

FMCSA's

Drug & Alcohol Clearinghouse

UPDATE



Good evening.

After working through some bumps in the road with our client base, drivers, and the FMCSA, we are providing some tips that may be helpful to ensure a faster turn-around time for the pre-employment full query consent process.

TIP ONE:

If you have requested consent from a driver, and they say they do not “see” it, or did not “get” it, please go through these troubleshooting steps with the applicant:

1. Ask: “Have you registered in the Clearinghouse?” Yes or No

- If the answer is **No**: Ask them to register. [Click here](#) for instructions.
- If the answer is **Yes**: Go to Question 2.

2. Ask: “When you registered in the Clearinghouse, did you also VERIFY your license with CDLIS?” Yes or No

Because of all the connectivity issues the first couple of weeks, it is likely that the driver’s registration could have timed out, and therefore, the process didn’t complete properly.

If “No”

(or “I think so,” or “I don’t know for sure”)

Have the driver follow these steps to go back into their account and ensure their CDL number has been verified:

- Click “Edit Profile” or “My Profile” from the dashboard.



- “My Profile” will open.
- Click on the link “CDL Information” in the upper right-hand corner.



- A pop-up window will open.
- Enter your CDL information as it appears on your current CDL. If there are dashes or spaces in the CDL number, please omit the dashes and/or spaces.
- Click “Verify.” It should validate and they should see a green checkmark if all the driver’s information is correct.

The image shows a screenshot of a web form titled "DRUG & ALCOHOL CLEARINGHOUSE" with a close button (X) in the top right corner. The form is titled "Add/Update Commercial Driver's License Information" and contains the following fields: "First Name" (text input), "Last Name" (text input), "Country" (dropdown menu with "United States" selected), "State" (dropdown menu with "CDLIS" selected), "CDL Number" (text input), and "Date of Birth" (three separate input boxes for month, day, and year). At the bottom of the form are two buttons: "Verify" and "Cancel".

If “Yes”

(When asked: "When you registered in the Clearinghouse, did you also VERIFY your license with CDLIS?")

There is a **KNOWN** license validation issue that exists in the case of a preceding zero vs. no preceding zero.

Because CDLIS will validate either **with or without a preceding zero**, it is possible that the driver validated it one way, and the company is validating it the opposite way.

Neither are technically “wrong,” but you **must** validate it **exactly as the driver validated it**, or the system will not recognize it as a match. When the system doesn’t match up on validation, **the driver will never see the pending consent request.**

Once you confirm which way the driver validated (with or without a preceding zero), we are able to cancel the Pending Request, and resubmit the full query the same way as the driver. They should then see the Consent Request on their dashboard.

The FMCSA is working on a way to resolve this issue but to date, it still exists.

TIP TWO:

What does 'Awaiting Processing' mean?

When the Clearinghouse allowed us (the C/TPAs) to submit queries in Bulk, it appears those are being queued up for submission. Bulk Uploads are not able to be canceled while they are in the status of “Awaiting Processing.” Once they go into processing, they seem to flow quickly through the system, assuming the Driver is already registered.

TIP THREE:

What does 'Driver Not Validated' mean?

'Driver Not Validated' means that the driver needs to go through the steps above to complete registration, OR there is an issue with the license that was submitted. They may just need to go through the steps above to fully complete registration. If it is a different issue (personal license or commercial permit only), please have them contact their state licensing agency for additional assistance.

We will continue to provide updates, tips, and tricks as we become aware of them.

Please reach out at **800.848.3397** if you need assistance or clarification!

- If you have signed up to have Driver iQ run your full queries, please direct your questions to **Christopher Baize** at ext. **683**.
- If you would like to sign up to have Driver iQ run your full queries, please call **Luke Brittain** at ext. **673**.
- For general questions, please call **Driver iQ's Client Services team** at ext. **7220**.

Thank you,

The Driver iQ D&A Clearinghouse Task Force

www.driveriq.com

diqcustomerservice@driveriq.com

Toll Free: 1.800.848.3397

Fax: 918.591.2854

