



First Advantage

XtdForce
Amazon Contingent Workforce (ACW)
User Guide for Vendors

December 2020

CONFIDENTIAL & PROPRIETARY

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Introduction

This guide provides you with key information for using the First Advantage XtdForce system for the most frequently used vendor features: Ordering background reports and managing users.

If you need assistance, please contact the First Advantage customer support team by telephone or email:

866-285-5820
acw.xtdforce@fadv.com

Registering a New Vendor Account

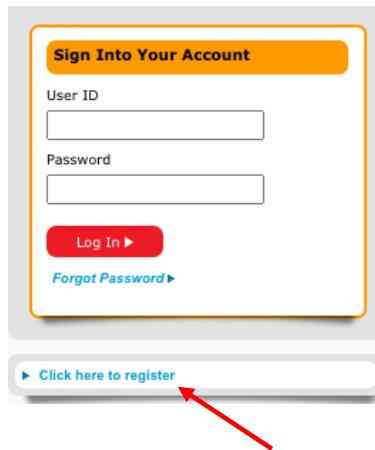
To access the XtdForce system, enter the URL provided by First Advantage - <https://ca.fadv.com/CA/ACW>

Please note that the URL is case-sensitive; that is, you must enter lower case and capital letters exactly as shown in your notification. For future use, please bookmark or add the URL to Favorites.

Before you begin using the system, you must register your account.

Use the following procedure to register as a service provider.

1. Select the hyperlink '**Click here to register**' to complete the registration as a Service Provider.



2. **Create a User ID, Password, and Secret Question and Answer.** Complete the other sections of the registration form.

Note: Required fields are indicated by an asterisk (*).

3. **Enter your Business Information.** In the top section of the form.

4. In the **Primary Contact Information** section, enter the information for the person at your firm who will be the primary contact for screening activities. Note that a valid email address is required for the primary contact.

5. In the **Billing Contact Information** select the checkbox for 'Use same as Business Contact Information' if it is the same or enter the appropriate billing information.

6. Enter **Secondary Contact Information** if applicable for your business.

7. Review the registration information to verify its accuracy. If all information is correct, click **Next** to continue.

Primary Contact Information

* Country: UNITED STATES

* Legal First Name:

Middle Name:

* Legal Last Name:

* Do you have a middle name and will you provide it? Yes No

Suffix (Jr., II, etc.):

* Title:

* Phone Number: e.g., 5555551234

Phone Number Ext:

Fax Number: e.g., 5555551234

* E-mail:

** If you do not have an e-mail address, you need to setup an account. Free e-mail is available from: [Hotmail](#) or [Yahoo](#)

Billing Contact Information

Use same as Business Contact Information

* Country: UNITED STATES

* Address 1:

Address 2:

* City:

* State/Province: Select:

* Zip/Post Code: -

* First Name:

Middle Name:

* Last Name:

Suffix (Jr., II, etc.):

* E-mail:

Secondary Contact Information

I have another contact that First Advantage should reach out to for verifying my business. Yes No

NEXT

First Advantage®
A Company of Symphany Technology Group®
[About First Advantage](#) | [Fair Act Disclosure](#) | [Privacy Policy](#) | [Legal](#)
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8. Read the First Advantage Screening Agreement. You will need to scroll to read the complete agreement.

First Advantage® Technical Support at 1-866-237-2135

Agreements

First Advantage requires that you read and accept certain agreements before we can allow you to access this website. Some agreements are required before we can credential your account and provide confidential data to your users.

FIRST ADVANTAGE ENTERPRISE SCREENING CORPORATION CONTRACTOR PROGRAM BACKGROUND SCREENING SERVICES AGREEMENT

This Contractor Program Background Screening Services Agreement (the "Agreement") is by and between First Advantage Enterprise Screening Corporation, a Delaware corporation, with its principal place of business at 1 Concierge Parkway NE, Suite 200, Atlanta, GA 30328 ("Service Provider") and the undersigned ("Client").

1. Description of Services. Client is part of a contractor program in which Client may order consumer reports ("Reports") from Service Provider for "employment purposes", as that term is defined under the Fair Credit Reporting Act ("FCRA" or, if applicable, the "Consumer Protection Act" or "CPA") and other applicable laws. Reports are provided to Client for the purpose of employment screening and may not be used for other purposes, such as credit, independent contractor, or employee ("Non-Employment Purposes"). Client as part of the contractor program certifies that Client will obtain and use Reports for Employment Purposes only and for no other purposes. As a contractor invited to participate in a screening process established with Service Provider by a sponsor company (the "Sponsor") utilizing or engaging Client for its services, the background screening services provided herein for the Client will be identified as associated with that Sponsor's screening program. Reports contain the information listed on Service Provider's online portal (the "Services"). Service Provider does not provide or include any arrest record information in Reports unless such arrest record is part of a pending criminal action and will only provide search results as permitted under applicable laws. Client may also request Services for Consumers who are residents of or have had residence in locations outside of the United States (the "United States").

2. Term. The term of this Agreement shall begin on the Effective Date and continue for three (3) years ("Initial Term"), and shall automatically renew for additional periods of twelve (12) months ("Renewal Term"), unless written notice of termination is provided to either party at least sixty (60) days prior to the expiration of the Initial Term or any Renewal Term, or it is terminated by either party pursuant to the terms contained herein.

ELECTRONIC SIGNATURE

Consent to Use Electronic Signature.
By signing below, I hereby consent to the use of my electronic signature to execute the agreement(s) presented to me (which may consist of agreements, addenda, exhibits, or other attachments). I understand and agree that the electronic signatures appearing on this agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

Right to Enter into Agreement in Non-Electronic Form.
I understand that I have the right to agree or provide authorization on paper and to execute any agreement or provide authorization by handwritten signature. In order to obtain the documents in paper form I can print by me by clicking print on the documentation that will be emailed to me.

Withdrawal of My Consent and Updating Information.
I understand that I have the right to withdraw my consent to use an electronic signature at any time. If I decide at any point to withdraw my consent to provide an electronic signature, I understand that the withdrawal is only prospective and shall not impact the legal effectiveness, validity or enforceability of any form e-signed by me prior to the implementation of my request withdrawal. If I decide at any point to withdraw my consent to provide an electronic signature, I understand that I will need to switch to a different platform and will contact First Advantage at 866.237.2135.

Requesting a Paper Copy of Any Electronically-Signed Document.
Upon request, I may obtain a paper copy of any document electronically signed by me by clicking print on the documentation that will be emailed to me.

* Electronic Signature
Sign Below:

9. Provide your electronic signature and click **I Agree** to complete the registration process.

ELECTRONIC SIGNATURE

Consent to Use Electronic Signature
By signing below, I hereby consent to the use of my electronic signature to execute the agreement(s) presented to me (which may consist of agreements, addenda, exhibits, or other attachments). I understand and agree that the electronic signatures appearing on this agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

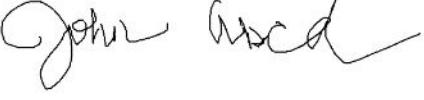
Right to Enter into Agreement in Non-Electronic Form
I understand that I have the right to agree or provide authorization on paper and to execute any agreement or provide authorization by handwritten signature. In order to obtain the documents in paper form I can print by me by clicking print on the documentation that will be emailed to me.

In order to continue with this solution you would need to agree to our terms electronically online, but if you would like to enter into a paper version of the agreement for a different platform please contact us at 866.237.2135.

Withdrawing My Consent and Updating Information
I understand that I have the right to withdraw my consent to use an electronic signature at any time. If I decide at any point to withdraw my consent to provide an electronic signature, I understand that the withdrawal is only prospective and shall not impact the legal effectiveness, validity or enforceability of any term or signed by me prior to the implementation of my request withdrawal. If I decide at any point to withdraw my consent to provide an electronic signature, I understand that I will need to switch to a different platform and will contact First Advantage at 866.237.2135.

Requesting a Paper Copy of Any Electronically-Signed Document
Upon request, I may obtain a paper copy of any document electronically signed by me by clicking print on the documentation that will be emailed to me.

* Electronic Signature
Sign Below:



Clear Screen
By electronically signing this you acknowledge that your on-line consent is equivalent to a binding legal signature.

Today's Date
08/05/2020

I AGREE

Once you have confirmed your registration information, the system shows a message that you have registered successfully, which includes a transaction number for reference. The system also sends you an email confirmation.

Logging In

To access the XtdForce site after initial registration, use the same URL as you did to register.

1. Enter the user ID and password you created during registration and click **LOGIN**.
2. On your first visit only, you must accept the legal agreement before proceeding to the site. Read the agreement carefully. If you accept the terms, click **ACCEPT LEGAL AGREEMENT**.

First Advantage®	Technical Support at 1-866-237-2135
<p>Vendor hereby represents and warrants to First Advantage WorkPlace Solutions Inc. ("First Advantage") that:</p> <ul style="list-style-type: none"> • It shall use and order consumer reports for employment purposes only. • In compliance with the Federal Fair Credit Reporting Act, Vendor has made a clear and conspicuous disclosure in writing to the consumer who is the subject of a consumer report ordered from First Advantage in a document that consists solely of the disclosure that a consumer report may be procured for employment purposes, a sample of which is available under the "people" tab within the Vendor Screen application. • Vendor will have the consumer authorize in writing the procurement of all consumer reports and shall retain the authorization for a period of five (5) years. Vendor shall not use any consumer report in violation of any applicable federal or state equal employment opportunity law or regulation. The federal Fair Credit Reporting Act imposes criminal penalties - including a fine, up to two years in prison - both against - anyone who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses, and other penalties for anyone who obtains such consumer information without a permissible purpose. 	
ACCEPT LEGAL AGREEMENT	DECLINE LEGAL AGREEMENT

3. Each time you log in, you must certify that you have complied with requirements for ordering screening reports by accepting the Fair Credit Reporting Act (FCRA) agreement. To certify that you comply with the FCRA, click **ACCEPT FCRA AGREEMENT**.

