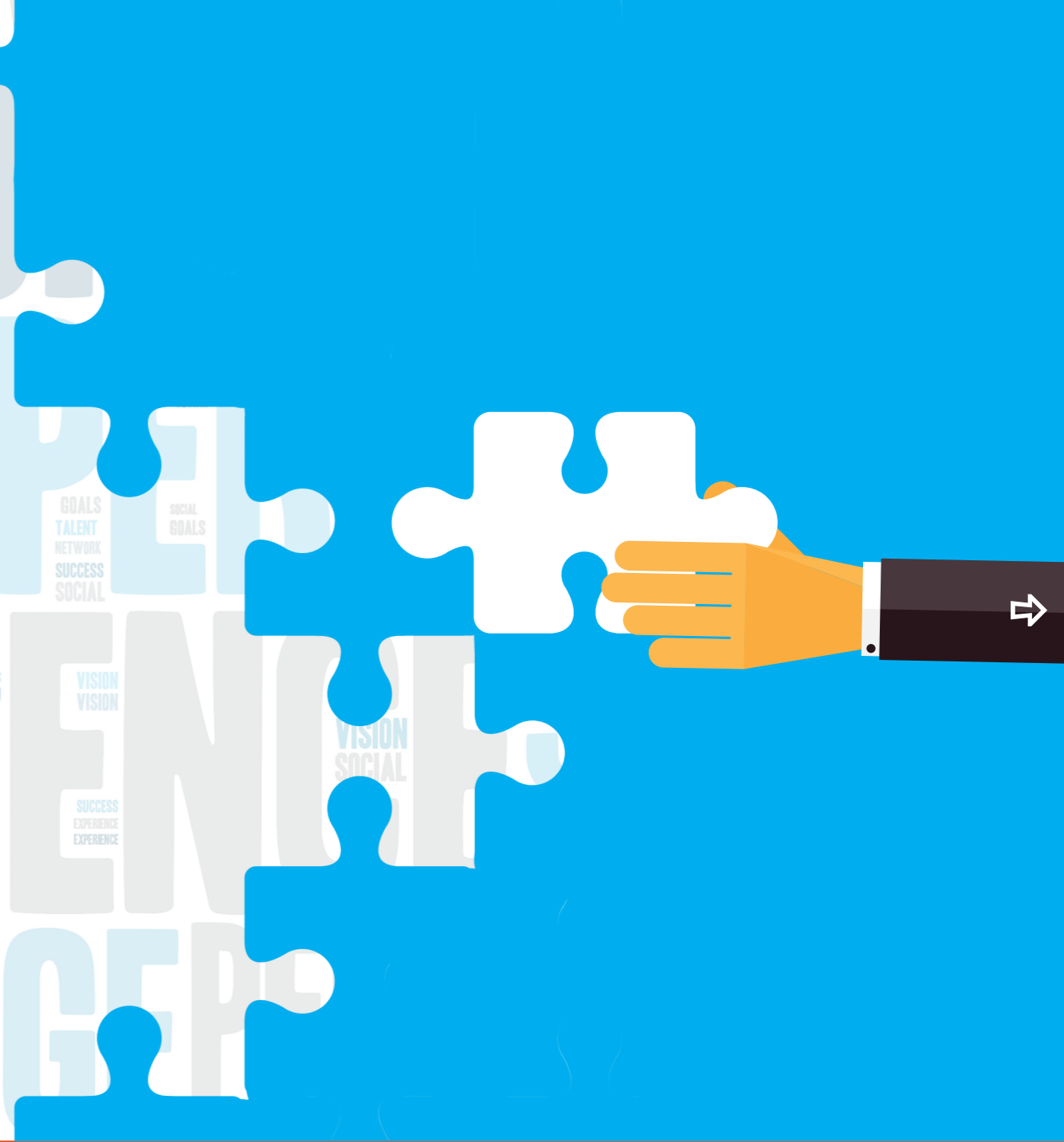


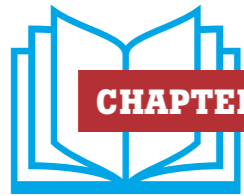
Leveraging Technology to Attract, Hire, and Manage Drivers in the Digital Age



CHAPTER 4:
Integrated Solutions for
Driver Workflow Management

 HireRight®
DAC Trucking

Continuation of a Four-part eBook Series



CHAPTER ONE

Technology Based Sourcing Strategies for Attracting Drivers, explored how the challenging driver labor market has motivated employers to adopt new technology-based sourcing strategies.

