

# **XtdForce** Background and Badge Instruction Guide for Lowe's

March 2021

#### **CONFIDENTIAL & PROPRIETARY**

The recipient of this material (hereinafter "the Material") acknowledges that it contains confidential and proprietary data the disclosure to, or use of which by, third parties will be damaging to First Advantage. Therefore, recipient agrees to hold the Material in strictest confidence, not to make use of it other than for the purpose for which it is being provided, to release it only to employees requiring such information, and not to release or disclose it to any other party. Upon request, recipient will return the Material together with all copies and modifications, if any.

All names in the text, or on the sample reports and screens shown in this document, are of fictitious persons and entities. Any similarity to the name of any real person, address, school, business or other entity is purely coincidental.

The First Advantage logo is a registered trademark of First Advantage., used under license. Other products and services may be trademarks or registered trademarks of their respective companies.

Copyright © 2019, First Advantage. All rights reserved.

CONFIDENTIAL & PROPRIETARY	2
Introduction	4
Important Notes and Frequently Asked Questions:	4
Customer and Technical Support	4
Validation of Company Physical Address	5
Updating the Company Information	5
Ordering/Renewing a Background & Badge	6
New PROviders	6
Existing PROviders	6
Directions for Uploading Photo for Existing Compliant Employee	9
Directions for Downloading and Saving Digital Badge	11
Reading the Digital Badge	12
	12
	12
Requesting Replacement Badges	13
Terminating or Deactivating an Employee	14
Directions for VBU 'Lowe's Issued Vendor Number'	15
Directions for sales tax calculation for Credit Cards	16
Customer and Technical Support Needs	17

## Introduction

In an effort to enhance the Lowe's brand with our customers and grow our Services business, Lowe's requires contractor badges with the bi-annual background checks for partner companies. Badges may be ordered separately only if the PROvider/PROvider Employee displays a 'Compliant' background. Badges and backgrounds may also be ordered at the same time. If the background is near expiration, we recommend you go ahead and do that at this time, versus ordering the badge only. The cost of the badge alone is \$10 per PROvider/PROviderEmployee.

### **Important Notes and Frequently Asked Questions:**

- 1. Badges must be paid for upon order by credit card. For any PROvider using promo codes, the promo code will not be an option when paying for a badge. For any PROvider ordering a background and a badge, this will have to be paid for by credit card.
- 2. You will not be able to copy or transfer badges from one Lowe's PROvider account to another. Only one badge is needed per employee, regardless of how many Lowe's PROvider accounts the company supports. For example, if your company performs subcontractor work for multiple Lowe's PROviders, each employee will only receive one badge.

What if I have lost my Badge? You can order a replacement badge. Fees will be dependent on if you woul like a physical and/or digital badge. This option will be available after the first badge has generated. Instructions for ordering a replacement badge can be found on page 15.

- 3. Why can I not order a temporary badge? With the digital badge feature, you will receive a automatic email with the digital badge URL link. If a hard copy is required, the digital badge can be printed.
- 4. A badge is not needed if the employee does not go to any Lowe's job sites.
- 5. It is imperative that the contact information in the XtdForce ystem is correct. This will ensure the correct delivery of the badge and allow the PROvider to be alerted to any issues with the badge.
- 6. Badge Photo Requirements are as follows:
  - a. Must be a color photo
  - b. Photo should be at least 2x2 inches large. Larger pictures can be used and will be re-sized upon review
  - c. Photo must be taken in front of a plain, neutral background color i.e.; white, off-white
  - d. The contrast and lighting in the photo should be normal
  - e. Photo must present full head from top of hair to shoulders
  - f. Photo must include a full face, front view, eyes open and natural expression (head should be positioned directly facing the camera, and the entire face should be in focus)
  - g. Photos must not include sunglasses (shades), hats or headgear
  - h. Photos should include prescription glasses, a hearing device, wig or similar articles, that are normally worn for medical reasons
  - i. Individual in photo must be dressed in professional attire
  - j. JPEG/JPG and BMP are the only acceptable file formats for digital photos

Note: These requirements are the basic requirements for passport photos.