First Advantage®	Technical Support at 1-866-237-2135
<p>NOTICE</p> <p>The Accuracy of the data submitted by the requestor will impact the accuracy of the results obtained. While the information furnished is from reliable sources, its accuracy is not guaranteed. Use of available data is subject to the FCRA and other applicable law. For any information used for employment purposes, REQUESTOR CERTIFIES THE FOLLOWING: Clear and conspicuous written disclosure will be made to the consumer, prior to obtaining the report, in a document that consists solely of the disclosure, that a consumer report may be obtained. Requestor will obtain written authorization from the consumer which will be made available to First Advantage upon request. The information obtained will not be used in violation of any federal or state equal opportunity law or regulation. If requestor intends to take any adverse action based in whole or in part on the consumer report, a copy of the report and a summary of the consumer's rights will be provided to the consumer prior to taking adverse action.</p> <p>Section 619 - 1681q, Obtaining Information Under False Pretenses. Any person who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses shall be fined under Title 18, United States Code, imprisoned for not more than 2 years, or both.</p>	
ACCEPT FCRA AGREEMENT	DECLINE FCRA AGREEMENT

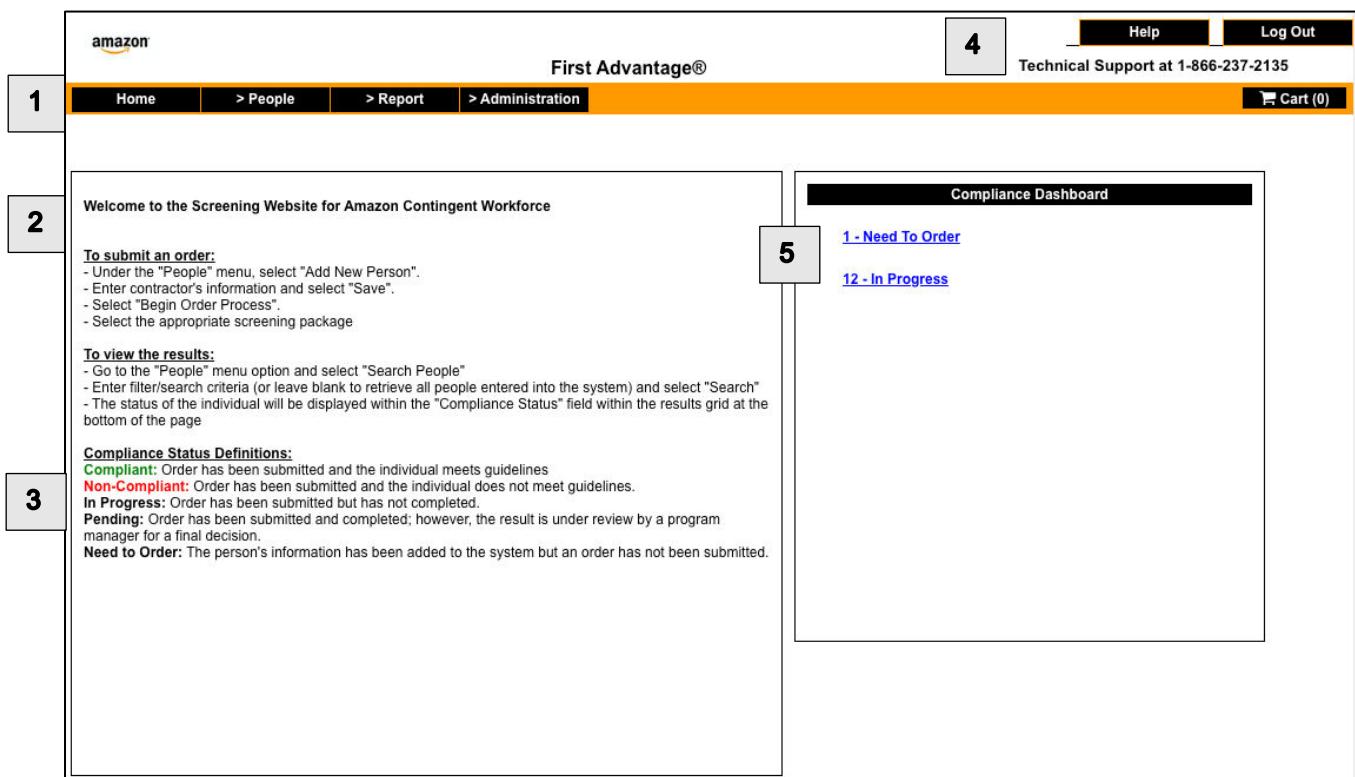
The XtdForce home page displays after you have accepted the agreement(s). From the home page, you may perform these tasks:

- Add a person/employee
- Submit an order
- Search for a person/employee and view compliance
- Edit Employee Status

Homepage

From the XtdForce homepage you will find:

1. Menu options to add and search for People, order backgrounds, run basic reports, and Administration features to manage your account.
2. Quick tips to Add an Order and Search for Results.
3. The Compliance Status Definitions.
4. Link to XtdForce Help and the Technical Support phone number.
5. The Compliance Dashboard with quick links to access:
 - a. People who Need an Order
 - b. Orders are In Progress
 - c. People who are Compliant
 - d. People who are Non-Compliant



Compliance Status Definitions

Compliant – Order is complete, and the individual meets the guidelines. Font will be color coded green.

Non-Compliant – Order is complete, and the individual does not meet the guidelines. Font will be color coded red.

In Progress – Order has been submitted but has not completed.

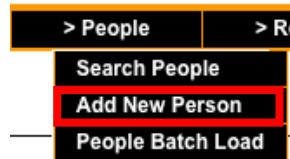
Pending – Order is complete, and the order has considerations that need to be reviewed by a program manager for a final review.

Need to Order – The person has been added to the system, but a background has not been ordered.

Adding People

To order a background screening on an individual, you must **add** that person to the system.

1. Click the **People** tab and select **Add New Person**.



2. Enter information for the new person on the **Person Information** screen, being sure to complete all required fields (noted with an asterisk *).

Note: Select **No** to the question '*Does your candidate have a Social Security Number?*'. The candidate will provide this information when completing the candidate profile experience.

Person Information :

Personal Information

* Legal First Name

Does the candidate have a middle name and will they provide it?
 Yes No

Middle Name

* Legal Last Name

Suffix Name

* Does your candidate have a Social Security Number?
 (Required if they are a US Citizen)
 Yes No

SSN (Numbers Only, Tax ID's will not be accepted - SSN only)

Date of Birth (mm/dd/yyyy)

* Email

Mobile Number

Type

*Carrier Name

User Field 2

Position/Hire Location

*Country

*City/Municipality

* State/Region

Current Address

Country

Address 1

Address 2

City

State/Province

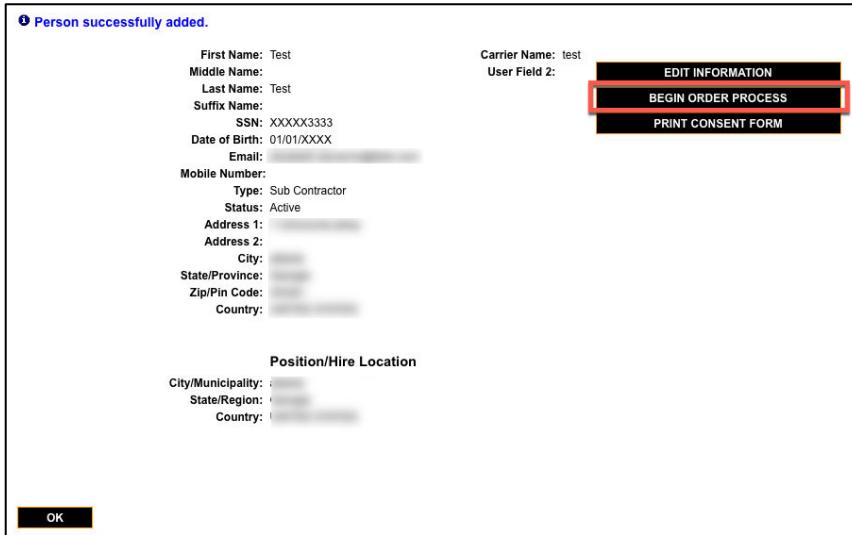
Zip/Pin Code

Requester is not required to complete the SSN and DOB fields; allow the candidate to supply this personally identifiable information.

3. Make sure all information is correct and click **SAVE**. The person is immediately added to the roster.

Submitting Orders

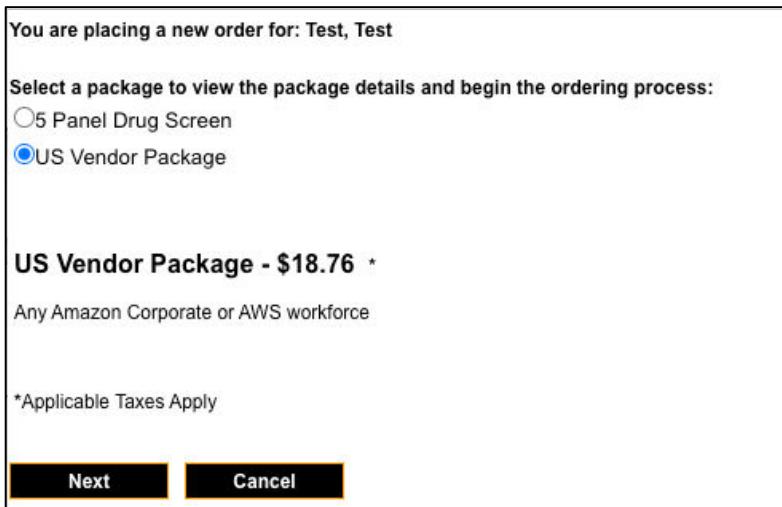
1. On the Person Status Detail page, select **BEGIN ORDER PROCESS**.