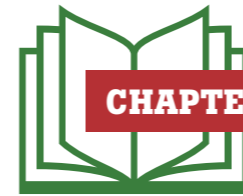
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CHAPTER TWO

Advanced Conversational Recruiting Techniques examined why today's recruiting process is fundamentally broken and offered practical steps you can take to qualify candidates more effectively.

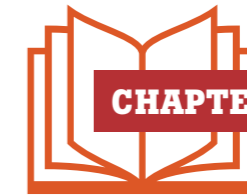
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CHAPTER THREE

Developing a Compliant Screening Program Through Staged Screening focused on industry best practices for pre-employment and ongoing screening to help organizations foster a safer working environment.

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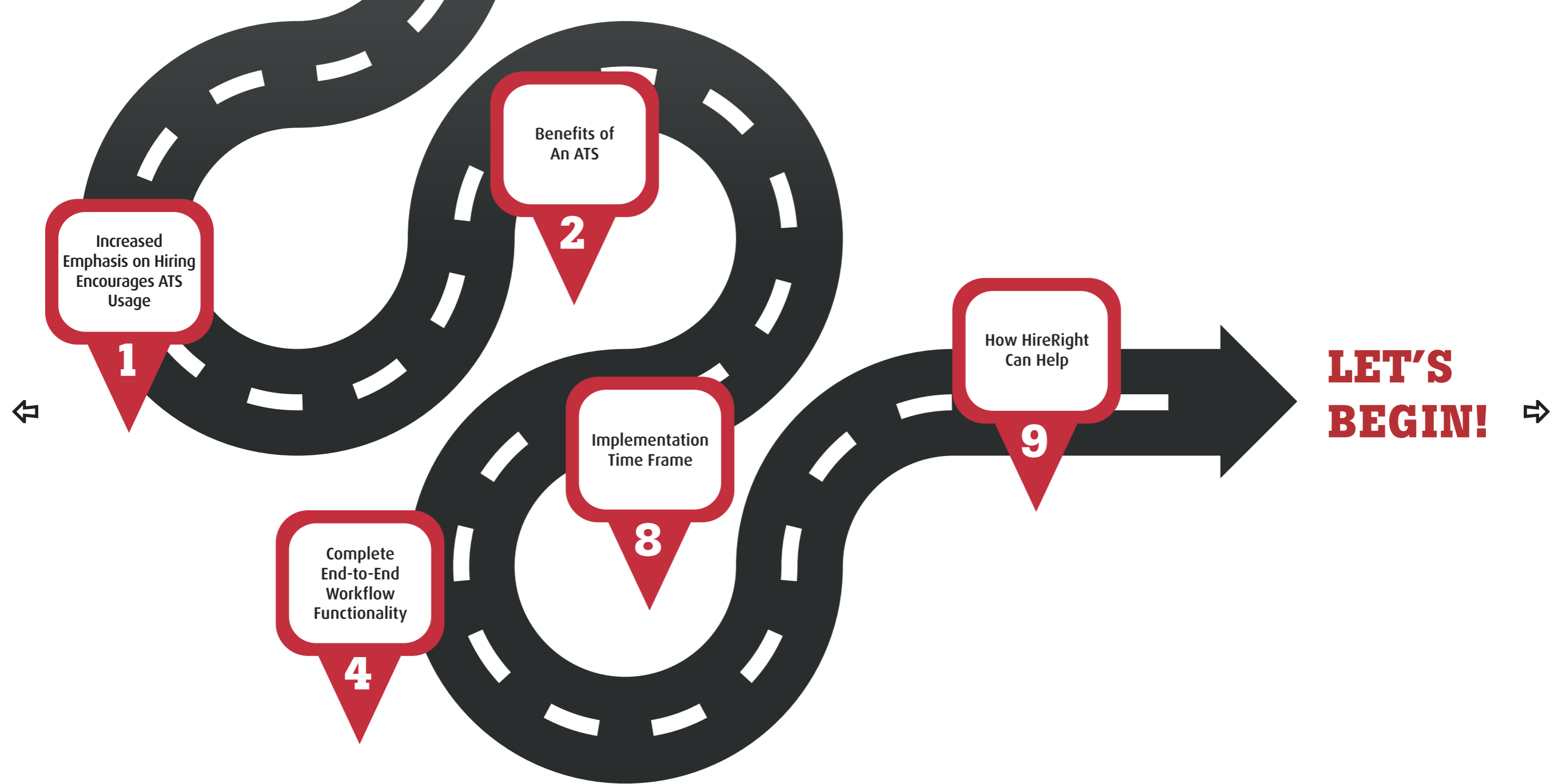