### **Customer and Technical Support**

Phone: 866-237-2135 Email: XtdForceCustomerCare@fadv.com

# Validation of Company Physical Address

Before ordering a badge, you must validate your company's physical address, email address and phone number in XtdForce to ensure the badges are sent to the correct address. In addition, this contact information will be referenced by First Advantage for issues regarding the order. An example would be if the photo does not meet the system requirements.

**NOTE:** Only 'Admin' users will have the ability to update the address. Lower-level PROvider users will not be able to update the account.

### **Updating the Company Information**

**Step One:** After logging in to XtdForce, hover over the *Administration* tab and select 'Contact' from the drop down menu.



#### Step Two:

- Review the contact information listed, making any necessary updates, and select 'Save' at the bottom of the screen.
- The physical address below will be the address used when mailing the badges.
- You will need to enter your current password in the first section of the screen in order to save any changes.
- Once the changes are saved, you can proceed with the badge order.
- Please be sure to include the company email address as that is where documentation will be sent if needed.

Lot Data Services Tepstor	F	rst Advantage®	Technical Support at 1
Home People	> Report > Administ	19504	
	Ed	it Contact : 1 STO	P REMODEL
Please enter your current password to ed	the contact information.		
* Password		-	
Please verify that your contact information an 1. After making any changes, please se	is up-to-date. This information lect Submit.	will be used by LOWES TYP	E I INSTALLER PROGRAM to send numbrations and badges. R
* First Name	John		
Middle Name			
* Last Name	Doe		
* Country	UNITED STATES OF	AMERICA ¢	
* Address 1	123 Main Street		
Address 2			
* Gity	Mooreaville		
* State	North Carolina		
" Zip Code	20115 -		
* Email Address	John Dow@gmail.com		
* Fax Number	1234567896	Please enter only r	umbers in the Fax and Phone fields (no dashers).
* Primary Phone Number	123456789C Ext		
Secondary Phone Number	Ext		

## Ordering/Renewing a Background & Badge

All PROviders who are new to Lowe's should receive the Background & Badge package. This package should also be used for employees who need to have their backgrounds renewed.

### **New PROviders**

For a new employee, the PROvider will add him/her to XtdForce by using the Add New Person' under the People tab.

			Thorratanageo
Home	> People Search Peop	> Report	> Administration
You are logged i	Add New Per nto the cowe's Type In	staner Screenin	g Website.
At Lowe's we wa reduce risk and p with LexisNexist To submit an ore	nt to build partnerships protect our company's re ?.	with our installers putation, Lowe's h	that lead to mutual success for everyone involved. As part of our effort las established a contractor screening process through our partnersh
Go to the PEOP Enter the contra	LE menu and select AD ctors information and s	D NEW PERSON elect SAVE.	and the constitute southern exemption

### **Existing PROviders**

Once you have added the new person, they will be added to your roster. You will be able to search for them by name by using 'Search People' under the *People* tab.

If the employee is an existing employee and needs to have the background renewed, the PROvider will search under the *Peopletab* and then select the person's name. The name will appear as a blue hyperlink.

	First Name:		1						
	Last Name:								
Cor	mpliance Status:	Select	i.						
Com	plance Expires:	Select -	1						
	SSN:								
	Person Status:	Select -	22						
	Type:	Select	3						
Vi	endor Locations:	ALL							
	User Field 1:								
	User Field 2:			Ĩ					
Self Repor	ted Convictions:	Select	•}						
	Search By Date:	Select	•						
SEARCH									
2 1220	1 2 2								
touno, Urapia)	ang Mesuna								
	Prove Service	e Compliance	55M =	Person Status =	Order	Completion	User Field 1 =	User Field 2 =	Туре
Name *	Status D	Expires *			Date	LYANG -			

#### Step One: Begin Order Process

Clicking on the name from the search results will lauch the *Person Status Detail* screen. Select '**Begin Order Process**' to place the order.