The screenshot shows a person detail form with various fields filled out. At the bottom right, there is a menu with three options: 'EDIT INFORMATION', 'BEGIN ORDER PROCESS' (which is highlighted with a red box), and 'PRINT CONSENT FORM'. Below the menu is an 'OK' button.

The system then displays the **Background Check Order Detail** page.

2. Select the desired screening package. Review the package details. Click **Next**.



You are placing a new order for: Test, Test

Select a package to view the package details and begin the ordering process:

5 Panel Drug Screen
 US Vendor Package

US Vendor Package - \$18.76 *

Any Amazon Corporate or AWS workforce

*Applicable Taxes Apply

Next **Cancel**

3. Enter the candidates email address for confirmation and click **Next**.

The request requires that we collect data directly from the individual. Please verify the email address of the individual and click NEXT to initiate the email request.

* Individual's email address:

* Re-enter individual's email address:

Please Note:

- The Individual will be required to access the link in the email and complete data entry.
- Once the Individual has completed and submitted, the case will process.
- You can track the status of the email request and of the case submission on the Person Detail page of this Individual.

NEXT

4. An Order Summary page will come up. You will need to **checkbox** that you Accept and Authorize for your CC to be charged. Click **Checkout**.

Order Summary

• If you did not (yet) pass First Advantage credentialing, you will not be able to see the detailed results.
• Effective from 10/29/2018, First Advantage needs to ensure that it complies with sales tax legislations and is required to charge sales tax in applicable states as provided by law.

First Name	Last Name	Package	Price
Test	Test	Basic Package	\$18.76 

Taxes: \$0.00 USD

Total: **\$18.76 USD**

By clicking "accept" below I hereby, authorize and request First Advantage to charge my credit card, indicated above, for balances due for services rendered which may include later incurred additional court access or fees related to the services. This authorization will remain in effect for a period of 90 days.

Checkout **Continue Ordering**

5. Select your Payment Method below.

Please enter your method of payment below:

Total : \$ 18.76
Order Total : \$ 18.76
Taxes : \$ 0.00

Payment Method: Credit Card
* Card Type: Select:

* Card Number:

* CSC Number:

The CSC (Credit Security Code) is a 3 or 4 digit code found on the back of the credit card in the signature box

* Expiration Date: Select: - Select:

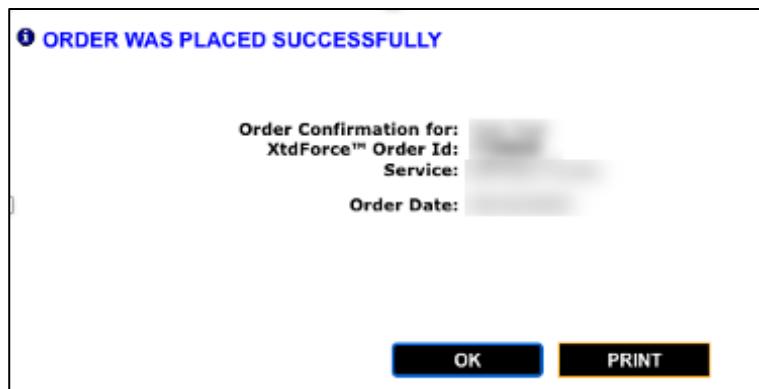
*Re-use Credit Card? Select:

Please note: Re-use of credit card information is restricted to the current session.

Note:
* If you did not (yet) pass First Advantage credentialing, you will not be able to see the detailed results.
* Applicable state taxes are applied in certain locations to comply with state requirements.

Order **Cancel**

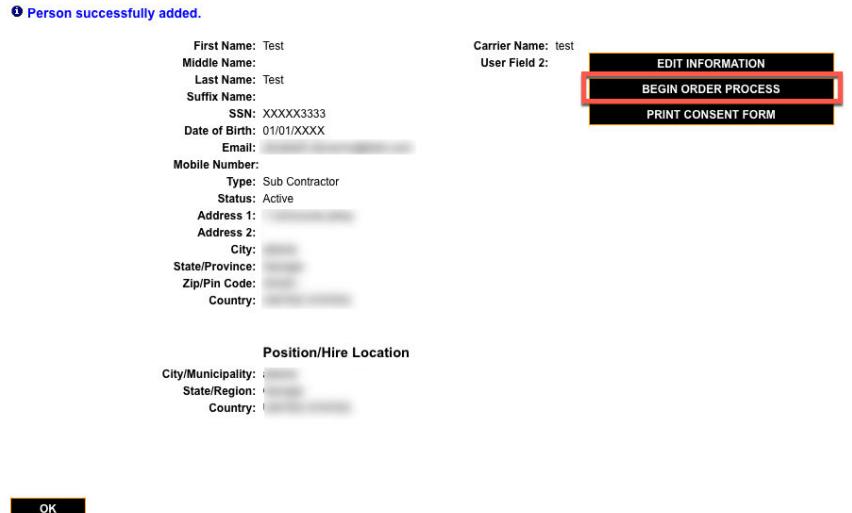
7. A Confirmation Screen will pop-up. This confirms that your order was placed successfully.



Note: The candidate will receive an email to complete an online profile. Once that profile is completed the background order will begin processing. The background order will not initiate until the candidate completes this step. For more information regarding the candidate profile reference the **Candidate Profile Experience** section.

Submitting Drug Orders

1. On the Person Status Detail page, select **BEGIN ORDER PROCESS**.



1 Person successfully added.

First Name: Test
 Middle Name:
 Last Name: Test
 Suffix Name:
 SSN: XXXXX3333
 Date of Birth: 01/01/XXXX
 Email: [REDACTED]
 Mobile Number:
 Type: Sub Contractor
 Status: Active
 Address 1:
 Address 2:
 City:
 State/Province:
 Zip/Pin Code:
 Country:

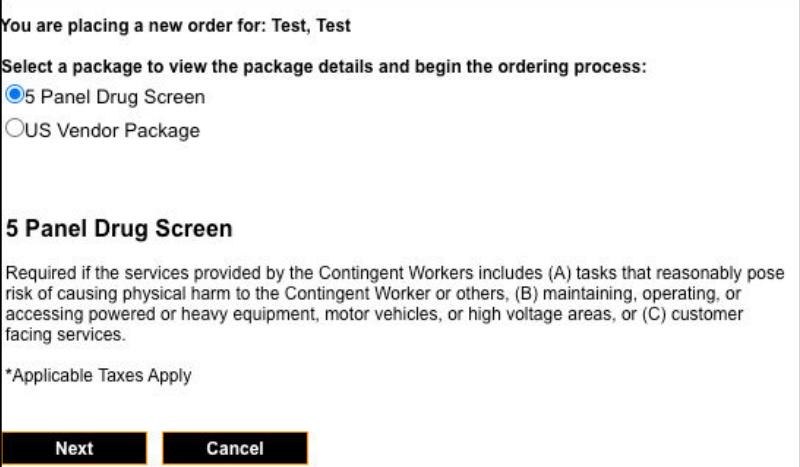
Carrier Name: test
 User Field 2:

EDIT INFORMATION
BEGIN ORDER PROCESS (highlighted)
PRINT CONSENT FORM

Position/Hire Location
 City/Municipality: [REDACTED]
 State/Region: [REDACTED]
 Country: [REDACTED]

OK

2. Select the drug package. Review the package details. Click **Next**.



You are placing a new order for: Test, Test

Select a package to view the package details and begin the ordering process:

5 Panel Drug Screen
 US Vendor Package

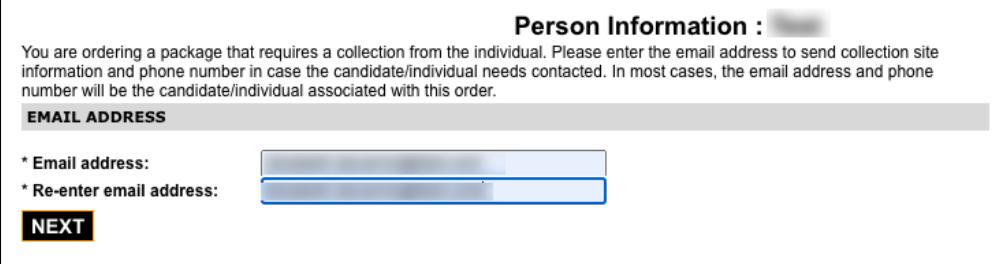
5 Panel Drug Screen

Required if the services provided by the Contingent Workers includes (A) tasks that reasonably pose risk of causing physical harm to the Contingent Worker or others, (B) maintaining, operating, or accessing powered or heavy equipment, motor vehicles, or high voltage areas, or (C) customer facing services.

*Applicable Taxes Apply

Next Cancel

3. Enter the candidates email address for confirmation and click **Next**.



Person Information : [REDACTED]

You are ordering a package that requires a collection from the individual. Please enter the email address to send collection site information and phone number in case the candidate/individual needs contacted. In most cases, the email address and phone number will be the candidate/individual associated with this order.

