



First Advantage

XtdForce

Background and Badge Instruction Guide for Lowe's

March 2021

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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/PROvider Employee.

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 would 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 system 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

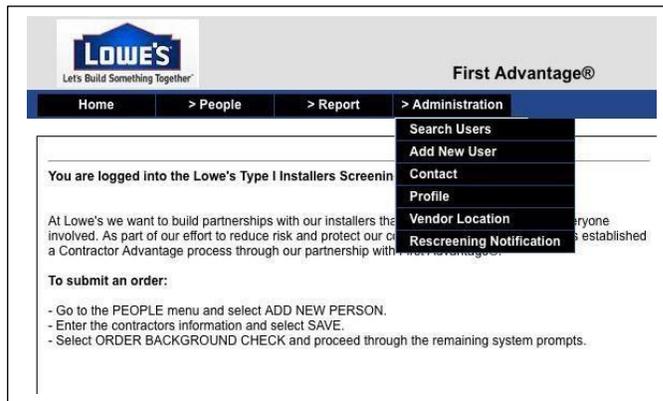
Validation of Company Physical Address

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.

 A screenshot of the "Edit Contact" form in the XtdForce application. The page title is "Edit Contact : 1 STOP REMODEL". Below the title, there is a prompt: "Please enter your current password to edit the contact information." followed by a password input field. Below that is a verification message: "Please verify that your contact information is up-to-date. This information will be used by LOWES TYPE I INSTALLER PROGRAM to send notifications and badges. Read an ". After making any changes, please select Submit." The form contains several fields:

- * Password (input field)
- * First Name: John
- * Middle Name (input field)
- * Last Name: Doe
- * Country: UNITED STATES OF AMERICA (dropdown menu)
- * Address 1: 123 Main Street
- * Address 2 (input field)
- * City: Moonsville
- * State: North Carolina (dropdown menu)
- * Zip Code: 28115
- * Email Address: John.Doe@gmail.com
- * Fax Number: 123456789C (input field)
- * Primary Phone Number: 123456789C (input field)
- * Secondary Phone Number: Ext (input field)

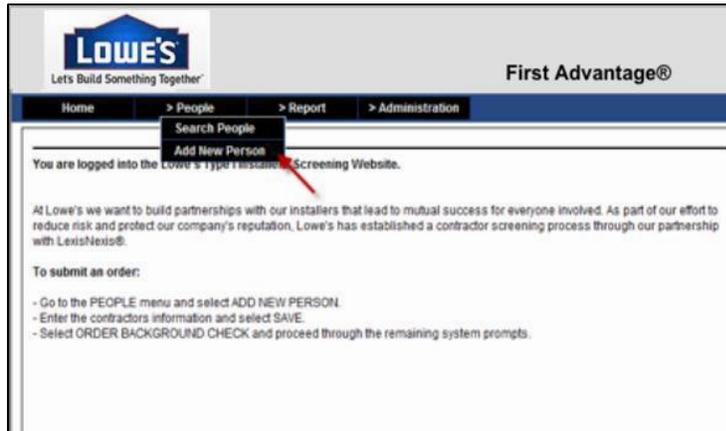
 At the bottom left of the form is a "SAVE" button.

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

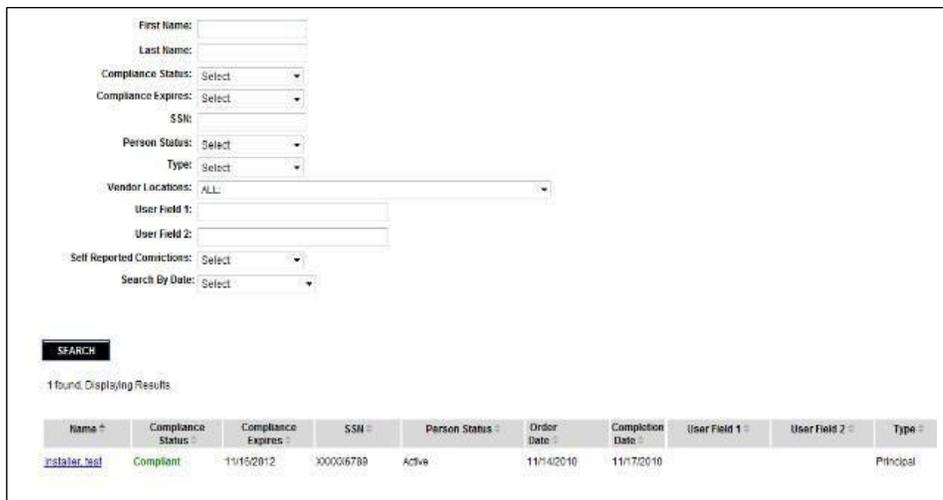
For a new employee, the PROVIDER will add him/her to XtdForce by using the 'Add New Person' under the *People* tab.