Lats Balld Something Together			_exisNexis®		
Home >Vesdor >People	> Report	> Administration			Technical Support at 1-
	Perso	n Status Detail :	Lowes Type I Installer Vendor	- (55675)	
First Name:	.iohn		User Field 1:		-
Last Same	Con		Badge Expires	EDIT INFORMATION	
Suffix Name:			Halge Multiker	BEGIN ORDER PROCESS	
S SNL	000001321		Location Number:	PRINT CONSENT FORM	
Date of Birth:	0.00 1000XX		Person ID: 2	SUBMIT BADGE PHOTO	
Type:	Principal		Current Picture:		
Status:	Adive		Picture Load Date:		
Address 2			Picture Status:		
City	Alpharetta		Self Reported Convictions:		
State:	GA				
Zip Code:	30005				
Country:	US				
Compliance Expires:	02/12/2012				

**Step Two:** 'Installer Background Package w/ both Physical & Digital Badge' will be auto selected. The package details and price will be listed below.

**Note:** A signed consent from the candidate is required. Select the checkbox to confirm a signed consent has been collected.

Order Detail : Digital Badge Cust Education
You are placing a new order for: Doe, John
Select a package to view the package details and begin the ordering process:
Installer Background Package w/Both Physical & Digital Badge
Installer Background Package w/Both Physical & Digital Badge - \$26.72  •
National Criminal Record File, National Sex Offender Registry, Felony/Misdemeanor Records
If you <u>do not</u> currently have consent to perform a background check already on file from the above individual, please print out the <u>consent form</u> and have the above individual sign it before continuing to the next step.
I have a signed consent form for this individual on file.
*Applicable Taxes Apply
Next Cancel

Step Three: Submit any prior convictions.

convicted of a crime other tha	a traffic violation, please enter the offens	e, county, and state of the convic	tion.
NA			
			remaining 497 out of 500 characters
TTENTION Independent Contra	ctor: PLEASE ensure that prior to submitt	ng this background: all guestion	s have been answered honestly and
ruthfully. Failure to fully disclos	e any necessary information could result i	a Not-Approved decision. If you	are not the individual who the
ackground is being submitted	or, please confirm with the individual that	all questions have been answere	d honestly and truthfully. If you have any

**Step Four:** Order will be added to a shopping cart.

The shopping cart functionality allows multiple orders to be processed at once. Click '**Continue Ordering**' if you need to add additional items to shopping cart.

Last Name	Package	Price	
Doe	Installer Background Package w/Both Physical & Digital Badge	\$26.72	>
		\$0.00 USD	
		\$26.72 USD	
	Last Name Doe	Las Name Package Doe Installer Background Package witioth Physical & Digital Badge	Las Name Package Price Doe Installer Background Package wilboh Physical & Digtal Badge \$26.72 \$0.00 USD \$26.72 USD

**Step Five:** Click **'Checkout'** and populate payment information. Populate payment detail by selecting payment method and inputting your respective information.

Total :	: \$ 26.72
Order Total :	: \$ 26.72
Taxes :	: \$ 0.00
* Payment Method(s)	) Credit Card ¢
* Card Type	Visa 🗘
* Card Number	r 4111111111
* CSC Number	r 111
	The CSC (Credit Security Code) is a 3 or 4 digit code found on the back of the credit card in the signature bo
* Expiration Date	03 4. 2025 4
tBa una Candà Canda	
Re-use credit card?	
	Please note: Re-use of credit card information is restricted to the current session.
te:	
	a you will not be able to see the detailed results
ote:	you will not be able to see the detailed results

Step Six: After Background returns Compliant, Submit Badge Photo.

After uploading the photo, you may hit '**Back**' button to go back to the PROviders profile. Once the photo has been approved, a badge will be issued. An email will be sent to the individual with a link to access the digital badge.

