How to Conduct a Full Query: C/TPAs

What is a full query?
A query is an electronic check of a driver’s record in the Clearinghouse, as required of employers of CDL drivers per § 382.701. A full query determines if a current or prospective employee is prohibited from performing safety-sensitive functions, such as operating a commercial motor vehicle (CMV), due to an unresolved drug and alcohol program violation—that is, a violation for which the driver has not completed the return-to-duty (RTD) process. Obtaining a driver’s electronic consent is required before conducting each full query; general consent is required for conducting limited queries.

Conducting Full Queries
Follow the instructions below for a step-by-step guide on how to conduct a full query.

1. Log In and Access the Dashboard
   Visit https://clearinghouse.fmcsa.dot.gov. Click Log In and access the Clearinghouse using your login.gov username and password. Under My Dashboard, go to Queries and click Conduct a Query.

2. Select the Employer
   Before you conduct a query you will need to select the employer on whose behalf you are conducting this query. This employer will be able to access the query information after it has been conducted.

   The employer’s query balance will appear alongside their name in the drop-down list. Note that you will not be able to select an employer who has a query balance of zero. The employer will need to purchase a query plan before you can conduct queries on their behalf.

An employer may designate a consortium/third-party administrator (C/TPA) in the Clearinghouse to conduct queries on their behalf. Employers may also choose to conduct queries themselves. See the How to Conduct a Full Query: Employers Job Aid.
Enter and Verify Driver Information

Enter the information of the driver you need to query and click **Verify Driver Information**.

You will need to provide the following driver information:

- Driver first and last name
- Driver date of birth
- Driver commercial driver’s license (CDL) or commercial learner’s permit (CLP) number, and the state and country of issuance

Once a driver’s CDL information is verified, you will not be able to edit it. If you entered the driver’s information in error, click **Cancel** and begin again with a new query. When the driver’s information is correct, click **Next**.

**VERIFYING ERRORS**

If there is an issue verifying the driver CDL information, please check that you have entered all the information correctly and re-submit. You will have two attempts to enter the driver’s information correctly. If the driver CDL information cannot be verified, the query cannot be completed, as violation information is associated with a CDL number in the Clearinghouse.

If you have confirmed the driver’s information is correct and the Clearinghouse cannot verify it, the driver will need to log in to the Clearinghouse for further instructions.

**BULK UPLOAD**

If you need to query multiple drivers at once, you can click **I want to submit a bulk upload**. You will be redirected to the Bulk Query Upload page. Follow the instructions on the screen to download, complete, and upload the Bulk Upload Template File.

Note that the bulk query upload option requires some familiarity with formatting tab-delimited files. If you have never worked with this file type before, consider conducting each query individually.
Initiate the Full Query
Select Full Query. Indicate if the query is for a pre-employment screening. Per § 382.701(c), if there are any changes to the queried driver’s record within 30 days of a pre-employment query, you will be notified that updated information is available. This is only the case for full queries conducted as part of pre-employment screenings. Once you have made this selection, click Next.

Before a full query can be conducted, the driver’s consent must be obtained electronically through the Clearinghouse.

Click Send Consent Request. One query will be deducted from the employer’s query balance. If the driver declines his or her consent, or if the consent request is canceled, the employer’s query balance will be credited.
You will receive confirmation that the request has been sent.

Drivers who are not registered with the Clearinghouse, or who have selected "U.S. Mail" as their preferred contact method, will be sent a letter about the consent request. This letter can take 2-3 weeks to arrive. To avoid delays in the hiring process, employers or C/TPAs can encourage queried drivers to register for the Clearinghouse, if needed, and log in to respond to the consent request.

Once a driver has provided his or her consent, the query will be conducted. You can log in to the Clearinghouse to view the full details in the driver’s Clearinghouse record.

Under My Dashboard, go to Queries and click Query History
Query History
Your Query History page contains records on all queries that have been conducted by you or your Clearinghouse Assistants.

Select information, including the driver’s eligibility status, will be available in the violation summary.

To access additional details, including violation information or return-to-duty (RTD) status information, click View Query Details.

Color Borders
Violation summaries may have a color along the left side. These colors indicate important information about a driver’s eligibility status. The violation summary may contain additional details about any next steps needed.

To access additional details, including violation information or return-to-duty (RTD) status information, click View Query Details.

Note that the query results reflect the driver’s status at the time the query was conducted. If you need up-to-date information on a driver’s eligibility status, you will need to conduct a new query.

YELLOW
The driver may be or may soon become prohibited from performing safety-sensitive functions.

RED
The driver is prohibited from performing safety-sensitive functions.
QUERY DETAILS

Below are examples of full query details for two scenarios, one in which the driver has no violation information in the Clearinghouse (at left) and one in which the driver has open violations (at right).

QUERY OVERVIEW

Employer Conducting Query: Joe Jones
Query Result: Driver Prohibited
Query Status: Completed (12/11/2019 23:36:55)
Conducted By: DrugConsortium.LTD@gmail.com
Query Type: Limited — Full
Query Submitted: Manually

Driver Information
Name: [REDACTED]
Date of Birth: [REDACTED]
CDL/CLP #: [REDACTED]

Consent Information
Created: 12/11/2019 23:27:39
Recorded: 12/11/2019 23:36:55
Status: Provided

Query History
Created: 12/11/2019 23:27:37

QUERY OVERVIEW

Employer Conducting Query: [REDACTED]
Query Result: Driver Prohibited
Query Status: Completed (12/11/2019 23:36:55)
Conducted By: DrugConsortium.LTD@gmail.com
Query Type: Limited — Full
Query Submitted: Manually

Driver Information
Name: [REDACTED]
Date of Birth: [REDACTED]
CDL/CLP #: [REDACTED]

Consent Information
Created: 12/11/2019 23:27:39
Recorded: 12/11/2019 23:36:55
Status: Provided

Query History
Created: 12/11/2019 23:27:37

OPEN VIOLATIONS

Employer Information
[REDACTED]

Driver Information
DOB: [REDACTED]
CDL/CLP #: [REDACTED]
Country: [REDACTED]
State: [REDACTED]

Violation Information
Test ID: TEST-1M655.56E
Type of Violation: Alcohol test refusal
Reason for Test: Post-accident
Type of Test Refusal: Failed to appear for any test

Test Results Entered By
Drug Consortium LTD (11/11/2019 7:29:30 PM)

Notice to Appear
Driver Notified: 11/11/2019 7:29:30 PM
Testing Site Location: 123 Main St, Cambridge, MA 02446, US
Date and Time to Appear: 11/10/2019 8:00:00 AM

If you need further assistance conducting queries, you can visit https://clearinghouse.fmcsa.dot.gov/learn. For other Clearinghouse questions, visit https://clearinghouse.fmcsa.dot.gov/contact.