EMAIL ADDRESS

* Email address: [REDACTED]
 * Re-enter email address: [REDACTED]

NEXT

4. An Order Summary page will come up. You will need select the package and click **Next**.

You are placing a new order for: [REDACTED]

The last order for: Rivas, Los Angeles

Order Id	Order Date	Complete Date	Expiration Date	Package Name
92289	12/09/2020	12/09/2020		US Vendor Package

Select a package to view the package details and begin the ordering process:

5 Panel Drug Screen
 US Vendor Package

5 Panel Drug Screen

Required if the services provided by the Contingent Workers includes (A) tasks that reasonably pose risk of causing physical harm to the Contingent Worker or others, (B) maintaining, operating, or accessing powered or heavy equipment, motor vehicles, or high voltage areas, or (C) customer facing services.

*Applicable Taxes Apply

Next **Cancel**

5. The location scheduling screen will appear. You will need to enter the address into the field and click **“search”**. This will give you the closest testing locations based on the address entered.

Locate a collection facility. Continue through the ordering process by selecting Next at the bottom of the screen.

This page allows you to view driving directions or schedule an appointment at a specific collection site. To view the driving directions and a map, click the respective Map link. To schedule an appointment, click the respective Schedule link. All fields with an * must be filled in.

Address: **Search**

Service Types: Drug Test

Click Schedule once you find the desired testing location

Est. Distance	Site Name	Detail	Price	Options
0.63 miles	LabCorp - Atlanta	975 Johnson Ferry Rd NE, Atlanta, GA 30342 Phone: 404-497-0236 Hours of Operation: M-F 9am-4pm	N/A	Map Schedule
0.96 miles	LabCorp - Atlanta	755 Mount Vernon Hwy NE, Atlanta, GA 30328 Phone: 404-843-3170 Hours of Operation: M-F 9am-12pm, 1pm-4pm	N/A	Map Schedule
8.44 miles	LabCorp - Tucker	1462 Montreal Rd, Tucker, GA 30084 Phone: 770-934-6743 Hours of Operation: M-F 9am-1pm, 2pm-4pm	N/A	Map Schedule
9.8 miles	LabCorp - Smyrna	4425 S Cobb Dr, Smyrna, GA 30080 Phone: 770-432-9579 Hours of Operation: M-F 8am-11am, 12pm-3pm	N/A	Map Schedule
10.38 miles	LabCorp - Atlanta	550 Peachtree St NE, Atlanta, GA 30308 Phone: 404-591-5779	N/A	Map Schedule

NEXT

6. To schedule the appointment you must **click Save Schedule**.

Locate a collection facility. Continue through the ordering process by selecting Next at the bottom of the screen.

Complete the following information and click Save the Schedule to create a scheduled appointment. Required fields are indicated with an asterisk (*). The schedule confirmation displays the site information, driving directions, and map to view or print. The schedule confirmation is emailed to the applicant if a valid site if appointments are required (See site information box). If no site was found call the National Scheduling Center at 1-800-333-4323.

Scheduling Information	Save Schedule
Offer Date <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 3px;" type="text" value="12/10/2020"/>	<input style="border: 1px solid #ccc; border-radius: 3px; padding: 2px 5px;" type="button" value="Print"/>
Expiration Date <input style="width: 100%; border: 1px solid #ccc; padding: 2px; border-radius: 3px;" type="text" value="12/12/2020 12:00:00 AM"/>	<input style="border: 1px solid #ccc; border-radius: 3px; padding: 2px 5px;" type="button" value="Change Site"/>
Site Information	
LabCorp - Atlanta (3081)	
Site Address 975 Johnson Ferry Rd NE, Ste 320, Atlanta, GA 30342	Site Phone 404-497-0236
Site Hours Contact 8:00 AM - 5:00 PM	Services Offered DrugTest
Selected Services DrugTest	
Driving Directions	
1 Concourse Pkwy, Atlanta, GA 30328, USA. 1.0 mi. About 5 mins	
1. Head north 98 ft 2. Turn right toward Concourse Pkwy 299 ft 3. Turn left at the 1st cross street onto Concourse Pkwy 89 ft 4. Turn right onto Peachtree Dunwoody Rd 0.7 mi	

The Schedule confirmation displays the site information, driving directions, and map to view or print.

The schedule confirmation is emailed to the applicant if a valid email address was entered.

If no site was found call the National Scheduling Center to complete the schedule.

7. A confirmation screen will appear, click **Next**.

Person Information : AMAZON.COM INC.

Locate a collection facility. Continue through the ordering process by selecting Next at the bottom of the screen.

Schedule has been tentatively saved.

NEXT

8. An Order Summary page will come up. You will need to checkmark that you Accept and Authorize, Click **Checkout**.

Order Summary

• If you did not (yet) pass First Advantage credentialing, you will not be able to see the detailed results.
• Effective from 10/29/2018, First Advantage needs to ensure that it complies with sales tax legislations and is required to charge sales tax in applicable states as provided by law.

First Name	Last Name	Package	Price
Los Angeles	Rivas	5 Panel Drug Screen	\$0.00 

Taxes: \$0.00 USD

Total: **\$0.00 USD**

By clicking "accept" below I hereby, authorize and request First Advantage to charge my credit card, indicated above, for balances due for services rendered which may include later incurred additional court access or fees related to the services. This will be valid for a period of 60 days

Checkout **Continue Ordering**

9. An Order Confirmation screen will display, click **OK**.

ORDER WAS PLACED SUCCESSFULLY

Order Detail : Amazon

Order Confirmation for: 
XtdForce™ Order Id: 92299
Service: 5 Panel Drug Screen
Order Date: 

The applicant must bring a copy of this order confirmation and a valid photo ID to the collection site.

An email confirmation with this information will be sent to: 

OK **PRINT**

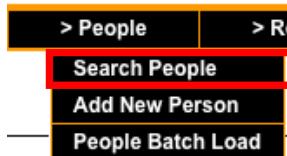
10. The schedule confirmation is emailed to the applicant if a valid email address was entered.

As we work together to ensure the safety of everyone in our communities, some of our collection site locations have been required to restrict or suspend services in order to adhere to the social distancing measures put in place by their local government agencies. As states begin to relax their distancing standards, First Advantage recommends all individuals arriving at a service location wear a mask or facial covering per Centers for Disease Control and Prevention (CDC) guidelines when visiting a facility in person. Please be advised that a mask or facial covering may be required at certain locations and services may be refused for noncompliance (collection sites may not have masks available to provide). It is recommended that you call the collection site location prior to arrival to confirm both hours of operation and service availability. If you find that you need to locate a different collection site, please call First Advantage at 888-695-3465.

 First Advantage													
SCHEDULE CONFIRMATION Urine Drug Test Full Service NonDOT													
LabCorp Web COC Order Registration Number: 344151307													
Your schedule will expire on: Dec 22 2020 12:49PM EASTERN													
First Advantage Corporation Schedule ID: 47677451													
Today's Date: Dec 17 2020 12:49PM													
Appointment Details:													
Employer Name: Amazon Contingent Workforce													
Applicant/Employee Name: Drug Test													
COLLECTION LOCATION:													
Site Name: LabCorp-Atlanta													
Site Address: 975 Johnson Ferry Rd Ne, Ste 320, Atlanta, GA, 30342													
Site Phone: 404-497-0236 Ext.													
Site Hours: M-F 8am-1pm, 2pm-5pm													
IMPORTANT INFORMATION:													
<ul style="list-style-type: none"> • Please be prepared to present a valid photo ID at the collection site. • You must bring this email or have the "Specific Lab Confirmation Info" LabCorp Web COC Order Registration Number or Quest eReq Number. • Please call the First Advantage Corporation National Scheduling Center @ 866-682-4166 if you have any questions. 													
To schedule or reschedule your appointment please visit: https://wellness.fadv.com/Schedule?hash=297687362E8A3785808B5A5B547D053A													
You will need to enter your First Advantage Corporation Schedule Confirmation #: 47677451													
To print a copy of the map and the driving directions to the scheduled collection location please use the following link: https://wellness.fadv.com/PIRoot/Directions?site=3081&address=1%20Concourse%20Pky%20Atlanta%20%2030328&serviceTypeCodes=DRUG													
If you require any assistance, please call the First Advantage Corporation National Scheduling Center @ 866-682-4166 if you have any questions.													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Lab Account: 164805</td> <td style="width: 50%;">Panel: 793484</td> </tr> <tr> <td>Employer Info:</td> <td>MRO Info:</td> </tr> <tr> <td>Amazon Contingent Workforce</td> <td>Dr. Stuart Hoffman</td> </tr> <tr> <td>410 Terry Ave N</td> <td>First Advantage</td> </tr> <tr> <td>Seattle, WA, 98109-5210</td> <td>480 Quadrangle Drive, Suite A1</td> </tr> <tr> <td colspan="2">Bolingbrook, IL 60440</td> </tr> </table>		Lab Account: 164805	Panel: 793484	Employer Info:	MRO Info:	Amazon Contingent Workforce	Dr. Stuart Hoffman	410 Terry Ave N	First Advantage	Seattle, WA, 98109-5210	480 Quadrangle Drive, Suite A1	Bolingbrook, IL 60440	
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Bolingbrook, IL 60440													
<small>GenericSchedule.Digital.405.140717011.spGenGenEmail</small>													
<small>The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. This message may be an attorney-client communication and/or work product and as such is privileged and confidential. 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 us immediately by e-mail, and delete the original message.</small>													

Searching for a Person

You may use the People Search to view compliance status of the background screening and to perform other tasks related to individuals on your roster. You may also export the search results to an Excel spreadsheet file.



1. Select **Search People** from the **People** tab.
2. Search by entering one or more of the desired search criteria – typically an individual's SSN or name. You may enter partial search data. You may search for multiple people based on common criteria such as Person Status.
3. Click **SEARCH**. If you don't enter any search criteria, the system displays a complete roster of all individuals active for your account.