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 *People* tab and then select the person's name. The name will appear as a blue hyperlink.



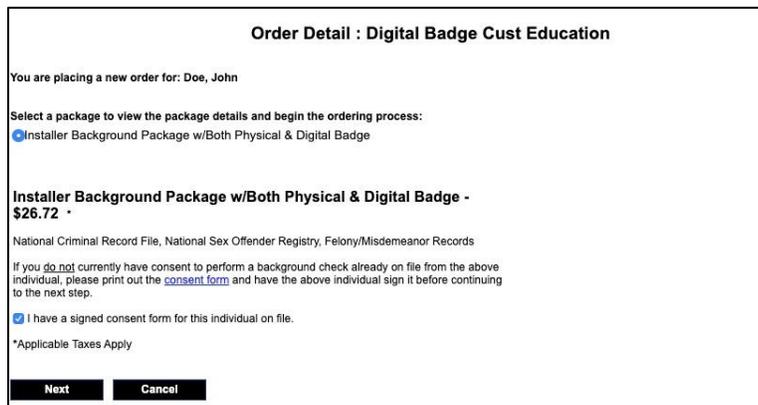
Step One: Begin Order Process

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

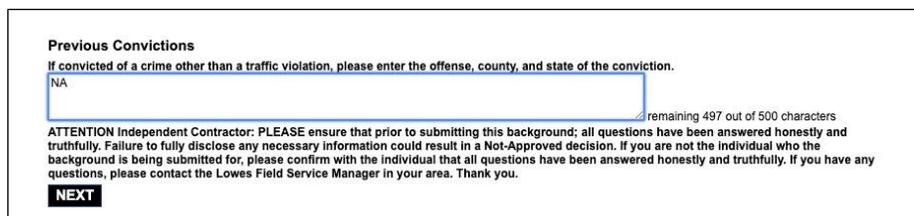


Step Two: 'Installer Background Package w/ both Physical & Digital Badge' will be auto selected. The package details and price will be listed below.

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



Step Three: Submit any prior convictions.



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.

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	
John	Doe	Installer Background Package w/Both Physical & Digital Badge	\$26.72	✕
Taxes:			\$0.00 USD	
Total:			\$26.72 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.

Step Five: Click **‘Checkout’** and populate payment information.

Populate payment detail by selecting payment method and inputting your respective information.

Payment Detail : Digital Badge Cust Education

Please enter your method of payment below:

Total : \$ 26.72
Order Total : \$ 26.72
Taxes : \$ 0.00

* Payment Method(s)
 * Card Type
 * 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
 * Re-use Credit Card?

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.

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 Detail : Digital Badge Cust Education - (5445272)

