

CREATE A CENTRAL REGISTRY SEARCH (CRS) REQUEST

Quick Reference Guide (QRG)

OVERVIEW

This QRG provides an overview of how to register and login to CRS and how to complete and submit a request to the Central Registry System.

AUDIENCE

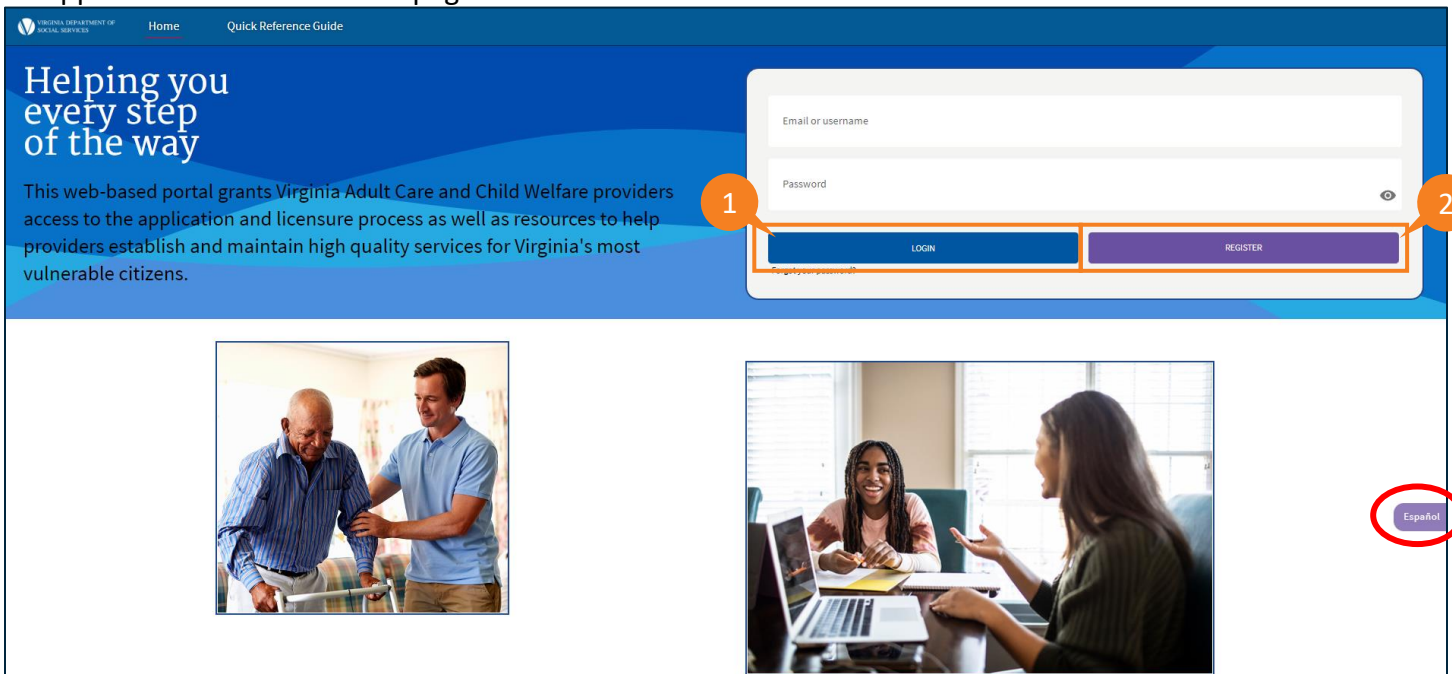
This QRG is for DSS & DOE Providers.

About Completing a CRS Request: The CRS Portal is accessed via the DSS & DOE Licensing Portals but it is also a public-facing site allowing providers, government agencies as well as individuals to complete and submit a CRS request, upload signed documentation and submit a payment for the application being submitted.

LOGIN / REGISTER

From the URL homepage, complete the following steps:

1. For registered users: Enter your **Username** and **Password**. Then click **Login** to log in to your account. **Note:** To view a Spanish version of this site, click the **Español** link.
2. For first-time users: Click **Register** to register for an account.
Note: For information on registering an account see the *Register an Account QRG*.
3. Regardless of which URL is being used to access the CRS Portal the steps within this URL are universal. Below is a snippet of the DSS URL Home page.