CHAPTER FOUR

Integrated Solutions for Driver Workflow Management reviews the new intelligence incorporated into applicant tracking systems.



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eBOOK FOUR:

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Increased Emphasis on Hiring Encourages ATS Usage

Given the current driver shortage, increased emphasis has been placed on the hiring process and the ability to hire qualified drivers before competitors draw them onboard. To respond to this dilemma, fleets are increasingly implementing an Applicant Tracking System (ATS) to better manage the recruiting and hiring process.

Small to medium-sized carriers have turned to applicant tracking systems as a way to compete with larger fleets for the best drivers. “These companies have the same problems that the larger companies have in terms of finding drivers, onboarding them, and complying with the numerous DOT and EEOC regulations,” says Cindy Nelson, Vice President of Marketing and Business Development for transportation workflow expert EBE Technologies. “An ATS puts them on an even playing field, adding much needed automation to alleviate the burden of doing everything manually,” states Nelson.

KEY BENEFITS OF AN APPLICANT TRACKING SYSTEM

- Manages advertising sources and qualifies drivers faster
- Streamlines the entire recruitment process
- Reduces hiring costs, improving cost per hire
- Helps maintain regulatory compliance
- Increases retention and driver satisfaction

An ATS puts them on an **even playing field** adding much needed automation.

Benefits of an ATS

An Applicant Tracking System (ATS) is a tool that allows employers to collect and store applicant information, and track and monitor the process of the applicant through the hiring and onboarding process. According to EBE's Cindy Nelson, companies that use an ATS can see the productivity of their hiring process improve dramatically. While the benefits of using an ATS are numerous, key benefits are explored here.

Minimizes time-to-hire

ATS solutions can provide automation to the recruitment and hiring process, with valuable features like the development of job requisitions; posting of job openings on identified websites; resume/application screening; interview scheduling; and much more. These features help recruiters to focus on identifying the most qualified applicant, and as a result reducing time-to-hire.



Reduces cost of sourcing and hiring

The built-in automation processes of an ATS minimizes many of the labor costs of traditional hiring that are typically personnel related: data entry, resume review, candidate communications, etc. Additionally, such solutions can reduce the need for paperwork.



Companies that use an ATS can see the productivity of their hiring process **improve dramatically.**

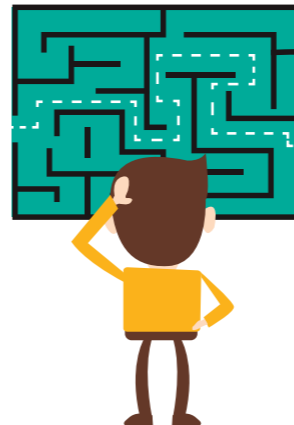


Improves overall quality of hire

An effective ATS can cull through thousands of applicants and help an organization target drivers who meet a pre-identified list of criteria. The ATS can also house and analyze information on current and past applicants to help a recruiter better understand whether an ideal driver applicant is already in the organization's system or needs to be sourced externally.