First Name: John Middle Name: Last Name: Doe Suffix Name: SSN: XXXXX3453 Date of Birth: 12/12/XXXX Email: Mobile Number: Type: Employee Status: Active Address 1: 1100 ALDERMAN Address 2: City: ALPHARETTA State/Province: Georgia Zip/Zip Code: 30005 Country: UNITED STATES Compliance Expires: 03/02/2023 Compliance Status: Compliant	User Field 1: User Field 2: Badge Expires: Badge Number: Location Number: Person ID: 2 Current Picture: Picture Load Date: Picture Status: Self Reported Convictions: N/A
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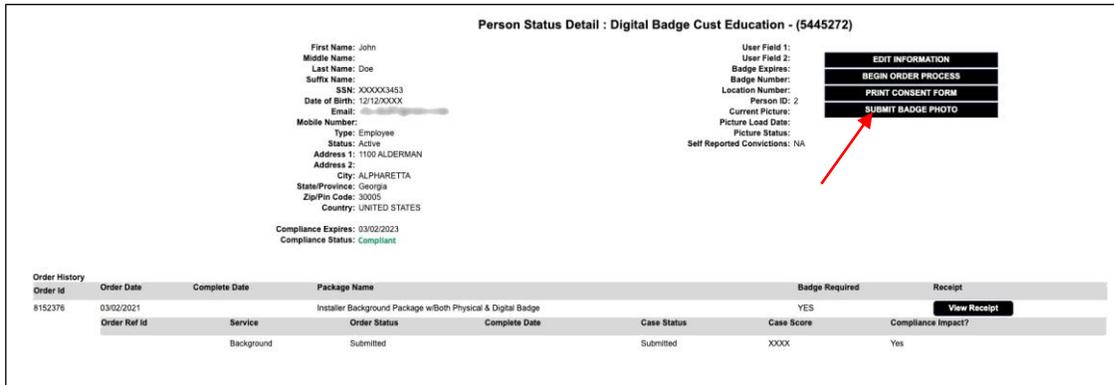
Order History	Order Date	Complete Date	Package Name	Badge Required	Receipt
8152376	03/02/2021		Installer Background Package w/Both Physical & Digital Badge	YES	<input type="button" value="View Receipt"/>

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

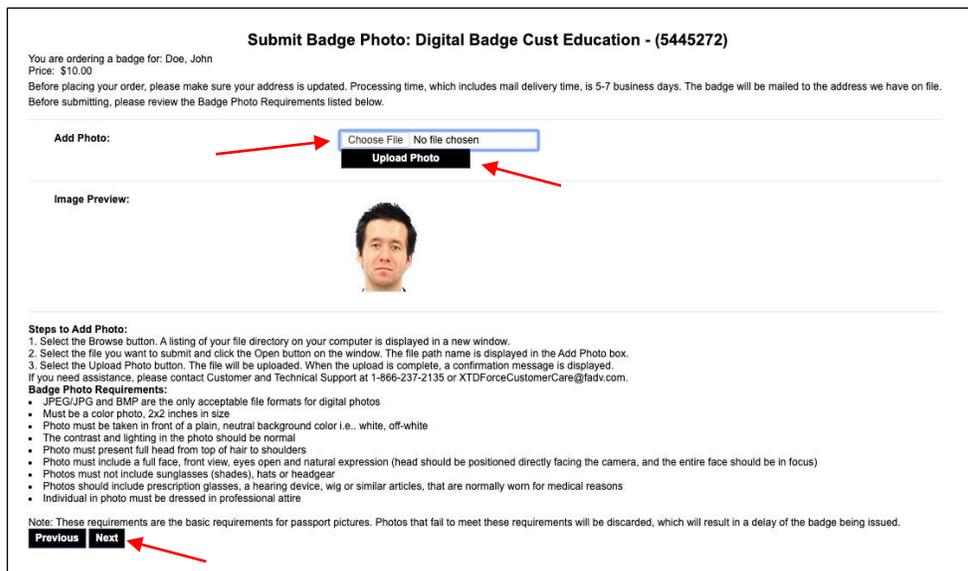
The PROvider will locate the employee in XtdForce. This can be done by going to the *People* tab and using the 'Search People' Option. From the search results, click on the name (Blue Hyperlink) to launch the *Person Status Details* screen.

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



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.



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

Payment Detail : Digital Badge Cust Education

Please enter your method of payment below:

Total : \$ 26.72
 Order Total : \$ 26.72
 Taxes : \$ 0.00

* Payment Method(s)

* Card Type

* 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 -

* Re-use Credit Card?

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.

Step Four: Badge Order Confirmation

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

Order Detail : Digital Badge Cust Education

Order Confirmation for: John Doe
XtdForce™ Order Id: 8152376
Service: Installer Background Package w/Both Physical & Digital Badge

Order Date: 03/02/2021
Credit Card Number: xxxxxxxxxxxx1111
Amount Charged: \$26.72

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.