				Person Status Deta	ail : Digital Badge Cust	Education - (5445272)		
		Comp	First Name: John Michan Name: De Staffen Name: SSN: XXXXX453 Bard Bith: 122XXXX Bard Bith: 122XXXX Barderss 1: 100A JCBRNAN Address 1: 100A JCBRNAN Barder Expire: 0.0022023 plance Status: Compliant	0	l P Sett Repo	User Fried 1: Bage Fried 1: Bage Anther: Bage Number: Bage Number: Carrent Picture: Carrent Picture: Picture Batus: Held Convictions IIA	EDIT INFORMATION BEDIN ORDER PROCESS PRINT CONSENT FORM BUBMIT BADGE PHOTO	
Order History Order Id	Order Date	Complete Date	Package Name			Badge Require	ed Receipt	
8152376	03/02/2021		Installer Background Package w/B	oth Physical & Digital Badge		YES	View Receipt	
	Order Ref Id	Service	Order Status	Complete Date	Case Status	Case Score	Compliance Impact?	
		Background	Submitted		Submitted	XXXX	Yes	

# Directions for Uploading Photo for Existing Compliant Employee

The PROvider will locate the employee in XtdForce. This can be done by going to the *People* tab and using the 'Search People' Option. From the search results, click on the name (Blue Hyperlink) to lauch the *Person Status Details* screen.

Step One: From the Person Status Details select 'Submit Badge Photo' option

				Person Status Deta	nil : Digital Badge Cust	Education - (5445272)		
		t Comp Com	First Name: John Middie Name: Doe Suffit Name: Doe Sallwirt Name: Sallwirt Name: Sallwirt Name: Sallwirt Name: Sallwirt Name: Type: Employee Sallwir: Active Address 1: 100 ALDERMAN Address 2: City: ALPHARETTA Address 2: City: ALPHARETTA Sallwirt Name: Ceantry: UNITED STATES Sallwire Sallwirt Cangiliant	0	L Pr Self Repor	User Field 1: User Field 2: Badge Expines: Badge Number: Perion ID: 2 Current Picture: Current Picture: Current Picture: Picture Status: ted Convictions: NA	EDIT INFORMATION BIGIN ORDER PROCESS PRINT CONSENT FORM SUBMIT BADGE PHOTO	
Order History								
Order Id	Order Date	Complete Date	Package Name			Badge Require	d Receipt	
8152376	03/02/2021		Installer Background Package w/B	oth Physical & Digital Badge		YES	View Receipt	
	Order Ref Id	Service	Order Status	Complete Date	Case Status	Case Score	Compliance Impact?	
		Background	Submitted		Submitted	XXXX	Yes	

Step Two: Click 'Choose File' to locate photo and click 'Upload Photo'

After uploading, you can select '**Next'** and it will bring you to the payment screen.

Note: If badge photo requirements are not meet, the photo upload will fail.

Before placing your order, please make sure your address is updated. Processing time, which includes mail delivery time, is 5-7 business days. The badge will be mailed to the address we Before submitting, please neview the Badge Photo Requirements listed below.  Add Photo:  Add Photo:  Image Preview:  Before Submitting, please neview the Badge Photo Requirements listed below.  Steps to Add Photo:  Add:  Add:  Steps to Add Photo:  Add:  Add:  Steps to Add Photo:  Add:  Steps to Add Photo:  Add:  A	ou are ordering a badge for: Doe, John rice: \$10.00	
Add Photo: Upload Photo Upload Photo Uplo	efore placing your order, please make sure you efore submitting, please review the Badge Pho	r address is updated. Processing time, which includes mail delivery time, is 5-7 business days. The badge will be mailed to the address we have on o Requirements listed below.
Image Preview: We have a series of the seri	Add Photo:	Choose File No file chosen Upload Photo
eps to Add Photo: Select the Browse button. A listing of your file directory on your computer is displayed in a new window. Select the If you want to submit and click the Open button on the window. The file path name is displayed in the Add Photo box. Select the Upload Photo button. The file will be uploaded. When the upload is complete, a confirmation message is displayed. you need assistance, please contact. Customer and Technical Support at 1-866-237-2135 or XTDForceCustomerCare@fadv.com. Jge Photo Requirements: 	Image Preview:	
Photos must not include surglasses (shades), hats or headgear. Photos should include prescription glasses, a hearing device, wig or similar articles, that are normally worn for medical reasons Individual in photo must be dressed in professional attite	teps to Add Photo: Select the Browse button. A listing of your file Select the file you want to submit and click th Select the Upload Photo button. The file will by you need assistance, please contact Custome adge Photo Requirements: JPEG/JPC and BMP are the only acceptable Must be a color photo, 2x2 inches in size Photor must be taken in front of a plain, neutr The contrast and lighting in the photo should Photor must present full head from tog of hair Photor must include a full face, front view, ege Photors should include prescription glasses, a Individual in photo must be dressed in profes	directory on your computer is displayed in a new window. Open button on the window. The file path name is displayed in the Add Photo box. uploaded. When the upload is complete, a confirmation message is displayed. and Technical Support at 1-866-237-2135 or XTDForceCustomerCare@fadv.com. If fe formats for digital photos il background color i.e white, off-white be normal to shoulders sopen and natural expression (head should be positioned directly facing the camera, and the entire face should be in focus) has on headger hearing device, wig or similar articles, that are normality worn for medical reasons sional attire