Search by First Name, Last Name, SSN, or any of the fields shown below. To search for all, leave the fields blank and click 'Search'.

Vendor Name:	First Name:
	<input type="text"/>
Last Name:	<input type="text"/>
SSN:	<input type="text"/>
GovernmentID:	<input type="text"/>
Person Status:	Select: <input type="button" value="Select"/>
Mobile Number:	<input type="text"/>
Type:	Select: <input type="button" value="Select"/>
Carrier Name:	<input type="text"/>
User Field 2:	<input type="text"/>
Search By Date:	Select: <input type="button" value="Select"/>
CID:	<input type="text"/>

SEARCH

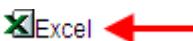
Vendors can take a screenshot and send to Amazonians when an individual shows a status of Complaint.

1. View the list at the bottom of the page to determine whether the individual's background report has a status of **Compliant**.

Name	Case Status	SSN	Person Status	Order Date	Completion Date	Carrier Name	User Field 2	Type	GovernmentID	Mobile Number
	Submitted		Active	06/08/2020				Employee		
	PENDING APPLICANT	XXXXX7815	Active	05/13/2020		?	?	Employee		
	PENDING APPLICANT	XXXXX9999	Active	05/13/2020		?	?	Employee		
	PENDING APPLICANT	XXXXX1277	Active	05/13/2020		?	?	Employee		
	Completed	XXXXX5512	Active	05/14/2020	06/04/2020	?	?	Employee		

You can sort the results by clicking the arrows next to each heading. Note that SSNs are masked to comply with privacy requirements. If the person is not in the list, you may need to add the person to the system and submit an order.

1. To export the results list to a spreadsheet file, click on the **Excel** icon at the bottom of the page.

Export Options: 

Person Status Detail

Access the Person Status Detail to review order history, place new background orders and edit the person information. Follow these steps to access the Person Status Detail.

1. Select the person by clicking on the name from the results list.

Name	Case Status	SSN	Person Status	Order Date	Completion Date	Carrier Name	User Field 2	Type	GovernmentID	Mobile Number
Submitted			Active	06/08/2020				Employee		
PENDING APPLICANT	XXXXX7815	Active		05/13/2020		?	?	Employee		
PENDING APPLICANT	XXXXX9999	Active		05/13/2020		?	?	Employee		
PENDING APPLICANT	XXXXX1277	Active		05/13/2020		?	?	Employee		
Completed	XXXXX5512	Active		05/14/2020	06/04/2020	?	?	Employee		

2. From the Person Status Detail, you can:

- Edit person information
- Place a background order
- Review Order History

First Name:

Middle Name:

Last Name:

Suffix Name:

SSN:

Date of Birth:

Email:

Mobile Number:

Type: Employee

Status: Active

Address 1:

Address 2:

City:

State/Province:

Zip/Post Code:

Country:

Carrier Name:

User File:

A

EDIT INFORMATION

BEGIN ORDER PROCESS

PRINT CONSENT FORM

C

Position/Hire Location

City/Municipality:

State/Region:

Country:

Order History

Order Id	Order Date	Complete Date	Package Name	View Receipt
91252	05/14/2020	06/04/2020	AFP Box Trucks	View Receipt
Order Ref Id	Service	Order Status	Complete Date	Case Status
7375322	Background	CONFIRMED	06/03/2020	Completed

OK

Edit Information – To update the persons details or terminate go to Edit Information.

Begin Order Process – Place a new background order for a person.

Order History – Displays a running history of all orders for the person.

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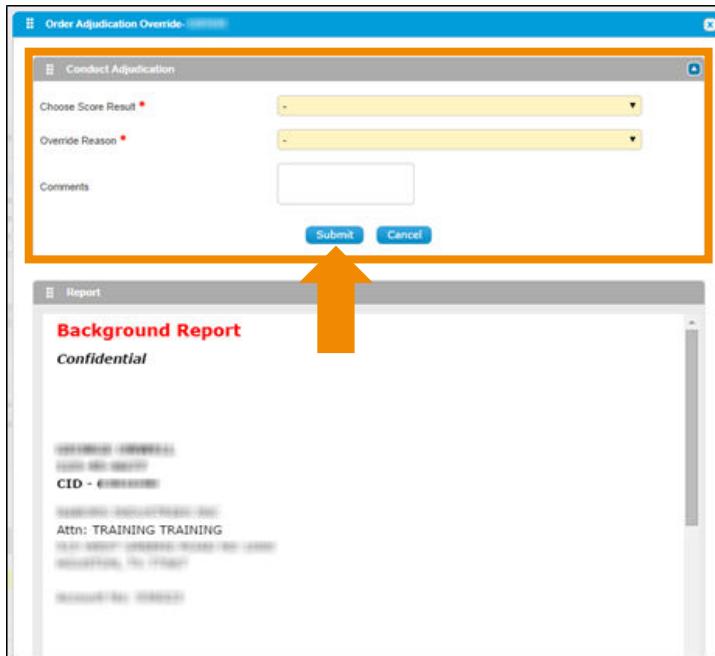
Adjudication

- Click on “Decisional” case score in the Person Status Detail to access the Order Details.

Order Ref ID	Service	Order Status	Complete Date	Case Status	Case Score	Compliance Impact?
79427610	Background	CONFIRMED	12/09/2015	Completed	DECISIONAL	Yes

- Under Order Actions select “Adjudication”

3. The Order Adjudication Override window will open.

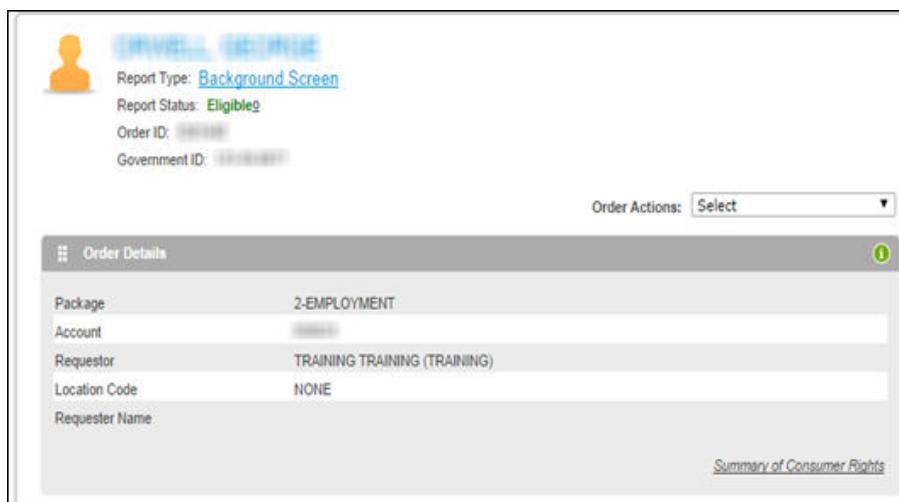


Select the “Score Result” and “Override Reason” from the drop downs.

Comments may be added but are not required.

Click “Submit” to update the Score.

4. The Report Status is updated based on your selection.



Review and Edit Pre-Adverse Actions Letters and Ban the Box

Adverse Action Letters are automatically mailed, however, certain jurisdictions require special handling.

1. Click on “Ineligible” case score in the Person Status Detail to access the Order Details.

If applicable, a daily email will be sent to the person who registered for the account, identifying these impacted cases.

You must review the report and follow the adjudication instructions above. If the appropriate score is Ineligible, follow instructions below to trigger the Pre-Adverse Action Letter.

2. Choose “Correspondence Letters” from the Order Actions drop down menu.

3. Select “Pre-Adverse Action” from the Type of Letter drop down. Click “View Letter”.

4. Read the jurisdiction ordinance detail displayed in the Instruction Text. Indicate which charges you are considering when making this decision by selecting the checkboxes next to the charges that we've reported on this candidate.

The screenshot shows a software interface for generating a letter. At the top, there's a header 'Letter'. Below it, the 'Instructional Text' section displays the 'New York City Fair Chance Act - New York City Council Bill 0318' with a detailed description of its requirements. A yellow box highlights the 'Consider All' checkbox and the 'Yellow' status. The 'Required Document(s)' section follows, showing two documents: 'New York, NY Ban-The-Box document' and 'Customer Provided Ban-The-Box Document', each with 'Instructions', 'Blank Form', and 'Upload' buttons. Below these is a 'Case/Order Level Comment' section with a dropdown menu and a text area for comments, both of which are highlighted with yellow boxes. An orange arrow on the right points to the 'Instructional Text' section, with the label 'Ordinance Detail' in a yellow box.

5. In the Required Documents section, you can view instructions, download a blank copy of the form to fill in and upload to our system for jurisdictions that require additional forms to be attached, such as NYC. You also have the ability to attach other forms to be appended to the letter as well.

This screenshot shows the 'Required Document(s)' section of the software. It lists two documents: 'Customer Provided Ban-The-Box Document' and 'New York, NY Ban-The-Box document'. Each document entry includes a 'File Name' column, an 'Upload' button, and 'Instructions' and 'Blank Form' buttons. The background of the entire section is highlighted with a yellow gradient.

6. Enter comments specific to your individualized assessment for this particular candidate in the Comments box. The comments will appear in the Pre-Adverse Action letter. Click “**Preview**” to review the letter.