Person Status Detail : Digital Badge Cust Education - (5445272)

First Name: John
 Middle Name:
 Last Name: Doe
 Suffix Name:
 SSN: XXXXX453
 Date of Birth: 12/20/XX
 Email:
 Mobile Number:
 Type: Employee
 Status: Active
 Address 1: 1100 ALDERMAN
 Address 2:
 City: ALPHARETTA
 State/Province: Georgia
 Zip/Zip Code: 30005
 Country: UNITED STATES
 Compliance Expires: 03/02/2023
 Compliance Status: Compliant

User Field 1:
 User Field 2:
 Badge Expires: 03/02/2023
 Badge Number: 4361960002
 Location Number:
 Person ID: 2
 Current Picture:

 Picture Load Date: 03/03/2021
 Picture Status: PHOTO_VALID
 Self Reported Convictions: NA

Order Id	Order Date	Complete Date	Package Name	Badge Required	Receipt
8152376	03/02/2021	03/03/2021	Installer Background Package w/Both Physical & Digital Badge	YES	<input type="button" value="View Receipt"/>

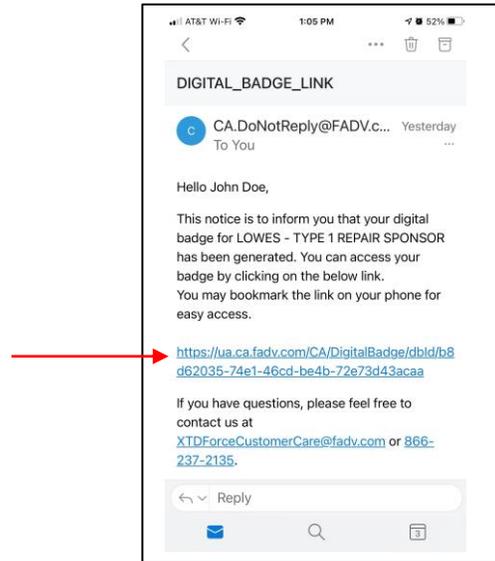
Order Ref Id	Service	Order Status	Complete Date	Case Status	Case Score	Compliance Impact?
186177318	Background	CONFIRMED	03/03/2021	Completed	XXXX	Yes

Badge Order	Badge Type	Badge Number	Badge Status	Order Date	Processed Date	Issue Date	Expiration Date	Receipt
186177318	PHYSICAL	4361960002	PRINTED	03/02/2021	03/03/2021	03/02/2021	03/02/2023	
186177318	DIGITAL	4361960002	EMAILED	03/02/2021	03/02/2021	03/02/2021	03/02/2023	<input type="button" value="View Receipt"/>

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.

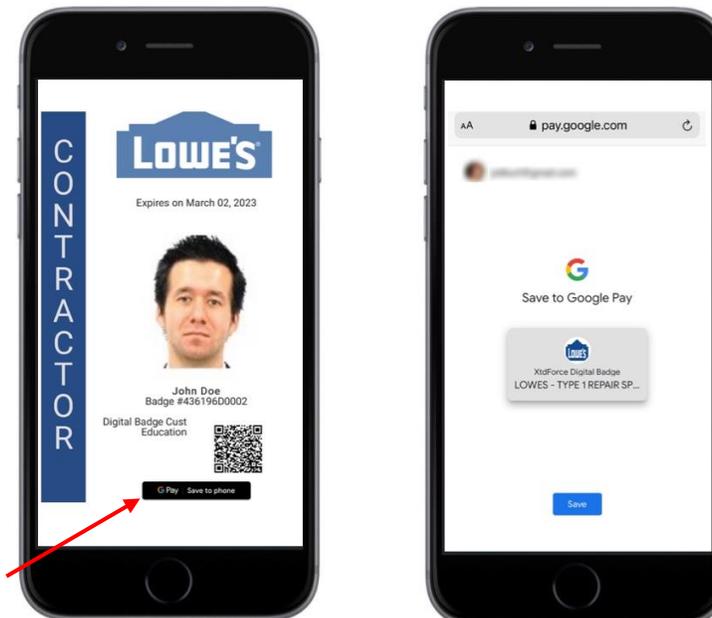
Click the URL link in the email to open the digital badge in a browser.



Step Two: The digital badge will open in a browser window.