Better communication keeps applicants from being lost in the shuffle

Automated and pre-scheduled communications provide frequent touch points that keep applicants engaged and informed throughout the process. This promotes a more positive employment brand for organizations and helps keep potential employees from being lost due to lack of interaction.



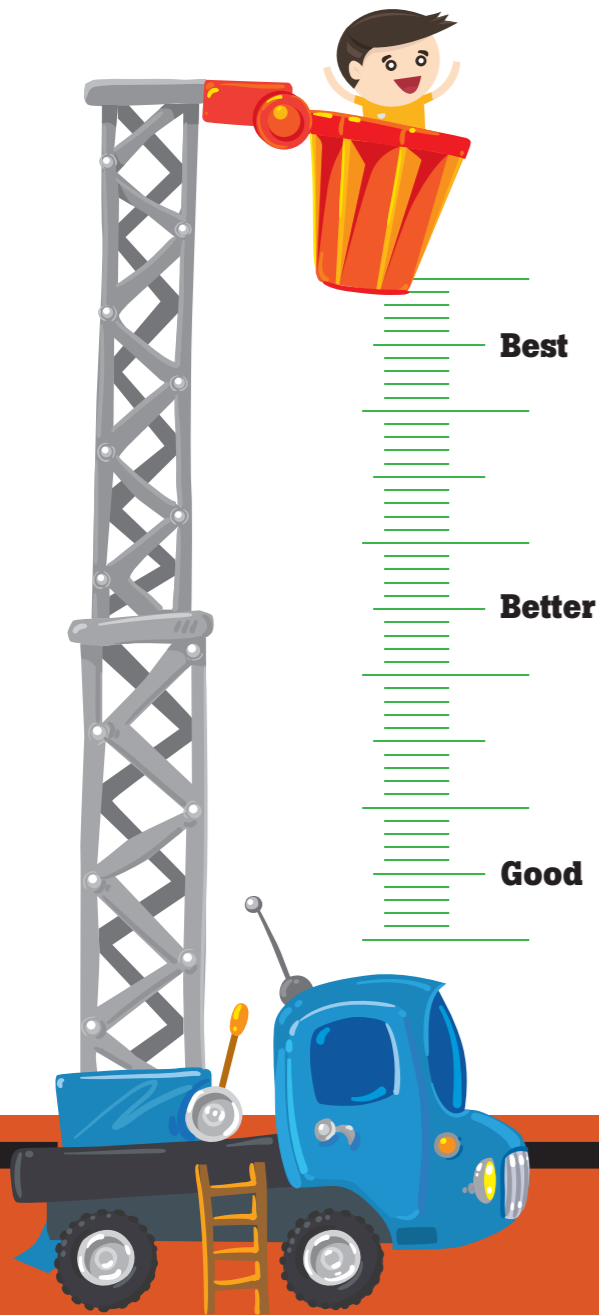
Promotes better compliance

Many ATS solutions help employers implement a more consistent and scalable process to help protect the organization from litigation and government scrutiny through better compliance processes. Additionally, an ATS can assist with automating a more compliant onboarding process, and provide quick access to information in the event of a possible lawsuit, government inquiry, or audit.



An ATS can help target drivers who meet a
pre-identified list of criteria.

Complete End-to-End Workflow Functionality



Application Processing

Web-based applications allow drivers to submit their background information, work history, licenses, accident history and any additional requested information electronically. Digital signature capabilities are built-in so drivers can authorize the release of background information upon submission.

Drivers are given feedback throughout the process, eliminating unnecessary phone calls between the driver and the recruiter. Website notifications are sent to drivers to let them know if they are approved for processing or if they did not meet minimum company requirements for further consideration.

