

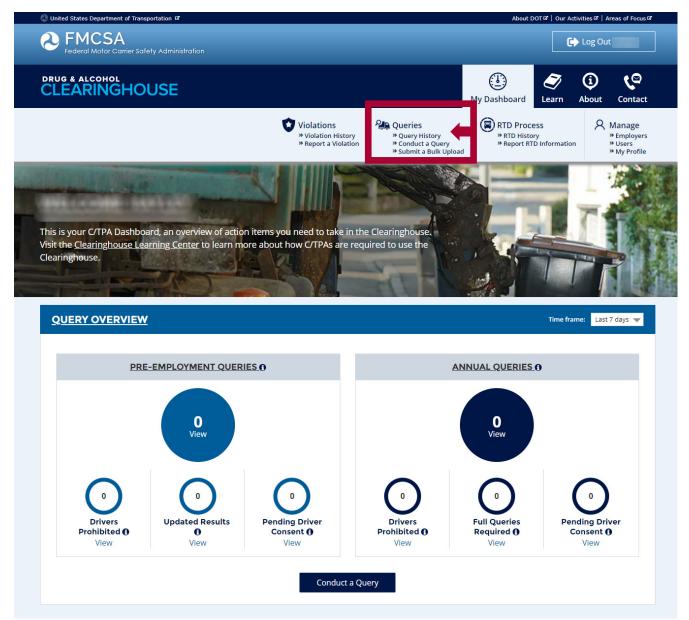
Query History: C/TPA

Viewing Your Query History

Your Query History Page contains records of queries that have been conducted by you or your Clearinghouse Assistants on behalf of the employers you work with. You will not be able to access the results of queries that were conducted by the employer, or by another C/TPA on the employer's behalf.

Locating Your Query History

To view your query history, under My Dashboard, go to Queries and click Query History.



FOR C/TPAS QUERY HISTORY



This will bring you to your query history page.

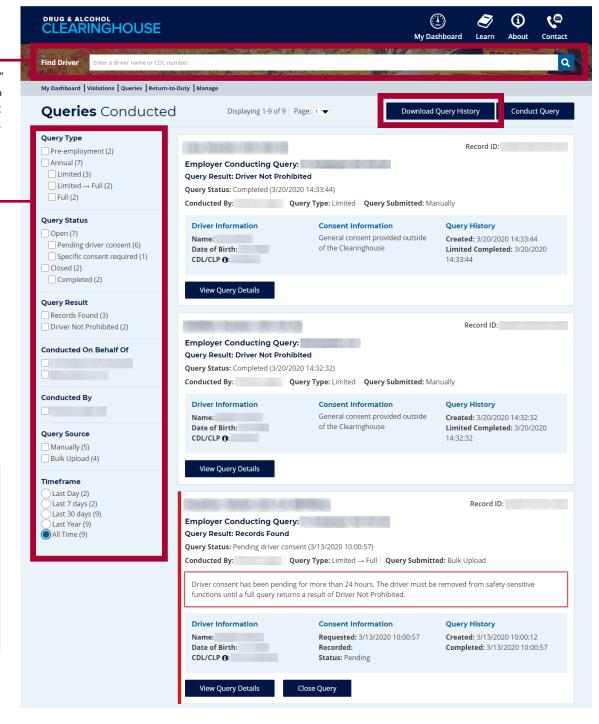
Search •

Use the "Find Driver" search bar at the top of the screen to look for a specific driver's query result(s).

Filter •

You can also use the filters on the left-hand side of the screen to help focus your search. If you conduct queries on behalf of more than one employer, select the employer whose Query History you wish to view by using the "Conducted on Behalf Of" filter.

Note: To download your Query History, click the **Download Query History** button. This will create an Excel file of all currently filtered queries.



Note: 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.

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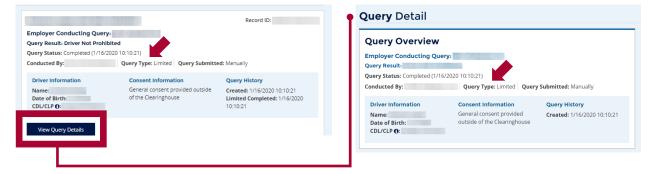


Query Results

The query history page includes a summary of information about each query. This information will vary depending on the type of query that was conducted. The query type is shown in both the summary and detail view. See below for more details.

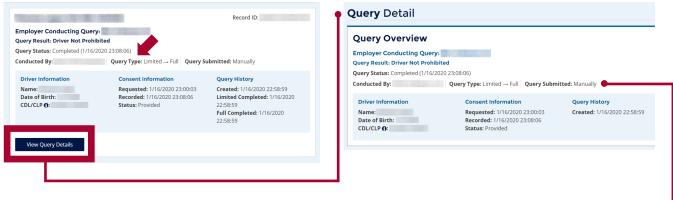
Limited Query

The summary will include all information available from a limited query—see the example below. You can also view this information on a standalone page by clicking **View Query Details**.