The screenshot shows the top navigation bar with 'Home' and 'Quick Reference Guide' links. Below the navigation is a blue banner with the text 'Helping you every step of the way' and a paragraph: 'This web-based portal grants Virginia Adult Care and Child Welfare providers access to the application and licensure process as well as resources to help providers establish and maintain high quality services for Virginia's most vulnerable citizens.' To the right of the banner is a login/register form with two input fields: 'Email or username' and 'Password'. Below the fields are two buttons: 'LOGIN' and 'REGISTER'. An orange box highlights the 'LOGIN' and 'REGISTER' buttons, with a '1' in a circle pointing to the 'LOGIN' button and a '2' in a circle pointing to the 'REGISTER' button. Below the banner are two images: one showing a caregiver assisting an elderly man with a walker, and another showing two women in an office setting. A red circle highlights the 'Español' link in the bottom right corner of the page.

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3. The *Disclaimer* page is displayed. Read the disclaimer statements to acknowledge that access to the information contained in the Provider Portal is restricted to Department of Social Services authorized users. Unauthorized access or misuse can result in violations, including fines or other actions.
4. Click **Agree**.

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Home My Dashboard Business Entity Useful Links CRS Portal Quick Reference Guide

Disclaimer



The Virginia Department of Social Services computer system, and its component parts, contains privileged customer and government information. Access to information is restricted to Department of Social Services authorized users.

Unauthorized access, use, misuse, or modification of the data or the system, or unauthorized printing or release of data, is a violation of Department policy. It is also a violation of Title 18, United States Code Section 1030. Violators may be subject to criminal and civil penalties, including but not limited to a fine of up to \$5,000 and/or 5 years in prison, as set forth in Title 26, United States Code, Sections 7213 and 7431.

The computer system, its component parts, and related equipment are subject to monitoring. Any and all transactions on the online system or its component parts may be monitored, recorded or analyzed. This includes, but is not limited to, accessing, communicating, transmitting, processing or storing data.

Please be aware that during your visit to the system, we will record the following information:

- Your User ID
- Date/Time of transaction
- IP Address
- Actions Performed

This information may be provided upon request to authorized personnel.