Qualification Phase

Carriers can set up predefined criteria that will either accept or reject an applicant from further consideration. Many systems offer the ability to rank applicants by points accumulated throughout the application process. Applicants can also be moved into a “hold status” when certain criteria is not met at the current time, such as age eligibility or years of experience. This group of applicants can be added back into the active applicant pool when the requirements are met.

Website notifications are sent to drivers to let them know if they met **minimum company requirements** for further consideration.

Background Verifications

Background requests from your screening provider can be generated directly through the ATS, such as requests for MVRs, CDLIS, PSP, criminal reports and other pertinent reports required to evaluate the applicant. Through direct integration to third-party background report service providers like HireRight, the system can be configured to automatically read the reports and search for keywords that could potentially disqualify an applicant. Keywords or criteria, such as number of jobs, accidents, or violations, may be used to evaluate the applicant.

Onboarding

During the onboarding process, driver files are checked to make sure that all the required information has been received before allowing the applicant to move to the next step in your process. Some systems include barcoding functionality: as documents are received, the system reads the data embedded in the barcode to determine the driver and document type. All documents are date and time-stamped, offering audit trail capabilities.



Keywords or criteria, such as number of **jobs, accidents or violations** may be used to qualify the applicant.

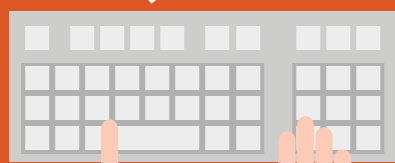
Electronic Orientation

Carriers can present orientation documents to drivers electronically that have been prefilled with information obtained throughout the hiring process. Instead of requiring that the driver fill out numerous pieces of paperwork at the time of hire, only a few pieces of missing information needs to be completed on the selected web pages provided. When the forms are completed, the data can then be exported to the appropriate internal systems – HR, payroll, safety, dispatch, etc. An electronic image can be created and stored as part of the driver's file.

Reporting

Because an ATS is automated, most steps of the process are tracked, measured, and recorded. Enhanced visibility and transparency into the hiring process is beneficial in a number of different ways:

- **If your company is subject to a Department of Transportation (DOT) audit**, an ATS could provide an audit trail and produce the necessary documents an investigation may require.
- **Sourcing, recruiting, and advertising are cost items** that are important to track in order to more effectively manage your hiring budget. An ATS can track applicant sources and determine which applications resulted in successful hires.
- **How long does it typically take to onboard a new driver?** An ATS can measure these time-based tasks to show which areas need improvements. Furthermore, if an application has stopped at some point in the process, the ATS can be configured to alert a manager to take action.
- **Onboarding activities can be date and time-stamped**, and all images can be automatically stored which allows for reporting on results and or trends. Examples of common reports include recruiter productivity; new hires per week/month; lead source; time to hire; weekly orientation lists; zip/postal code or regional analysis; and more.



Applicant Management

An ATS contains valuable driver information – applicants who were not hired but were good prospects, applicants who did not qualify due to a few minor issues, as well as former drivers. The importance of keeping in touch with these people cannot be understated. Some applicant tracking systems provide automated communication platforms. By applying specific “tags” to drivers, the software can automate communication tasks by frequency and method, such as emails, postcards, or phone calls. The manual attention required to execute such extensive marketing campaigns is minimized, and allows companies to build a large pool of potential applicants.



Driver Life-Cycle Management

An end-to-end automated driver management system may eliminate the need for managers to retrieve information from numerous databases and spreadsheets in order to receive a 360 degree view of the driver. Once a driver is on-boarded, life-cycle management systems can monitor the driver’s roadside inspection and violation activity, driver qualification files, training, compliance and even driver performance data. Managers may be able to receive alerts when “out-of-standard” behavior is detected, and the system can automatically assign corrective activities and track those activities through completion.

