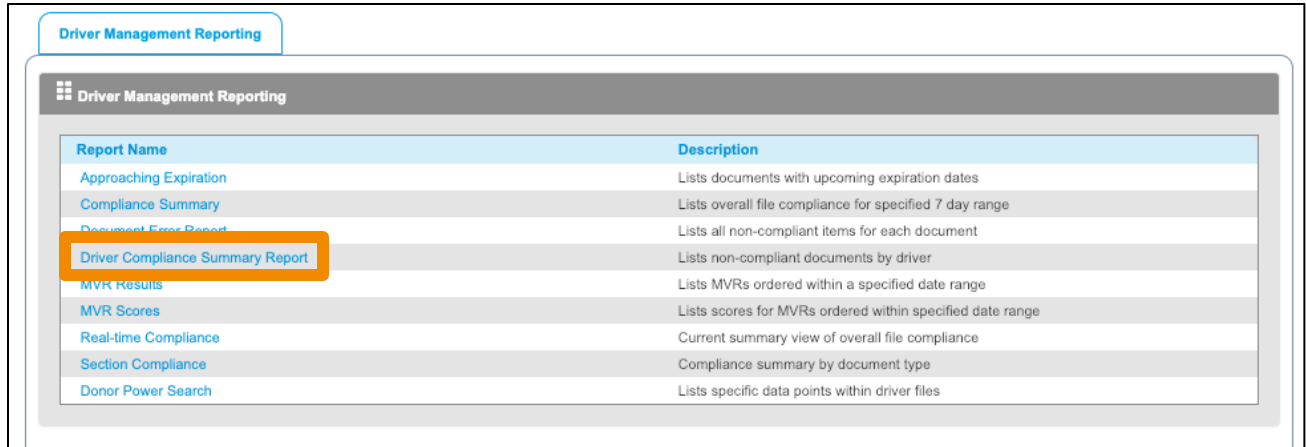
Ensure your list of drivers in the Driver Qualification system is current. Any drivers listed that are no longer active should have the file status updated to **Inactive** to be removed from reports. Files can be inactivated by contacting the FADV Customer Support team.

DRIVER MANAGEMENT STANDARD REPORTS

To pull any of the reports:

1. Click any of the blue hyperlinked report names.

1

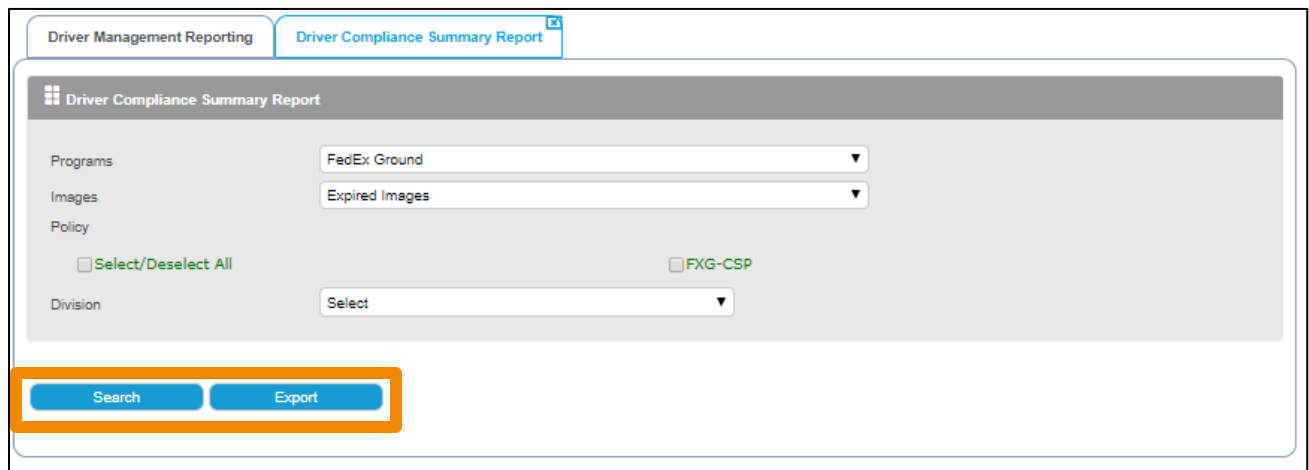


Driver Management Reporting

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

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

2



Driver Management Reporting | Driver Compliance Summary Report

Driver Compliance Summary Report

Programs: FedEx Ground

Images: Expired Images

Policy: Select/Deselect All FXG-CSP

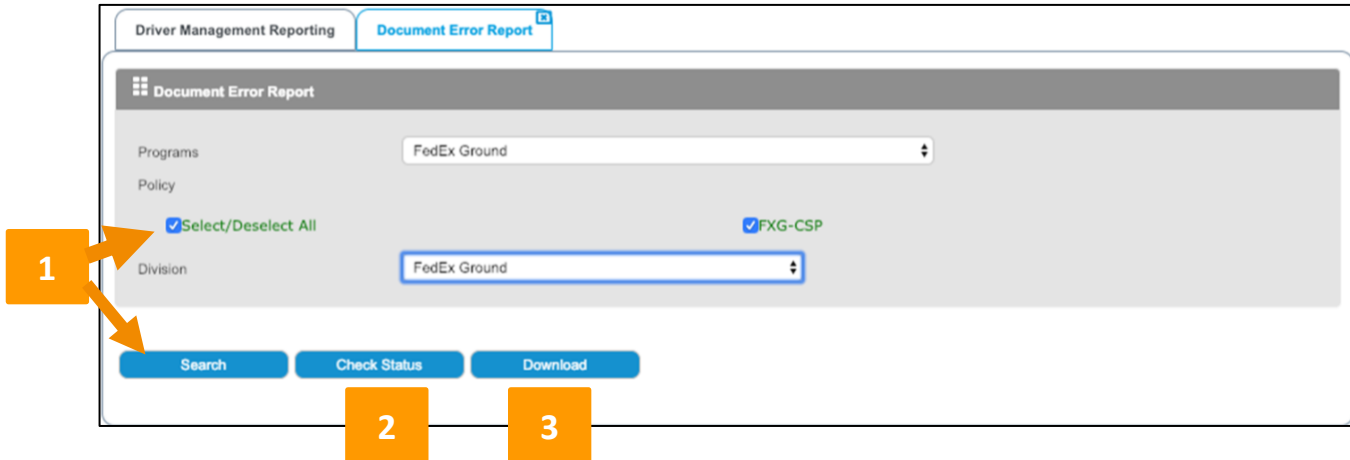
Division: Select

Search **Export**

DOCUMENT ERRORS REPORT

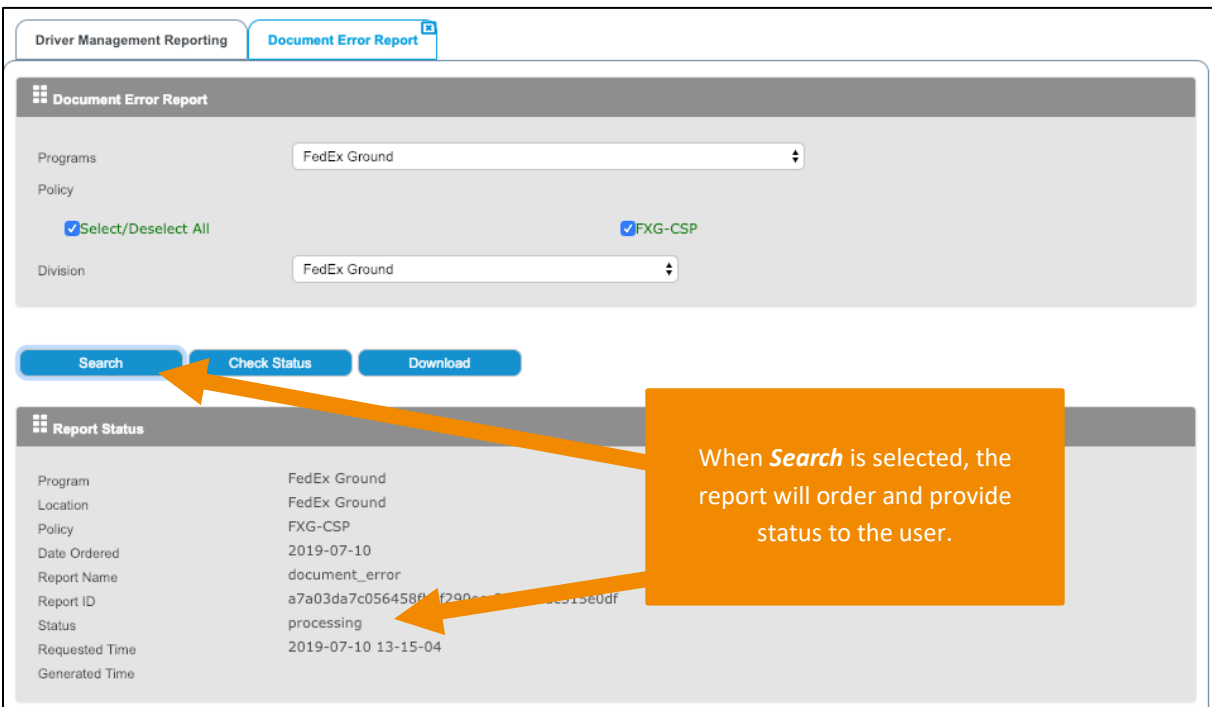
The Document Errors Report captures Program, Policies and Division ordering parameters.

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.



The screenshot shows the 'Document Error Report' form. It includes fields for 'Programs' (FedEx Ground), 'Policy', and 'Division' (FedEx Ground). There are two checkboxes: 'Select/Deselect All' and 'FXG-CSP', both of which are checked. Below the form are three buttons: 'Search', 'Check Status', and 'Download'. An orange callout box with the number '1' has arrows pointing to the 'Select/Deselect All' and 'FXG-CSP' checkboxes. Another orange callout box with the number '2' points to the 'Check Status' button. A third orange callout box with the number '3' points to the 'Download' button.