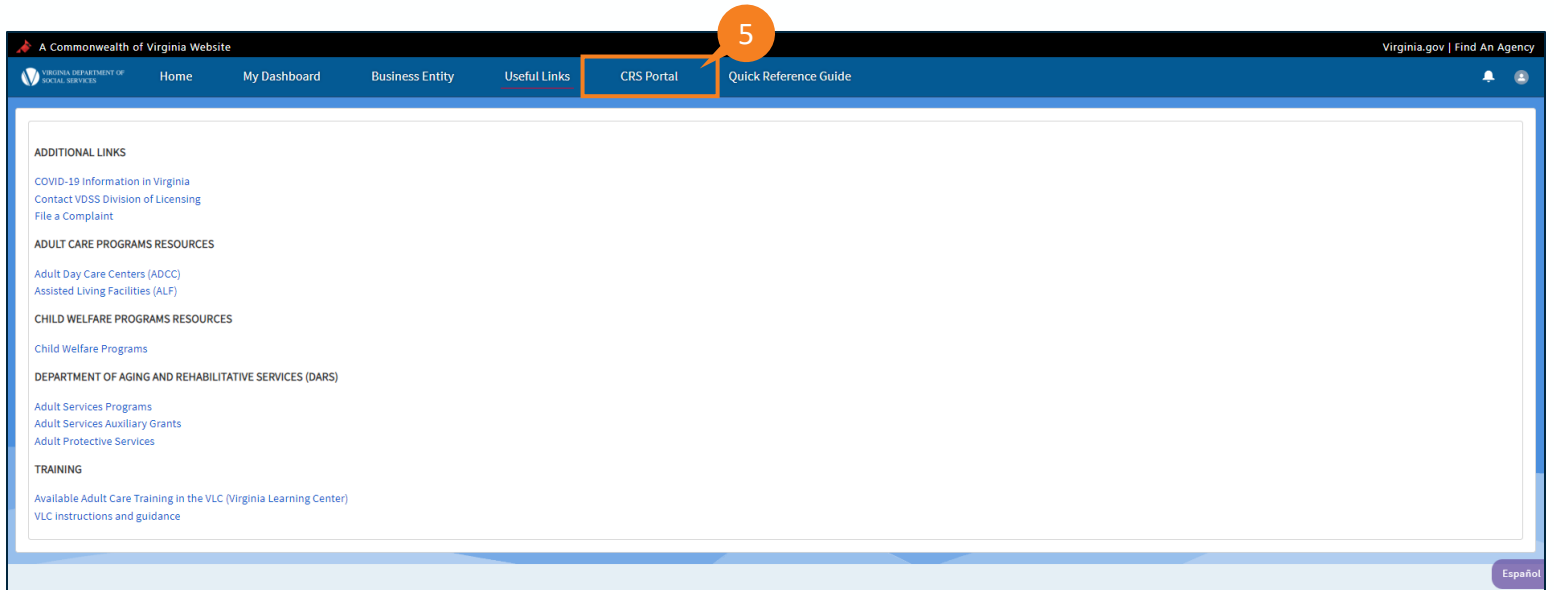
Spanish

CREATE A CRS REQUEST

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The My Dashboard page is displayed. Providers who have logged into the Provider Portal can click the CRS Portal tab to access the CRS Portal and submit Central Registry searches.