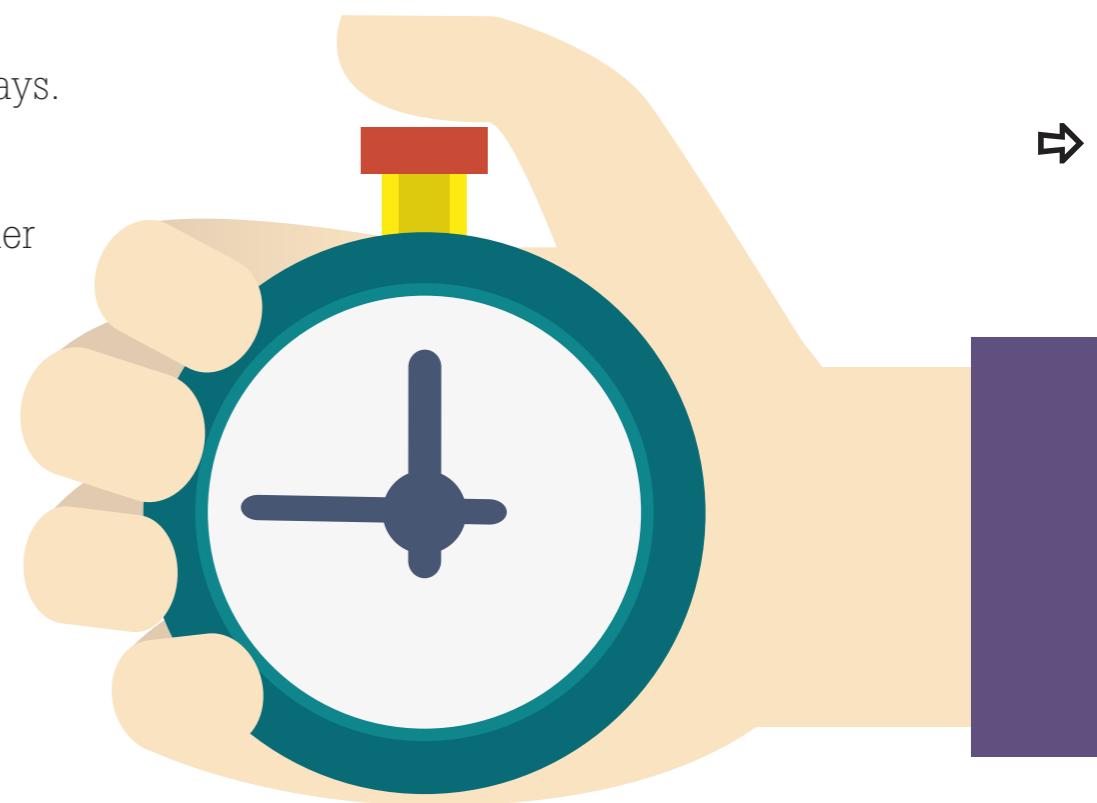
KEY BENEFITS

- Identifies and reacts to “at risk” behavior
- Helps maintain regulatory compliance
- Improves company and driver CSA BASIC safety scores
- Helps operate a safer and more profitable fleet

Implementation Time Frame

Typically, a simple ATS can be implemented in a month or less, while a more complex system might require 60 to 90 days.

“The variable is how long companies take to define their process,” Nelson says, adding that companies that want to get rolling with an ATS can choose a simpler option at first and then upgrade to something more advanced later on.