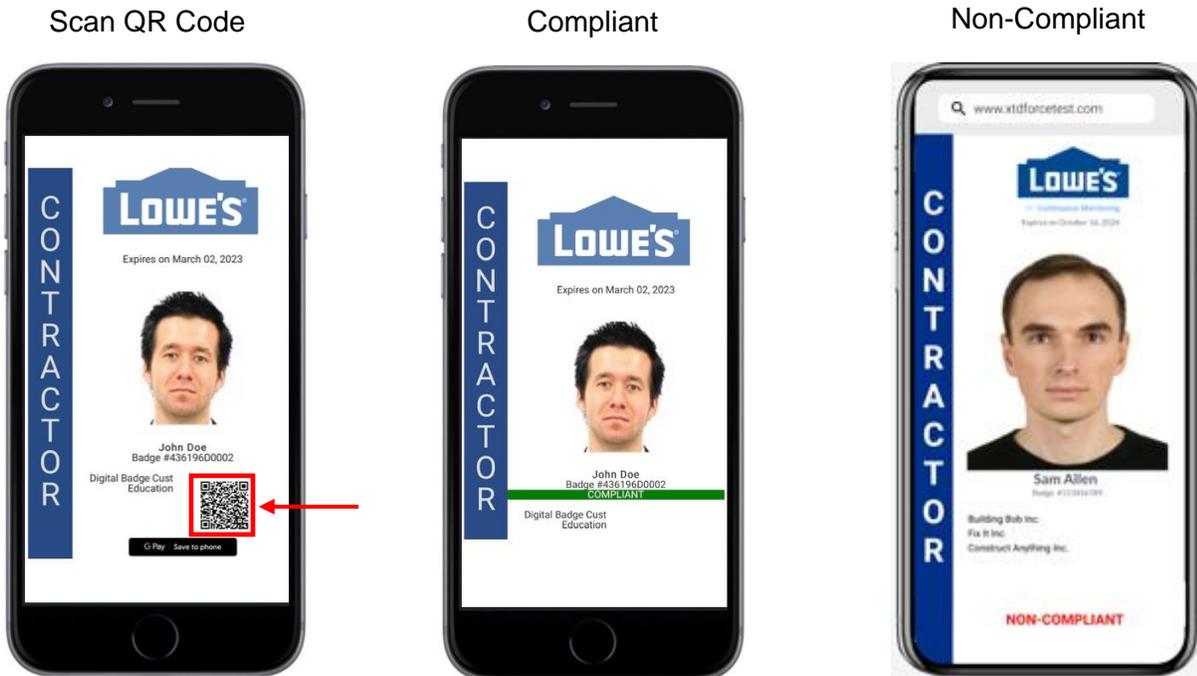
For quick future access:

- **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.



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 One: Select 'Send Badge' from the Person Status Details.

Person Status Detail : Digital Badge Cust Education - (5445272)

First Name: John
 Middle Name:
 Last Name: Doe
 Suffix Name:
 SSN: XXXXX3453
 Date of Birth: 12/12/XXXX
 Email:
 Mobile Number:
 Type: Employee
 Status: Active
 Address 1: 1100 ALDERMAN
 Address 2:
 City: ALPHARETTA
 State/Province: Georgia
 Zip/Zip Code: 30005
 Country: UNITED STATES
 Compliance Expires: 03/02/2023
 Compliance Status: Compliant

User Field 1:
 User Field 2:
 Badge Expires: 03/02/2023
 Badge Number: 4361960002
 Location Number:
 Person ID: 2
 Current Picture:
 Picture Load Date: 03/03/2021
 Picture Status: PHOTO_VALID
 Self Reported Convictions: NA

EDIT INFORMATION
 BEGIN ORDER PROCESS
 PRINT CONSENT FORM
 SEND BADGE
 SUBMIT BADGE PHOTO

Order History	Order Date	Complete Date	Package Name	Badge Required	Receipt	
8152376	03/02/2021	03/03/2021	Installer Background Package w/Both Physical & Digital Badge	YES	View Receipt	
Order Ref Id	Service	Order Status	Complete Date	Case Status	Case Score	Compliance Impact?
186177318	Background	CONFIRMED	03/03/2021	Completed	XXXX	Yes

Badge History	Badge Type	Badge Number	Badge Status	Order Date	Processed Date	Issue Date	Expiration Date	Receipt
186177318	PHYSICAL	4361960002	PRINTED	03/02/2021	03/03/2021	03/02/2021	03/02/2023	
186177318	DIGITAL	4361960002	EMAILED	03/02/2021	03/02/2021	03/02/2021	03/02/2023	View Receipt

Step Two: Select the Badge Type.

