

# Federal Motor Carrier Safety Administration

## DRUG & ALCOHOL CLEARINGHOUSE



FOR C/TPAs

## How to Conduct a Limited Query: C/TPAs

### What is a limited query?

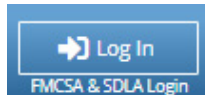
A query is an electronic check of a driver's record in the Clearinghouse, as required of employers of CDL drivers per § 382.701. A limited query determines if an individual driver's Clearinghouse record has any information about resolved or unresolved drug and alcohol program violations. A violation is unresolved if the driver has not completed the return-to-duty (RTD) process. To view full details of a driver's Clearinghouse record, you would need to [conduct a full query](#).

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 Limited Query: Employers Job Aid](#).

### Conducting Limited Queries

Follow the instructions below for a step-by-step guide on how to conduct a limited query.

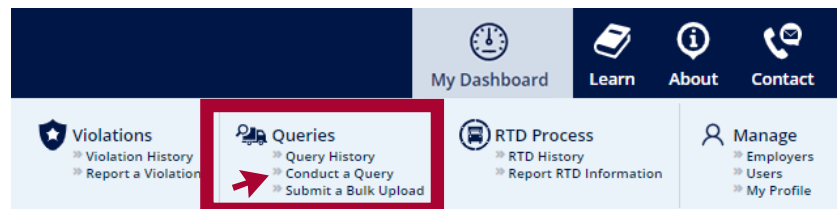
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#### Log In and Access the Dashboard

Visit <https://clearinghouse.fmcса.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**.

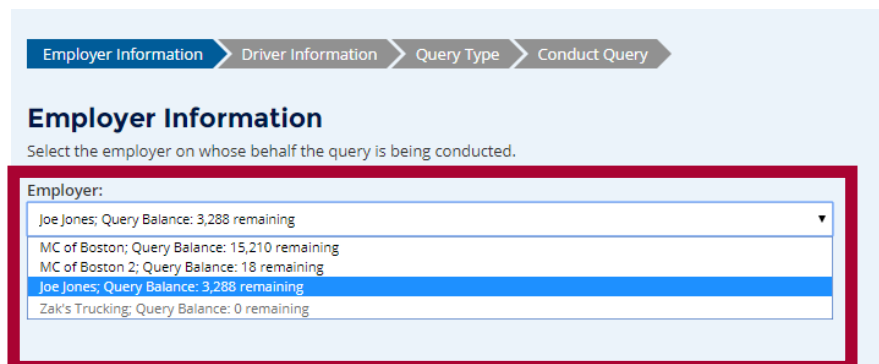


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#### Select the Employer

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.





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**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

Employer Information > Driver Information > Query Type > Conduct Query

### Driver Information

A query checks to see if a driver has information about resolved or unresolved drug and alcohol program violations in his or her Clearinghouse record. Which driver’s record do you want to query?

First Name:  Last Name:

Date of Birth:

CDL/CLP Number:  Country of Issuance:  State of Issuance:

Buttons: Previous, **Verify Driver Information**, Cancel

[I want to submit a bulk upload](#)

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**.

Employer Information > Driver Information > Query Type > Conduct Query

This driver information has been verified and cannot be changed. If you entered this in error, click “Cancel” and begin a new query.

### Driver Information

A query checks to see if a driver has information about resolved or unresolved drug and alcohol program violations in his or her Clearinghouse record. Which driver’s record do you want to query?

First Name:  Last Name:

Date of Birth:

CDL/CLP Number:  Country of Issuance:  State of Issuance:

Buttons: Previous, **Next**, Cancel

**✗ 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.



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**Conduct the Limited Query**

Select **Limited Query**. Check the box to certify that you have obtained general consent from the driver outside the Clearinghouse and click **Next**.

**Query Type**

**WHICH TYPE OF QUERY DO YOU NEED TO CONDUCT?**

<input checked="" type="radio"/> <b>LIMITED QUERY</b>	Results will determine if an individual driver's Clearinghouse record has any information about resolved or unresolved drug and alcohol program violations. General consent from the driver is required (obtained outside the Clearinghouse). <input checked="" type="checkbox"/> I certify that I have obtained the driver's general consent to conduct limited queries in the Clearinghouse and that this limited query falls within the timeframe specified by that general consent.
<input type="radio"/> <b>FULL QUERY</b>	Results will include detailed information about any drug and alcohol program violations in a driver's Clearinghouse record, including the driver's eligibility to perform safety-sensitive functions such as operating a CMV. Electronic consent is required.

Previous **Next** Cancel

FMCSA has provided a [sample limited consent request form](#) that employers and C/TPAs can download and adapt as needed.

**Conduct Query**

This limited query will determine if this driver's Clearinghouse record has any information about resolved or unresolved drug and alcohol program violations. It will not release any specific violation information contained in the driver's Clearinghouse record.

Click "Conduct Query" below to proceed. One query will be deducted from your Query Balance.

Previous **Conduct Query** Cancel



Click **Conduct Query**.

The results of the limited query will be displayed immediately and one query will be deducted from the employer's query balance.