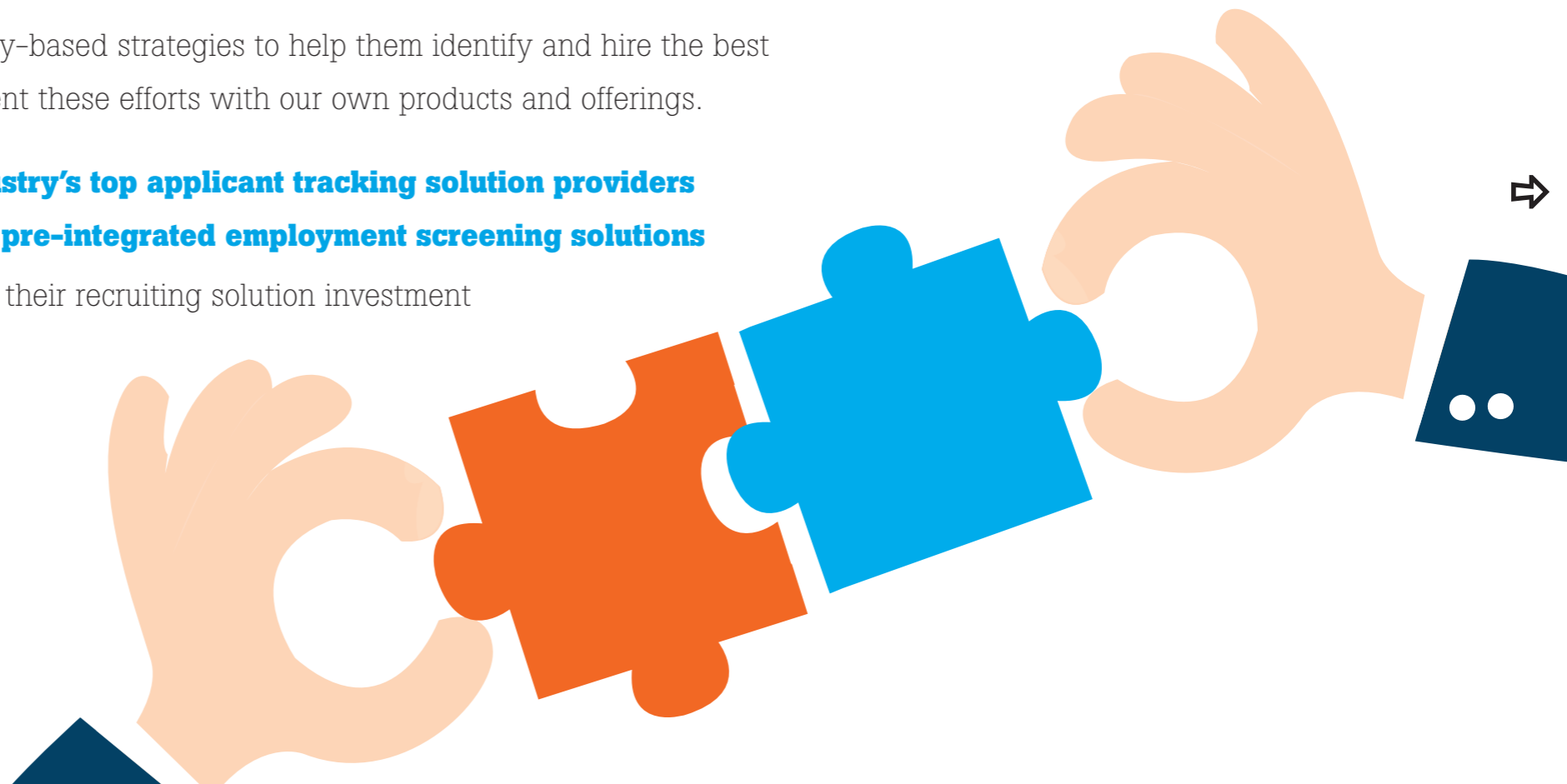
Choose a simpler option at first and then upgrade to something more advanced later on.

How HireRight Can Help

As more recruiters turn to technology-based strategies to help them identify and hire the best employees, HireRight can complement these efforts with our own products and offerings.

HireRight partners with the industry's top applicant tracking solution providers to co-develop unique, pre-built, pre-integrated employment screening solutions

that allow organizations to leverage their recruiting solution investment for background screening.



About HireRight

HireRight offers on-demand employment background checks, drug and health screening, and electronic Form I-9 and E-Verify solutions that help employers automate, manage and control background screening and related programs. Many companies, including more than 9,500 transportation organizations trust HireRight because the company delivers customer-focused solutions that provide greater efficiency and faster results.



Contact Us

Simply call us at 800.400.2761
or visit us online at

www.hireright.com/transportation

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