Letter

Instructional Text

New York City Fair Chance Act - New York City Council Bill 0318

(b) After extending an applicant a conditional offer of employment, an employer, employment agency or agent thereof may

Consider All **Status** **Source** **Search Results**

Yellow NEW MEXICO SEX OFFENDER REGISTRY REGISTERED SEX OFFENDER NMSOR296269-1 01/01/1801

Required Document(s)

Document **File Name**

New York, NY Ban-The-Box document **Instructions** **Blank Form** **Upload**

Customer Provided Ban-The-Box Document **Upload**

Case/Order Level Comment:

Select One *

Enter Comments *

Select One

Preview

NOTE: Enterprise Advantage gives you the ability to add and edit comments OR select from the comment from the drop down.

NOLA COMPANY
100 Main Street
Alpharetta, GA 30005

First Advantage

11/15/2016
BRUCE JAHN
100 MAIN STREET
ALPHARETTA, GA 30005

Dear BRUCE JAHN :

We have recently requested a criminal background report on you. Information contained in this report (enclosed herewith, including a summary of your rights under the Federal Fair Credit Reporting Act and relevant state laws) may adversely affect your employment status. The background report was prepared by:

First Advantage, Consumer Disclosure Center
PO Box 105292
Atlanta, GA 30348
1-800-845-6004

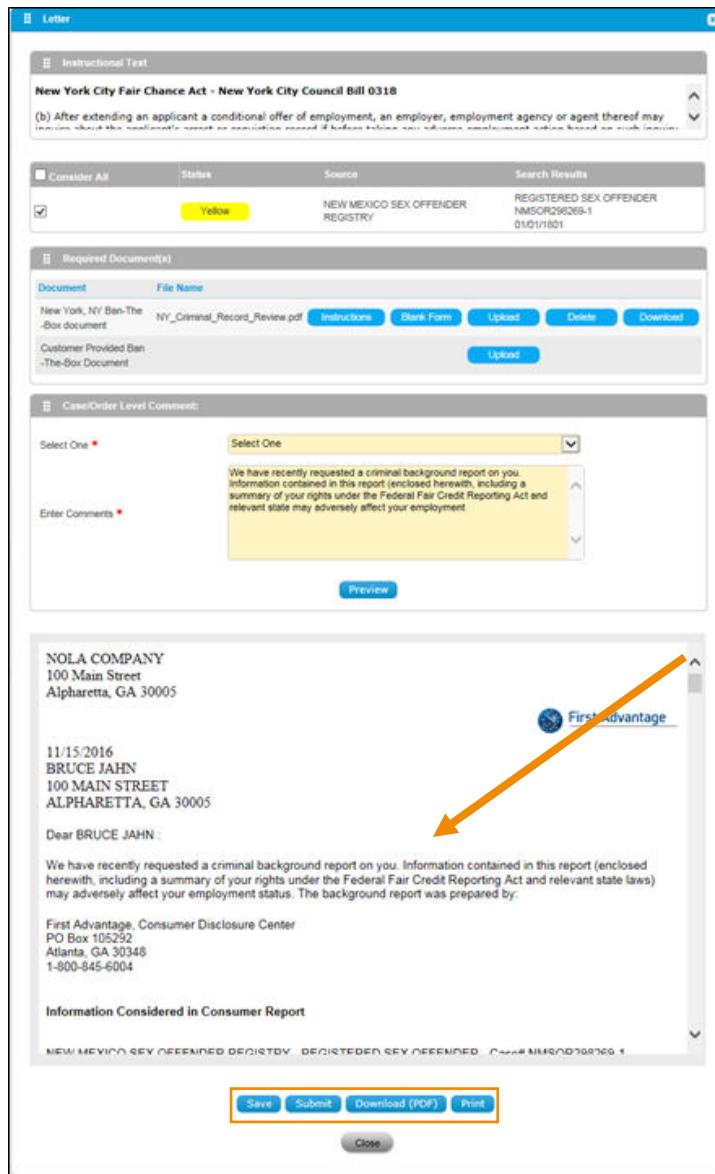
Information Considered in Consumer Report

Comment

Save **Submit** **Download (PDF)** **Print**

Close

7. Use the scroll bar to preview the letter content. Be sure to make any changes needed before clicking Submit. Use the buttons to Save, Print or Download a PDF copy of the letter for your files. Clicking "Submit" instructs First Advantage to send the letter.



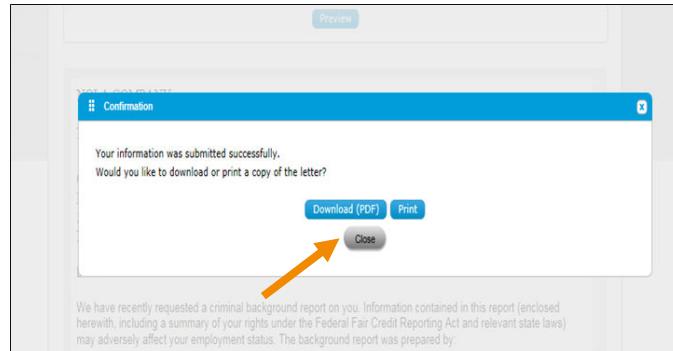
The screenshot shows the 'Letter' interface in the XtdForce:Vendor User Guide. The interface is divided into several sections:

- Instructional Text:** Displays the "New York City Fair Chance Act - New York City Council Bill 0318" and its requirements.
- Required Document(s):** Shows a document named "NY_Criminal_Record_Review.pdf" with options to "Instructions", "Blank Form", "Upload", "Delete", and "Download".
- Case/Order Level Comment(s):** Contains a dropdown menu "Select One" and a text area for "Enter Comments". The text area contains a message about a recent criminal background report request.
- Letter Content:** The letter is addressed to "BRUCE JAHN" at "NOLA COMPANY, 100 Main Street, Alpharetta, GA 30005". It is dated "11/15/2016" and includes the First Advantage logo. The letter body states that a criminal background report was requested and provides contact information for First Advantage.
- Buttons at the bottom:** "Save", "Submit", "Download (PDF)", "Print", and "Close".

8. The Legal Agreement will display to ensure that you understand and agree that you have reviewed and approve the verbiage that you've entered into the Pre-Adverse Action Letter and that you've attached any documentation that may be applicable. Click "I Agree".



9. The confirmation page will display. Use the buttons to download or print a copy of the letter. If a document was attached that document will be appended to the letter. Click "Close" to close the template.



10. To access the letter at a later time, select “**Correspondence Letters**” from the drop down in the Order Details and select the Pre-Adverse Action Letter and click “View”. Use the buttons to download or print a copy. The Submit button will be grayed out, as no more edits are allowed.

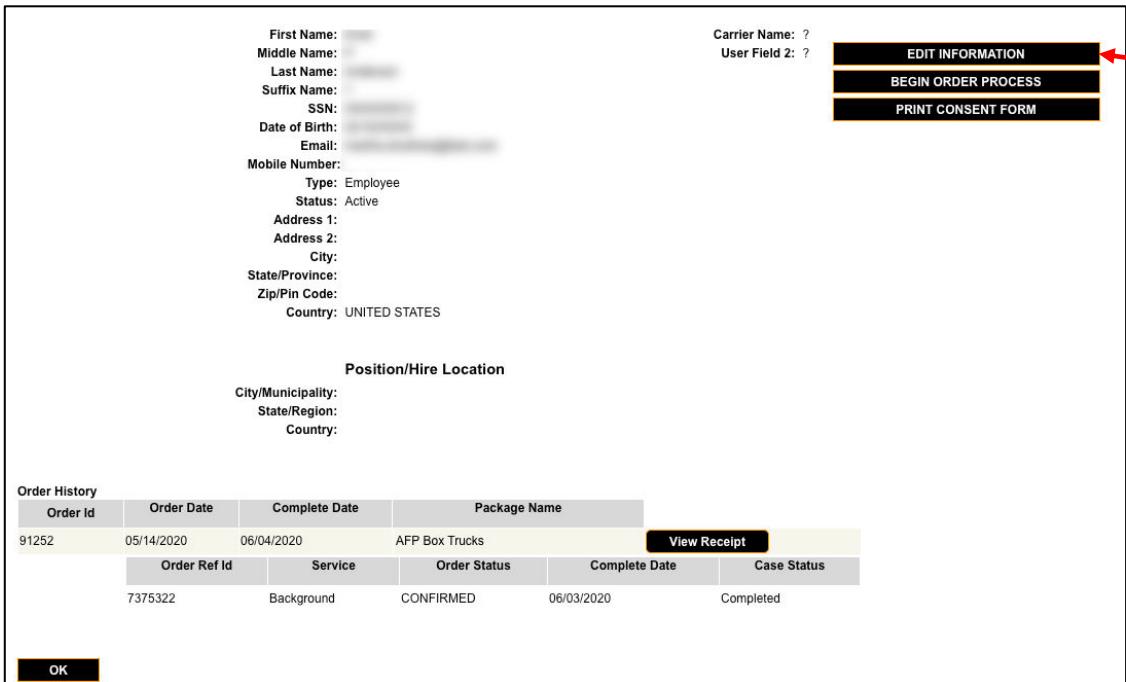
The screenshot shows the 'Letter' screen for a pre-adverse action order. The interface is divided into several sections:

- Instructional Text:** Displays the 'New York City Fair Chance Act - New York City Council Bill 0318' text.
- Required Document(s):** Shows a document titled 'NY_Criminal_Record_Review.pdf'.
- Case/Order Level Comment:** Contains a note about a criminal background report and an 'Enter Comments' field.
- Letter Generation History:** Lists the letter type as 'PRE ADVERSE ACTION', order number '3802004', applicant name 'JAHN, BRUCE', requestor ID 'DONALD', and generation date '11/15/2016'.
- Letter Content:** The letter is addressed to 'NOLA COMPANY' at '100 Main Street, Alpharetta, GA 30005'. It is dated '11/15/2016' and sent to 'BRUCE JAHN' at '100 MAIN STREET, ALPHARETTA, GA 30005'. The letter body discusses a criminal background report and the background report was prepared by 'First Advantage, Consumer Disclosure Center, PO Box 105292, Atlanta, GA 30348, 1-800-845-6004'. It also includes an 'Information Considered in Consumer Report' section and a 'Download (PDF)' button.