### Limited Query Results

#### DRIVER NOT PROHIBITED

If the limited query determines that there is no violation information in the driver's Clearinghouse record, the results will show "Driver Not Prohibited".

#### Query Complete



**Result: Driver Not Prohibited**  
No violation information was found in the Clearinghouse for the driver you queried.  
The driver is not prohibited from performing safety-sensitive functions based on the information available in the Clearinghouse.


[View My Queries](#)

[Conduct Another Query](#)

#### RECORD(S) FOUND; FULL QUERY NEEDED

If information related to a drug and alcohol program violation is present in the driver's Clearinghouse record, a notice appears stating "Record(s) Found; Full Query Needed".

#### Query Complete



**Result: Record(s) Found; Full Query Needed**  
Information related to drug and alcohol program violations has been found in the Clearinghouse record of the driver you queried. To determine if this driver is prohibited from performing safety-sensitive functions, you will need to conduct a full query.  
You must obtain the driver's electronic consent before you can conduct the full query and access the driver's detailed information.  
If the full query is not conducted within 24 hours, the driver must be removed from safety-sensitive functions.

[Send Consent Request](#)

[Conduct Another Query](#)



**A full query must be completed within 24 hours or the driver must be removed from safety-sensitive functions.** Click **Send Consent Request** to generate the request and obtain the driver's electronic consent to [conduct a full query](#).

Note: A notice that a result of "Record(s) Found" is not a notification that a queried driver is prohibited from performing safety-sensitive functions. A full query is needed to determine the driver's eligibility status.



### Query History

Your Query History page contains records of 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**.

**Employer Conducting Query: Joe Jones**  
**Query Result: Driver Not Prohibited**  
 Query Status: Completed (12/10/2019 9:23:39 AM)  
 Conducted By: Sample-CTPA@example.com | Query Type: Pre-employment | Query Submitted: Manually

Driver Information	Consent Information	Query History
<b>Name:</b> [Redacted]	<b>Requested:</b> 12/10/2019 9:20:14	<b>Created:</b> 12/10/2019 9:20:14
<b>Date of Birth:</b> [Redacted]	<b>Recorded:</b> 12/10/2019 9:23:38	<b>Completed:</b> 12/10/2019 9:23:38
<b>CDL/CLP:</b> [Redacted]	<b>Status:</b> Provided	

**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 RTD status information, click **View Query Details**.

**Employer Conducting Query: Joe Jones**  
 Query Status: Pending driver consent (12/11/2019 14:06:21)  
 Conducted By: JoeJones@gmail.com | Query Type: Pre-employment | Query Submitted: Via Bulk Upload

Driver Information	Consent Information	Query History
<b>Name:</b> [Redacted]	<b>Requested:</b> 12/9/2019 15:14:47	<b>Created:</b> 12/9/2019 15:14:47
<b>Date of Birth:</b> [Redacted]	<b>Recorded:</b> [Redacted]	
<b>CDL/CLP ⓘ:</b> [Redacted]	<b>Status:</b> Pending	

**View Query Details**   **Cancel Query**

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

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

Driver Information	Consent Information	Query History
<b>Name:</b> [Redacted]	<b>Requested:</b> 12/11/2019 23:27:39	<b>Created:</b> 12/11/2019 23:27:37
<b>Date of Birth:</b> [Redacted]	<b>Recorded:</b> 12/11/2019 23:36:55	<b>Limited Completed:</b> 12/11/2019 23:27:37
<b>CDL/CLP ⓘ:</b> [Redacted]	<b>Status:</b> Provided	<b>Full Completed:</b> 12/11/2019 23:27:37

**View Query Details**

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

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.**



### 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 Not Prohibited  
**Query Status:** Completed (12/16/2019 9:38:41)  
**Conducted By:** DrugConsortiumLTD@gmail.com |  
**Query Type:** Limited | **Query Submitted:** Manually

Driver Information	Consent Information	Query History
<b>Name:</b> [REDACTED]	General consent provided outside of the Clearinghouse	<b>Created:</b> 12/16/2019 9:38:41
<b>Date of Birth:</b> [REDACTED]		
<b>CDL/CLP #:</b> [REDACTED]		

#### Query Overview

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

Driver Information	Consent Information	Query History
<b>Name:</b> [REDACTED]	<b>Requested:</b> 12/11/2019 23:27:39	<b>Created:</b> 12/11/2019 23:27:37
<b>Date of Birth:</b> [REDACTED]	<b>Recorded:</b> 12/11/2019 23:36:55	
<b>CDL/CLP #:</b> [REDACTED]	<b>Status:</b> Provided	

#### Open Violations

##### Employer Information

[REDACTED]

##### Driver Information

[REDACTED]

**DOB:** [REDACTED] **CDL/CLP#:** [REDACTED]  
**Country:** [REDACTED] **State:** [REDACTED]

##### Violation Information

**Test ID:** TEST.HMU56.SFE  
**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 (11/9/2019 7:29:30 PM)

##### Notice to Appear

**Driver Notified:** 11/9/2019 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