Limited-to-Full Query

If a limited query returns a result of "Record(s) found; full query needed," the Clearinghouse will give you the option to request the driver's consent for a full query. This full query result will appear in the same summary as the limited query that preceded it—see the example below.



Query Submitted Field •

The "Query Submitted" field identifies how the query was submitted to the Clearinghouse. "Manually" indicates an individual query that was conducted on a single driver. "Via bulk upload" indicates the query was part of an uploaded .TSV file. Learn more about bulk uploads.

FOR C/TPAS QUERY HISTORY

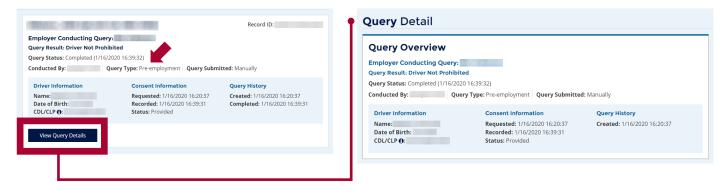


Query Results (Continued)

For full queries, 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**.

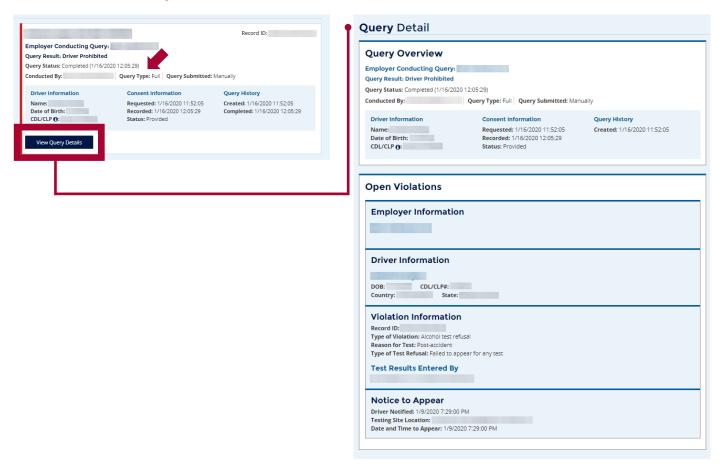
Full Query: Driver Not Prohibited

The example below shows a summary and detail view of a pre-employment query in which the driver has no violations in his or her Clearinghouse record.



Full Query: Driver Prohibited

The example below shows a summary and detail view of a full query in which the driver has violations in his or her Clearinghouse record.



FOR C/TPAs QUERY HISTORY



Color Borders

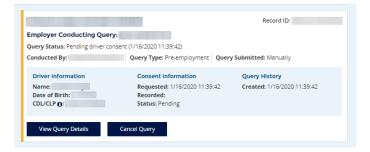
Violation summaries may have a color along the left side. These colors indicate that further action is required.

YELLOW A yellow border indicates an action to be completed by the queried driver.

RED A red border indicates an action to be completed by the employer or designated C/TPA conducting the query.

Pre-employment: Consent Requested This pre-employment query border is yellow because it is still pending the driver's consent.

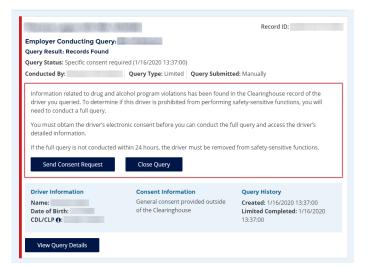
The driver will not be able to perform safety-sensitive functions for the employer until the driver provides his or her consent and the query is completed with a result of "Driver Not Prohibited."



Limited-to-Full Query:

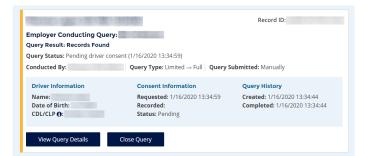
Consent Request Not Sent If a limited query determines that the driver has violation information in his or her Clearinghouse record, a full query must be conducted within 24

hours. The employer or designated C/TPA will need to send a consent request before conducting the full query. If the query consent request has not been sent, the query border will turn red. This is because the employer must take an action (i.e., send the consent request).



Limited-to-Full Query: Consent Requested

Once the consent request is sent to the driver, the query border will turn yellow. This yellow border indicates that the driver needs to provide his or her consent.

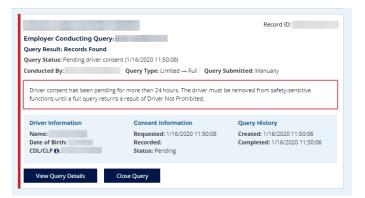




FOR C/TPAS QUERY HISTORY



Limited-to-Full Query: 24 Hours Elapsed If the full query is not conducted within 24 hours, the query border will turn red. This is because the employer must take an action (i.e., removing the driver from safety-sensitive functions until a full query is completed with a result of "Driver Not Prohibited").



Any Query: Driver Prohibited

In this example, the query determined that the driver is prohibited from performing safety-sensitive functions. This has a red border, as the employer must take an action (i.e., removing the driver from safety-sensitive functions). The driver will remain prohibited until he or she completes the return-to-duty (RTD) process.