Step Three: Enter Credit Card Information and click 'Order'

lease enter your method of payment be	low:
Total :	\$ 26.72
Order Total :	\$ 26.72
Taxes :	\$ 0.00
* Payment Method(s)	Credit Card \$
* Card Type	Visa \$
* Card Number	4111111111
* CSC Number	111
	The CSC (Credit Security Code) is a 3 or 4 digit code found on the back of the credit card in the signature bo
* Expiration Date	03 1 2025 1
*Reuse Credit Card?	
Re-use credit card	
	Please note: Re-use of credit card information is restricted to the current session.
ote:	
<ul> <li>If you did not (yet) pass First Advantage credentialing,</li> <li>Applicable state taxes are applied in certain locations.</li> </ul>	, you will not be able to see the detailed results.

#### Step Four: Badge Order Confirmation

If the photo uploaded meets the requirements, payment has successfully process, and the background is compliant, abadge will be issued.

Ord	er Detail : Digital Badge Cust Education
	Order Confirmation for: John Doe
	Service: Installer Background Package w/Both Physical
& [	Digital Badge
	Order Date: 03/02/2021
	Credit Card Number: xxxxxxxxxxx1111
	Amount Charged: \$26.72
	OK PRINT

Step Five: Updated Person Status Detail with photo.

Once a photo is approved, it will appear under the employee's profile. Photos will be reviewed approximately 24-36 hours after being uploaded.

**Note:** All photos are reviewed and if the photo submitted does not meet the listed specifications, the vendor will receive a phone call or email notification alerting them that the photo does not meet the requirements.