You are placing a new order for: John Doe

Badge Type

Digital Badge
 Physical Badge and Digital Badge
 Physical Badge

Please Note:

1. If you choose 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 placing your order, please make sure your address is updated.
3. Processing time which includes mail delivery time, is 5-7 business days.
4. Before submitting, please review and ensure you have a valid Badge Photo on the file.

[Next](#) [Cancel](#)

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.

The Digital Badge link for **John,Doe** was successfully sent.

Badge Order Confirmation

Subject: John,Doe
Service Name: Badge Order

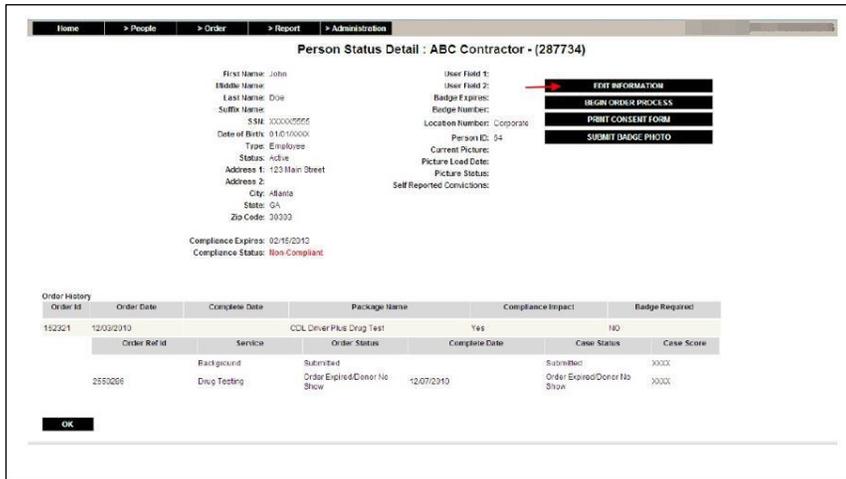
[Ok](#)

Terminating or Deactivating an Employee

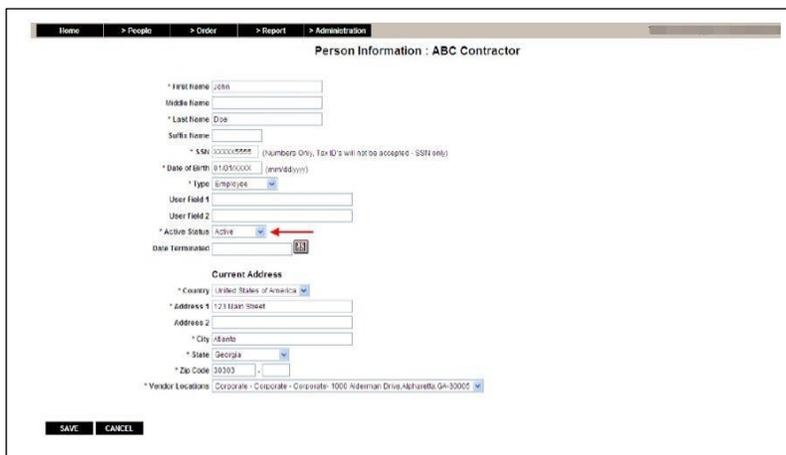
Follow the instructions under the “Directions for Ordering a Background & Badge Package” section to locate the person to be inactivated.

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

Step One: From *Person Status Detail* select ‘**Edit Information**’



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



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).