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



The screenshot shows the 'Document Error Report' form with the 'Report Status' table displayed below it. The 'Search' button is highlighted with an orange arrow. A large orange callout box contains the text: 'When Search is selected, the report will order and provide status to the user.' The 'Report Status' table contains the following data:

Program	FedEx Ground
Location	FedEx Ground
Policy	FXG-CSP
Date Ordered	2019-07-10
Report Name	document_error
Report ID	a7a03da7c0564580-290e11e8-1e515e0df
Status	processing
Requested Time	2019-07-10 13-15-04
Generated Time	

Driver Management Reporting
Document Error Report

Document Error Report

Programs

Policy Select/Deselect All FXG-CSP

Division

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

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Fact Act Disclosure | User Policy | Terms & Conditions

29068_docume....csv

Download will generate the CSV download of the data requested.

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

1. **Approaching Expiration** – Shows documents approaching expiration up to the number of days selected. 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 addi	Is Examiners	Examiners	location address missing				
3	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG DHI	1 in 3 OR 5 in 10 verified f	1 in 3 OR 5 in 10	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 Licensi	Drivers License Number	Incomplete/Missing				
6	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	Is the date of exam compl	Is the date o	Date on Certificate	missing/Incomplete				
7	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Is the document legible ?	Is the docum	Document is not	legible				
8	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG DHI	Is position driver/DOT que	Is position dr	Driving position or	responsibilities				
9	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Applicat	Is 3 years accident history	Is 3 years aci	3 yrs of accident history	Incomplete				
10	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Are all parts of test compl	Are all parts	Missing Answer(s) - PD	section 3 OR Linehaul sections 4-9				
11	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	Is top bubble selected indi	Is top bubble	Bubbles Incomplete/Bottom	bubble selected				
12	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	Is drivers name printed on	Is drivers nar	Drivers Name	Missing				
13	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Applicat	Is previous employer addr	Is previous e	Employers Address	Incomplete/Missing				
14	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Is examiners employers n	Is examiners	Examiners employer name	missing				
15	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Training	Is there sufficient info on	Is there suffi	Not a FedEx Approved	training school/cert				
16	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG COV	Is form signed by driver?	Is form signe	Not Signed by	Driver				
17	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	Is the CDL section compl	Is the CDL se	CDL Section	Incomplete				
18	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Is road test mileage comp	Is road test r	Mileage on Certificate	Incomplete				
19	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG DHI	If unverified and in last 3	If unverified	Not all employers in	3 years have had attempts	made			
20	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Applicat	If Yes, is full statement pr	If Yes, is full	Statement not	provided				
21	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MVR	Is the Drivers License valic	Is the Drivers	Drivers license	not valid				
22	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG MEC	Is the drivers signature of	Is the drivers	Not Signed by	Driver				
23	932139	AMY	JACKSON		*****4234		FedEx Groun	109961	FXG-CSP	0000-00-00 (#####)		FXG Road Te	Is the type of exam drivin	Is the type of exam	Equipment Type not	selected				

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

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

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

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

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

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

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

A	B	C	D	E	F	G	H	I	J	K
Location	Hierarchy	Covered	FXG Application	FXG MVR	FXG DHI	FXG MEC	FXG ROAD TEST	FXG COV	FXG TRAINING CERT	Policy Type
FEDEX GROUND PACKAGE SYSTEM	FEDEX GROUND PACKAGE SYSTEM		3	3	3	3	1	2	1	3 FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR		2	2	2	2	2	2		2 FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR		1	1	1	1				FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR		1	1	1	1			1	1 FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR									FXG-CSP
FXG VENDOR	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR		2	2	2	2	2	1		2 FXG-CSP
Total			9	9	9	9	6	6	5	8 FXG-CSP
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
SSN	Employee ID	Hire Date	Effective Date:	Driver Status	Location	Job Title	Hierarchy	Policy Type
888888888		1/23/2019	1/23/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
777777777		1/22/2019	1/22/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
123457689		00/00/0000	1/24/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
222222222	1234567	00/00/0000	1/30/2019	Inactive	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	1/28/2019	Covered	FXG VENDOR ABC CO	LineHaul	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	1/28/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	2/6/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	PD	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FXG VENDOR ABC CO	PD	FEDEX GROUND PACKAGE SYSTEM>>FXG VENDOR ABC CO	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Unknown	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Unknown	FEDEX GROUND PACKAGE SYSTEM	LineHaul	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	2/11/2019	Covered	FEDEX GROUND PACKAGE SYSTEM	PD	FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
999991111	1234567	00/00/0000	00/00/0000	Applicant	FEDEX GROUND PACKAGE SYSTEM		FEDEX GROUND PACKAGE SYSTEM	FXG-CSP
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 (**for FedEx Ground**), 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 15-character alphanumeric Case Verification Number can be found on the confirmation document after E-Verify has been completed. If the service provider is unable to enter the e-verify case number, the e-verify document may be presented to station staff to enter the information in CDAS.

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

ADDITIONALLY FOR LINEHAUL

English Proficiency Test – The English Proficiency Test will continue to be administered by FedEx Ground 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
Certificate of Violations	Completed by the candidate on the application regarding any traffic violation with the past 12 months.
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