			First Name: John Middle Name: Last Name: Doe Suffix Name: SNR: XXXXX3453		User F User F Badge E Badge Ni Location Ni	ield 1: ield 2: pires: 03/02/2023 imber: 436196D000 imber:	2 88	EDIT INFORMATION GIN ORDER PROCESS	
		Md St ;	Date of Birth: 12/22/OCK Email: bble Number: Type: Employee Status: Active Address 1: 1100 ALDERMAN Address 2: City: ALPHARETTA Catelibrovine: Georgia ZipPin Code: 30005 Country: UNITED STATES		Per Current P Picture Loa Picture Loa	IDate: 03/03/2021	5	SEND BADGE JBMIT BADGE PHOTO	
		Complia Compl	ance Expires: 03/02/2023 liance Status: Compilant		Self Reported Convi	Dons: NA			
Order History Order Id	Order Date	Compile Compile Complete Date	ance Expires: 0302/2023 liance Status: Compliant Package Name		Self Reported Convi	DONS: NA	Badge Required	Receipt	
Order History Order Id 8152376	Order Date 03/02/2021	Complia Complete Date 03/03/2021	ance Expires: 03/02/2023 liance Status: Compliant Package Name Installer Background Package w/Both	Physical & Digital Badge	Self Reported Convi	Ibons: NA	Badge Required YES	Receipt View Rocolg	1
Order History Order Id 8152376	Order Date 03/02/2021 Order Ref Id	Compli Complete Date 03/03/2021 Service	ance Expires: 03/02/2023 liance Status: Compliant Package Name Installer Background Package w/Both Order Status	Physical & Digital Badge Complete Date	Self Reported Convi	ibons: NA	Badge Required YES Case Score	Receipt View Rocaly Compliance Impact?	
Order History Order Id 8152376	Order Date 03/02/2021 Order Ref Id 186177318	Complete Date 03/03/2021 Service Background	ance Expires: 03/02/023 liance Status: Compliant Package Name Installer Background Package w/Both Order Status CONFIRMED	Physical & Digital Badge Complete Date 03/03/2021	Self Reported Convi Case Statu Completed	ibons: NA	Badge Required YES Case Score XXXX	Recaipt View Recaip Compliance Impact? Yes	1
Order History Order Id 8152376 Badge History Badge Order	Order Date 03/02/2021 Order Ref Id 186177318 Badge Type	Complete Date 03/01/2021 Background Background	ance Expires: 03/02/023 liance Status: Compilant Package Name Installer Background Package w/Both Order Status CONFIRMED Bedge Status	Physical & Digital Badge Complete Date 03/03/2021 Order Date	Self Reported Convi Case Statun Completed Processed Date	itions: NA	Badge Required YES Case Score XXXX Expiration Date	Receipt View Receipt Compliance Impact? Vies Receipt	1
Order History Order Id 8152376 Badge History Badge Order 186177318	Order Date 03/02/2021 Order Ref Id 186177318 Badge Type PHYSICAL	Complete Date 03/03/2021 Background Background 4/3619600002	ance Expires: 03/02/023 fance Status: Compilant Package Name Installer Background Package willorh Order Status CONFIRMED Badge Status PRINTED	Physical & Digital Badge Complete Date 03/03/2021 Order Date 03/02/2021	Self Reported Convi Case Statu Completed Processed Date 03032021	Issue Date 03/02/2021	Badge Required YES Case Score XXXX Expiration Date 0.002/2023	Receipt View Receipt Compliance Impact? Yes Receipt	1

# Directions for Downloading and Saving Digital Badge

**Step One:** Once the photo has been approved, the individual will receive an email with a link to access their digital badge.

Click the URL link in the email to open the digital badge in a browser.



**Step Two:** The digital badge will open in a browser window. For quick future access:

- Apple Device Users should bookmark the page.
- **Google Device Users** can download to their wallet or bookmark the page.



# Reading the Digital Badge

**Step One:** The QR Code on the digital badge will need to be scanned to determine if the individual is Compliant or Non-Compliant.

Scan QR Code







Non-Compliant



# **Requesting Replacement Badges**

The Replacement Badge can be ordered by selecting the 'Send Badge' option from the Person Status Detail. This option will be available after the original badge is printed. There is a one time charge of \$10 for the digital badge. Once that fee has been incurred, there will not be additional charges for replacement digital badges. Replacement physical badges there will be a \$10 fee.

**Note:** If the initial Badge order included a physical badge only, a first time order of \$10 for the digital badge fee will be charged.





Step Two: Select the Badge Type.

sauge type	
	Objital Badge
	Physical Badge and Digital Badge
	Physical Badge
Please Note:	
I. If you choo	se a physical badge, it will be mailed to the address we have on file, and for Digital Badges we will email to the individual on the roster directly.
2. Before place	ing your order, please make sure your address is updated.
3. Processing	time which includes mail delivery time, is 5-7 business days.
4. Before sub	mitting, please review and ensure you have a valid Badge Photo on the file.

**Step Three:** A confirmation of the order displays the badge order. If a digital badge was included in the order, the individual will receive an automatic email with the URL link to download the digital badge.

**Note:** The digital badge can be printed if a hard copy is required.

Badge Order Confirmation	Badge Order Confirmation Subject: John,Doe Service Name: Badge Order	The Digital Ba	adge link for John,Doe was successfully sent
	Subject: John,Doe Service Name: Badge Order	Badge Order	Confirmation
Subject: John,Doe	Service Name: Badge Order	Subject: Joh	n,Doe
Service Name: Badge Order		Service Nam	e: Badge Order
01		OK	

### Terminating or Deactivating an Employee

Follow the instructions under the "Directions for Ordering a Background & Badge Package" section to locate the person to be inactivated.