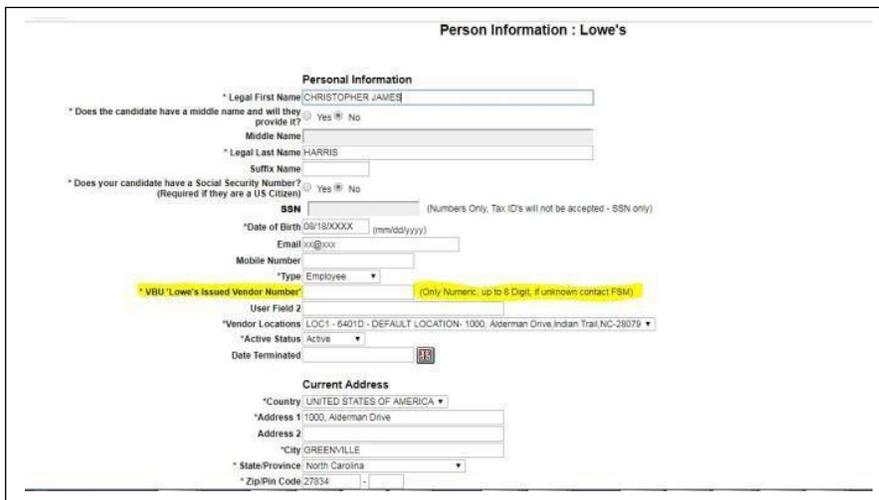
Directions for VBU 'Lowe's Issued Vendor Number'

VBU 'Lowe's 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.



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



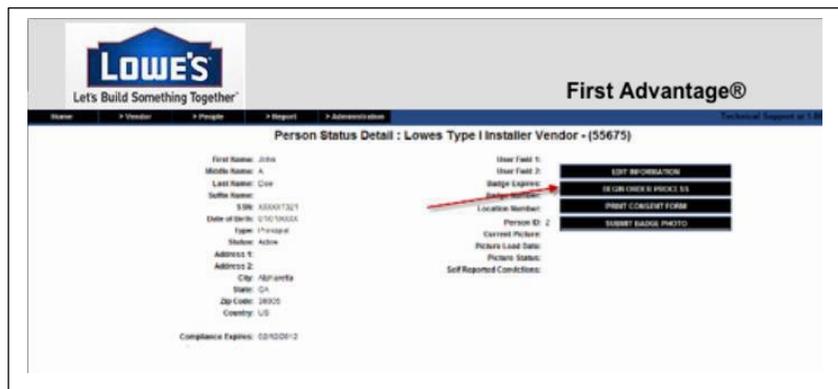
Directions for sales tax calculation for Credit Cards

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:

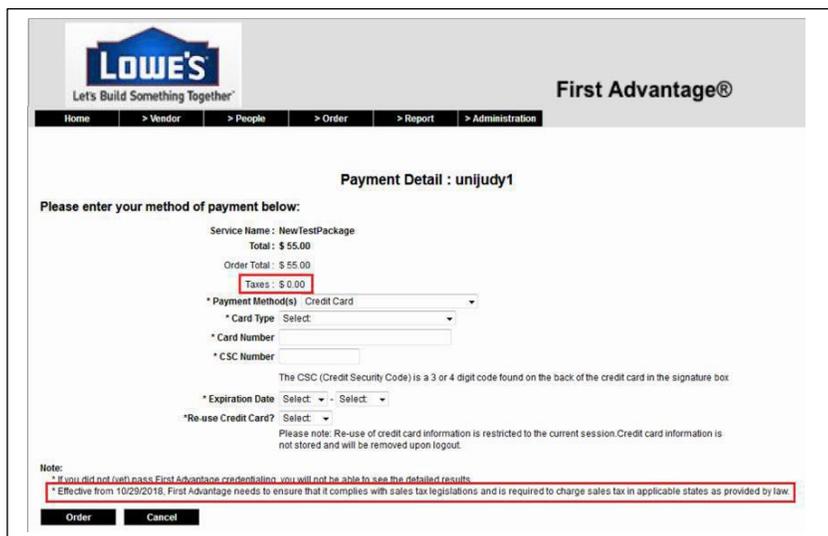
Step One: User clicks on the 'Begin Order Process' under Person Status Detail page.



Step Two: Select the package in Order Detail page.

Step Three: User is navigated to Payment page.

- 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.



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 style="list-style-type: none"> • Providing upload instructions • Explaining photo requirements • Explaining badge ordering and payment • Locating Physical badges • Advising how to print temporary badge • Login assistance 	<ul style="list-style-type: none"> • Taking photo • Printer troubleshooting (in the event you have an issue printing a temporary badge, contact your printer manufacturer for support) • Getting photo from camera to computer (in the event you have questions, we recommend you contact your camera manufacturer for support.)