NOTE: Once completed, no further action is needed. First Advantage will automatically send the final Adverse Action Letter

Terminating or Deactivating an Employee

1. Follow the instructions under Searching for a Person (above) to locate the individual to deactivate or terminate.
2. Click on the person's name from the results list to view their Person Status Detail.
3. Select **EDIT INFORMATION**.



First Name: [REDACTED]
Middle Name: [REDACTED]
Last Name: [REDACTED]
Suffix Name: [REDACTED]
SSN: [REDACTED]
Date of Birth: [REDACTED]
Email: [REDACTED]
Mobile Number:
Type: Employee
Status: Active
Address 1:
Address 2:
City:
State/Province:
Zip/Post Code:
Country: UNITED STATES

Carrier Name: ?
User Field 2: ?

EDIT INFORMATION (highlighted with a red arrow)
BEGIN ORDER PROCESS
PRINT CONSENT FORM

Position/Hire Location

City/Municipality:
State/Region:
Country:

Order History

Order Id	Order Date	Complete Date	Package Name	View Receipt
91252	05/14/2020	06/04/2020	AFP Box Trucks	View Receipt
Order Ref Id	Service	Order Status	Complete Date	Case Status
7375322	Background	CONFIRMED	06/03/2020	Completed

OK

4. Click the arrow next to **Active Status** to display a list of possible statuses.

Personal Information

* Legal First Name [Redacted]

Does the candidate have a middle name and will they provide it? Yes No

Middle Name [Redacted]

* Legal Last Name [Redacted]

Suffix Name [Redacted]

* Does your candidate have a Social Security Number? Yes No
(Required if they are a US Citizen)

SSN [Redacted] (Numbers Only, Tax ID's will not be accepted - SSN only)

Date of Birth [Redacted] (mm/dd/yyyy)

* Email [Redacted]

Mobile Number [Redacted]

Type Employee

Carrier Name [Redacted]

User Field Select:

Active Status Active Inactive Terminated

Date Terminate [Redacted]

Position/Hire Location

*Country UNITED STATES

*City/Municipality Atlanta

* State/Region Georgia

Current Address

Country UNITED STATES

Address 1 [Redacted]

Address 2 [Redacted]

City [Redacted]

State/Province Select:

Zip/Post Code [Redacted] - [Redacted]

SAVE CANCEL

5. Click on the new status for this person. Enter a termination date if applicable.

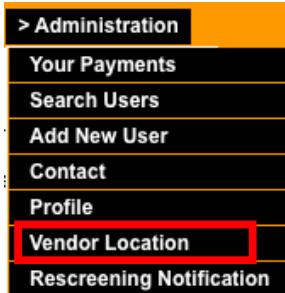
6. Click **SAVE** to complete the status change.
(Click **CANCEL** to cancel the status change and return to the Person Status Detail page).

Basic Administration Functions

These tasks are performed from the **Administration** tab.

Adding a new location

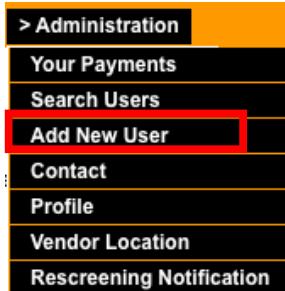
1. Click Administration> Vendor Location.



2. Click **ADD NEW**, enter the location Information and click **SAVE**. This location will then be displayed in the location list for adding people to the roster.

Adding a new user

1. Click Administration>Add New User.



2. Create a User ID and Password for the individual, set their Role (Admin, View, Update, Summary) with the necessary level of access, and click **SAVE**. The new user will be able to log into the system immediately with the User ID and Password assigned.

Please enter your current password to save a new user.

* Current Password

* User ID

* New Password

* Re-Enter New Password

* First Name

* Last Name

* Email

Status

* Role

Admin User can create and manage multiple logins; can update compliance contact information.
View User can view people roster information, but cannot add or modify; can view compliance reports; cannot order background checks or replacement badges.
Update User can add and modify people roster information; can view compliance reports; can order background checks and replacement badges.
Summary User can add and modify people roster information; can view compliance reports; can order background checks and replacement badges; cannot see background detail report.

CAUTION!!! ANY USER WITH ADMIN ACCESS HAS THE ABILITY TO CHANGE THE OVERALL CONTACT INFORMATION FOR YOUR ACCOUNT. PAY CAREFUL ATTENTION WHEN ASSIGNING ADMIN ACCESS TO USERS.

Changing email notification preferences and updating passwords

1. Click Administration> Profile.
2. Under User Notifications, you can see what notifications you currently receive. You can change these settings at any time. Make your new selections and click **SAVE**.

User Notifications

Do you want to receive an order confirmation email when you submit an order?	<input type="button" value="No"/>
Do you want to receive an email when an order has completed?	<input type="button" value="No"/>
Do you want to be notified for all orders within your account, or only the orders you have submitted?	<input type="button" value="Only orders I have submitted"/>
Do you want to receive notification when temporary badge is ready to be printed?	<input type="button" value="No"/>

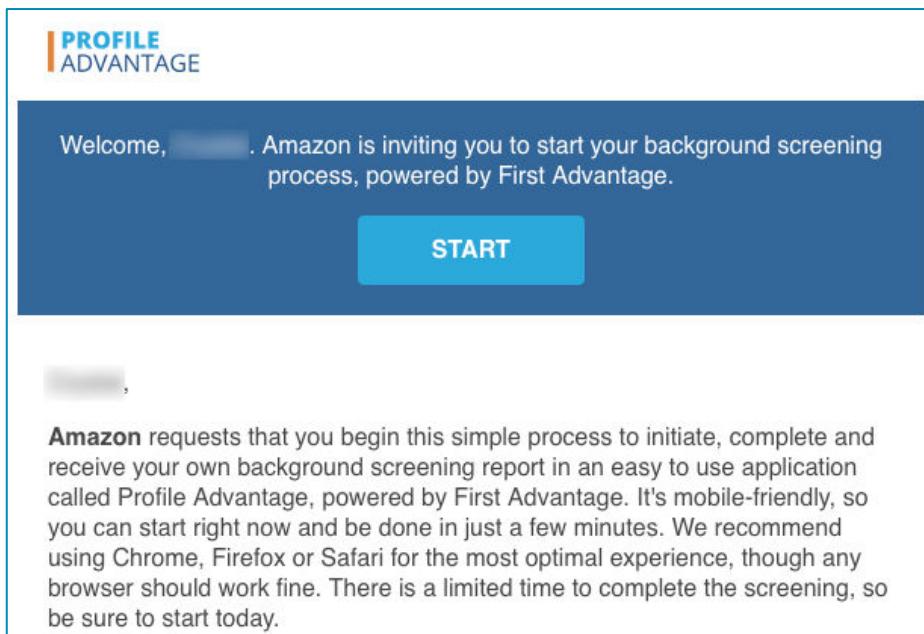
SAVE

3. From the **Profile** screen, you can also change your password. Enter your new password in both boxes and click **Save**.

Candidate Profile Experience

Profile Advantage, a mobile-first background screening solution that candidates can leverage anytime from anywhere. Convenient and easy to use, Profile Advantage also supports desktop browsers.

1. Candidates will receive an invitation email to log into Profile Advantage and will select the START button to access the application.

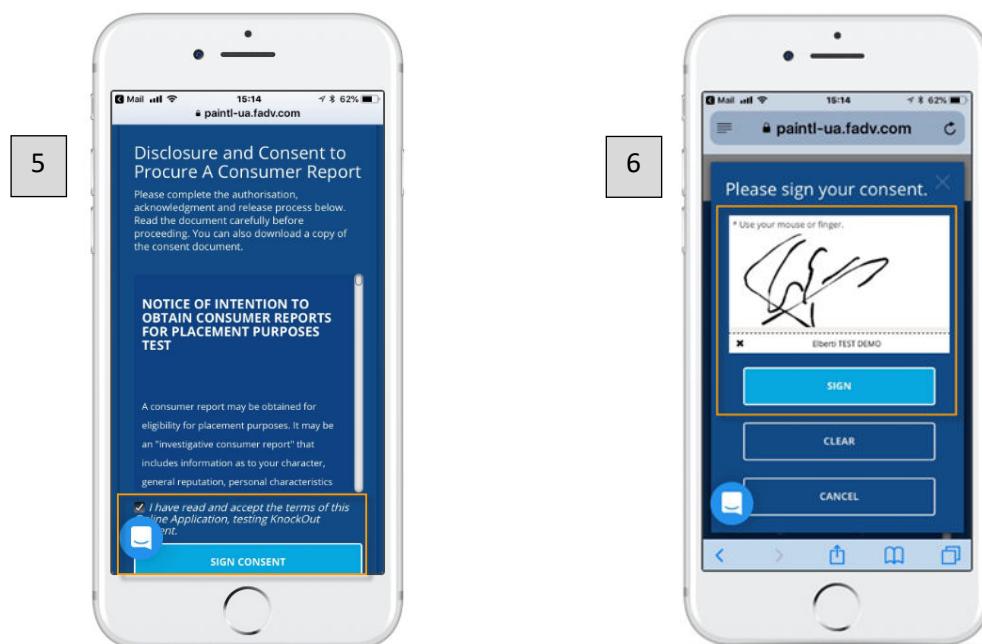


2. Candidates will create a new password and secret question.
3. Provide current country of residence.
4. Use the chat feature to get help from a consultant or access job aides 24-hours, 5-days a week.