Once the person has been located, follow these instructions to inactivate the background.

Step One: From Person Status Detail select 'Edit Information'

		First Name: J. Bliddle Hame: Losi Name: D Suffix Name: Stift: 0 Dote of Birth: 0 Type: E Stutus: A Address 1: Address 2: City: Al State: 6 Zito Code: 3	Person status pe	User Field 1: User Field 2: Beight Mark 2: Beight Mundfer: December Mundfer: December Mundfer: Person ID: 54 Current Picture: Picture Lod Date: Picture Lod Date: Picture Saletus: eff Reported Condicions:	(287734)	MATION PROCESS INT FORM E PHOTO	
Order Hist	ry Order Date	Compliance Expires: 00 Compliance Status: N Complete Dete	v15/2313 va Compliant Package Nar	ne Compli	ance Impact f	Sadge Required	
152321	12/03/2010		COL Driver Plus Drug Test	Yes	NO		
	Order Refid	Service	Order Status	Complete Date	Case Status	Case Score	
	2550286	Background Drug Testing	Submitted Order Expired/Donor No Show	12.07/2010	Submitted Order Expired/Doner No Show	XOOX XOOX	

Step Two: Click the arrow next to "Active Status" to display a list of possible statuses.

	Person Information : ABC Contractor
* First Name	leeu
Middle Name	
* Last Name	Doe
Suffix Name	
* S.SN	XXXXX55555 (Numbers Only, Tax ID's will not be accepted - SSN enly)
* Date of Birth	01.01/COOK (mm/ddlyyy)
* Type	Employee 💌
User Field 1	
User Field 2	
* Active Status	Active 📝 ≼
Date Terminated	
	Current Address
* Country	United States of America V
* Address 1	123 Mari Street
Address 2	
* City	Atanto
* State	Georgia 🗸
* Zip Code	30303 -
* Vendor Locations	Corporate - Corporate - Corporate - 1000 Alderman Drive Apharetta, GA-30000
SAVE CANCEL	

Step Three: Click on the new status for this person. If terminating, enter the termination date.

**Step Four:** Click '**SAVE**' to complete the status change. (Click CANCEL to cancel the status change and return to the Person Status Detail page).

## Directions for VBU 'Lowe's Issued Vendor Number'

VBU 'Lowes Issued Vendor Number' field is displayed in the Person Details page. To modify the VBU you will need to locate the record under the *People Search* tab.

**Step One:** User can enter or update the VBU field by clicking on the 'Edit Information' button from the *Person Status Detail page.* 

Build Something Together'	First /	Advantage®	
Home > Vendor > People	> Report > Administration		
	Person S	Status Detail : Lowe's - (116532)	
First Name:	CHRISTOPHER JAMES	VBU 'Lowe's Issued Vendor Number':	
Middle Name:		User Field 2:	EDIT INFORMATION
Last Name:	HARRIS	Badge Expires:	
Suffix Name:		Badge Number:	
SSN:		Location Number:	
Date of Birth:	08/18/XXXX	Person ID: 338	
Email:	xx@xxx	Current Picture:	
Mobile Number		Picture Load Date:	
Type:	Employee	Picture Status:	
Status:	Active	Self Reported Convictions:	
Address 1:	1000, Alderman Drive		
Address 2:			
City:	GREENVILLE		
State/Province:	North Carolina		
Zip/Pin Code:	27834		
Country:	UNITED STATES OF AMERICA		
Compliance Expires:			
Compliance Status:	Compliant		

Step Two: Update the VBU Issueed Vendor Number and click 'Save'.

			Person information ! Lowe's
	Personal Info	rmation	
* Legal First Name	CHRISTOPHER	JAMES	
* Does the candidate have a middle name and will they provide it?	Ves 🖲 No		
Middle Name			
* Legal Last Name	HARRIS		
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	DB/18/XXXX	(mm/dd/v	(vev)
Email	xx@xxx		
Mobile Number			
*Type	Employee		
* VBU 'Lowe's Issued Vendor Number'			(Only Numeric, up to 8 Digit, if unknown contact FSM)
User Field 2			
"Vendor Locations	LOC1 - 6401D -	DEFAULT	FLOCATION- 1000, Alderman Drive Indian Trail, NC-28079 *
"Active Status	Active •		
Date Terminated			<b>1</b>
	Current Addr	ess	
*Country	UNITED STATE	S OF AME	ERICA *
"Address 1	1000, Alderman	Drive	
Address 2			
"City	GREENVILLE		
* State/Province	North Carolina		
* Zin/Din Code	27934		

### Directions for sales tax calculation for Credit Cards

First Advantage (FADV) enabled sales tax calculation for the orders in which payment are through credit card.

For different types of ordering in FADV, like 1) Individual contractor or Batch orders. 2) Order Replacement Batch. 3) Self Contractor registration. 4) Vendor registration, customers need to pay the service charge along with the sales tax imposed by different states in United States.

The system automatically calculates sales tax based on the states (US) which order belongs and charge the customer if the payment is via Credit Card. To view the tax amount for the order:

Step One: User clicks on the Begin Order Process' under Person Status Detail page.

Let's Build Something Together"		First Advantage®
> Vendor > Peigde > Report	> Adventiselle	Technical
Per	son Status Detail : Lowes Type I Installer Vend	lor - (55675)
first Name: John	Maar Fault 1.	
Michille Kanther: A	Unar Field 2:	LOIT RECORDATION
Last Name: Cov	Balge Express	IN GIN CHECK PROCE 55
Softe Name	Inter surface	Address of Carol Burry & Calor
Sole Annotate	Location Bandwit	Page Constant Const
frame investory	Person D: 2	SLIEBET EADGE PHOTO
Shahar Action	Current Politare	
Address T	Police Lood Date:	
Address 2	Factor states	
City: Abriantia	See Address Conversions	
State: CA		
Zip Code: 34900		
Country: US		
Constants Patient Control		

**Step Two:** Select the package in Order Detail page.

**Step Three:** User is navigated to Paymentpage.

- When User selects credit card option then the Taxes value is displayed.
- Taxes Value varies based on the different states of US.
- Tax amount and its instructions are displayed in Payment page.

Let's Build Something Together'	≻Order	> Repo	nt >	Administrat	F	irst /	Adva	ntag	e®	
	Pay	ment Det	ail : uni	ijudy1						
ase enter your method of payment be	low:									
Service Name :	NewTestPackage									
Total	\$ 55.00									
Order Total	\$ 55.00									
Taxes :	\$ 0.00									
* Payment Meth	od(s) Credit Card		्य	3						
* Card Type	Select		*							
* Card Number										
* CSC Number										
	The CSC (Credit Sec	urity Code) is a	a 3 or 4 digit	t code found	t on the bai	ck of the cre	dit card in t	ie signatu	ire box	
* Expiration Date	Select - Select	•								
*Re-use Credit Card?	Select -									
	Please note: Re-use not stored and will be	of credit card in removed upor	nformation i n logout.	is restricted	to the curr	ent session	Credit card	informati	on is	

# **Customer and Technical Support Needs**

If you need assistance, please contact Customer and Technical Support at: 1-866-237-2135 XTDForceCustomerCare@fadv.com

First Advantage CAN Help With:	First Advantage CANNOT Help With:
<ul> <li>Providing upload instructions</li> <li>Explaining photo requirements</li> <li>Explaining badge ordering and payment</li> <li>Locating Physical badges</li> </ul>	<ul> <li>Taking photo</li> <li>Printer troubleshooting (in the event you have an issue printing a temporary badge, contact your printer manufacturer for support)</li> </ul>
<ul><li>Advising how to print temporary badge</li><li>Login assistance</li></ul>	<ul> <li>Getting photo from camera to computer (in the event you have questions, we recommend you contact your camera manufacturer for support.)</li> </ul>