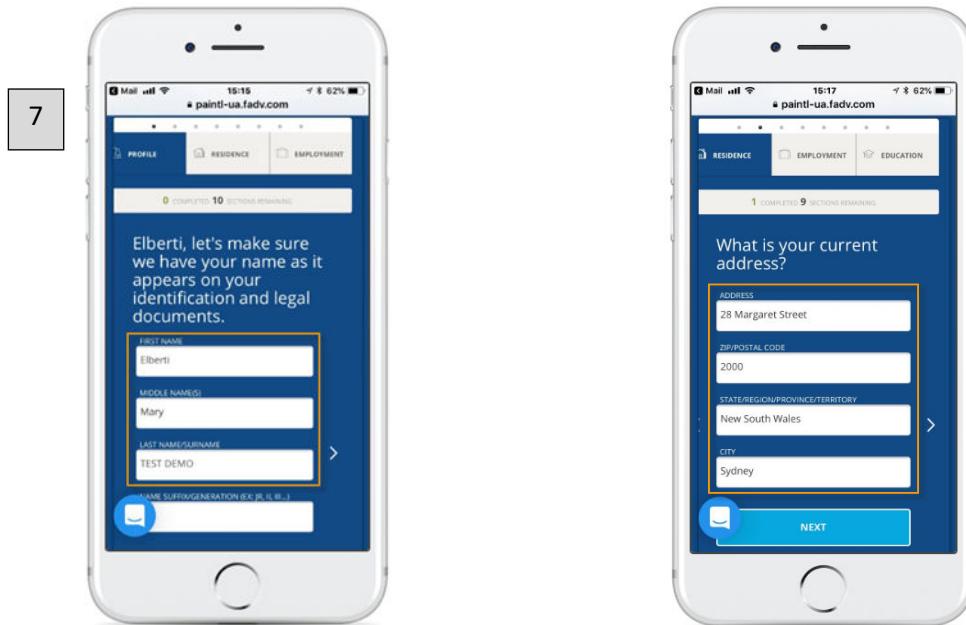
***Chat is currently offered in English only and can be turned off for accounts that want to opt out*



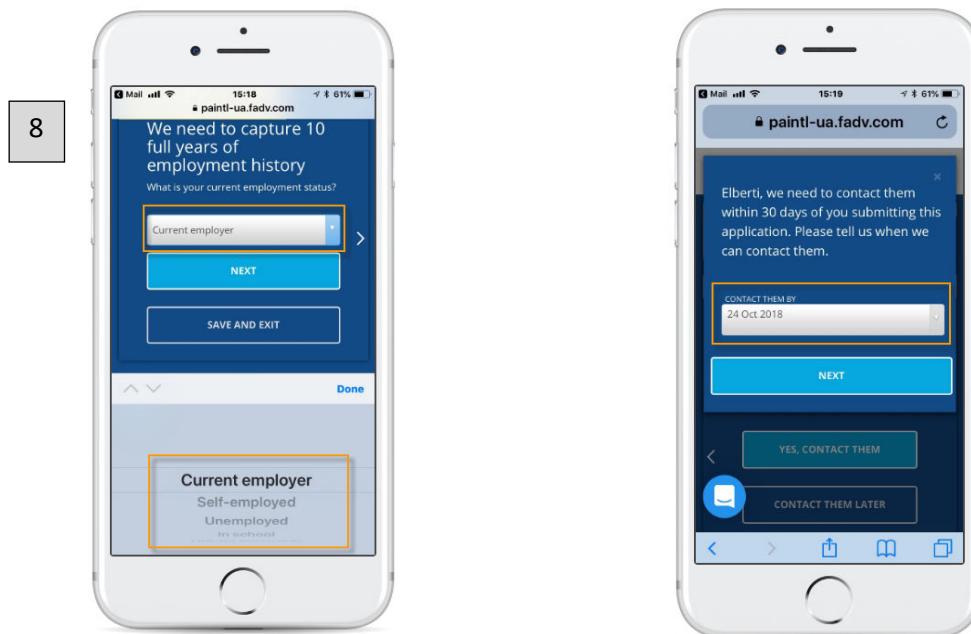
5. Review terms and conditions of background screening authorization.
6. Candidate can use a stylus or finger to complete eSignature.



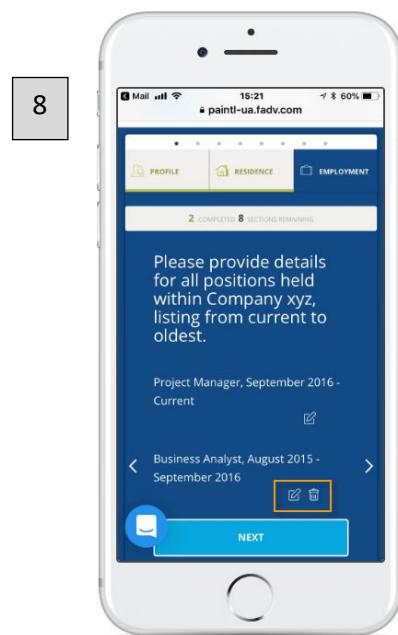
7. Ensuring to provide all legal names that match your identification and legal documents and complete address history.



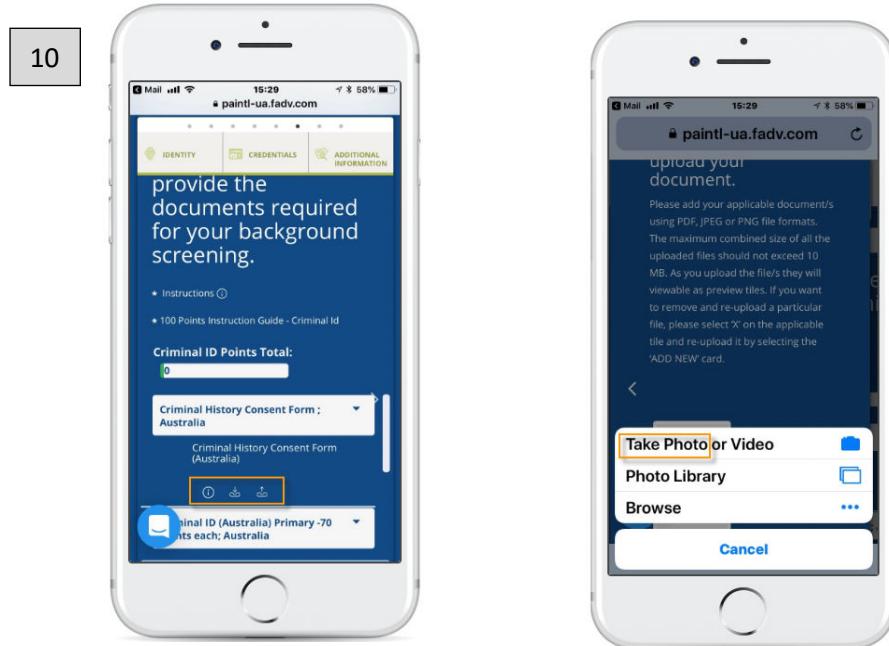
8. Any employment history will need to be entered. Current employment will require a date of contact when selecting option contact them later.



9. Use the edit icon or trash to make any updates or changes.

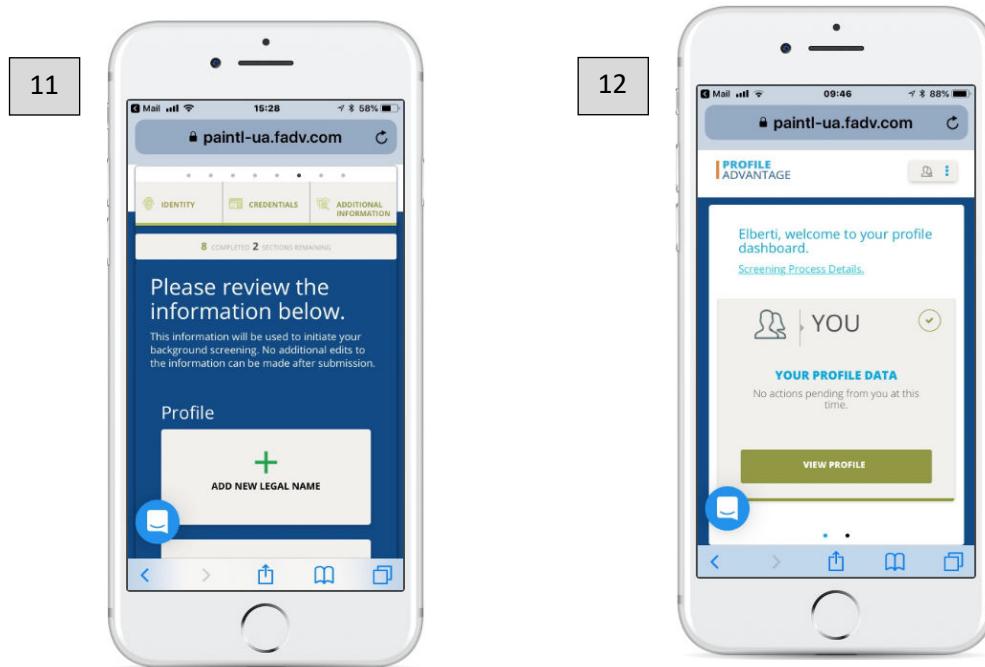


10. View instructions, download or upload required documentation needed to conduct the background screening.



11. Candidates have an opportunity to review before submitting and make any updates or changes.
12. Candidates will have access to a Profile Dashboard, where they review previous profiles completed or any pending items.

***Dashboard can be turned off for accounts that want to opt out.*



NOTE: Once completed, the background order will initiate.