5. From the navigation bar, click the **CRS Portal** tab.



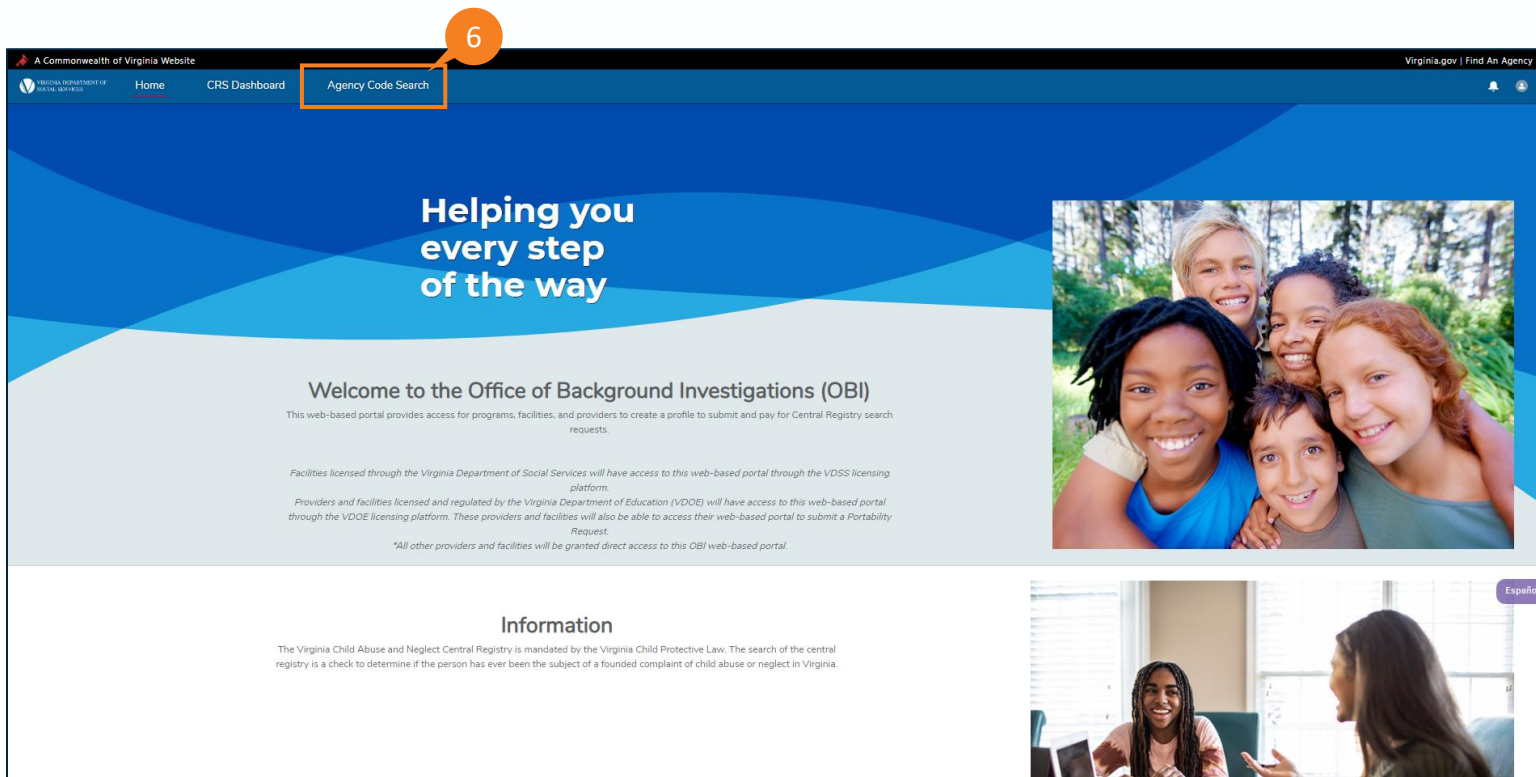
CREATE A CRS REQUEST

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The *Central Registry Homepage* is displayed. Providers entering the CRS Portal for the first time, who have an agency code assigned to them by the Office of Background Investigations, Central Registry Search Unit, and currently documented on each search request submitted should access the Agency Code tab to enter their Agency Code in the pop-up window.

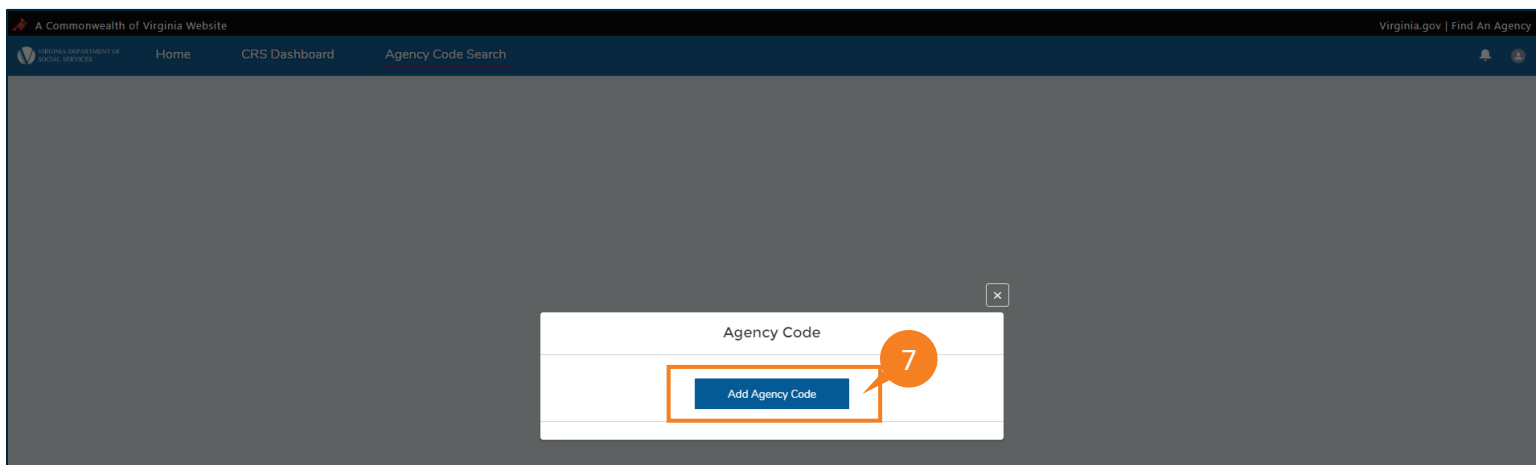
Note: *If you do not have an Agency Code, click CRS DASHBOARD & go to Page 6 Step 13.*

6. Click **Agency Code Search**.



The Agency Code pop-up window is displayed.

7. Click **Add Agency Code**.



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8. Enter the AGENCY CODE already assigned to you by OBI.
9. Enter the AGENCY CODE once more to confirm.
10. Click Search.

Agency Code

B10000

Confirm Agency Code

B10000

Search

Agency Name

ACCOMACK CO. PUBLIC SCHOOLS

Match Identified. Please review the agency name and confirm by clicking save. Once saved, you will not be able to change the agency code. All determinations for Central Registry Search Requests submitted will be sent to the designated point of contact maintained by the Central Registry Unit.

Please check this box to confirm your agency prior to saving

Cancel

Save

When there is an agency code match, the agency name appears below the search button with the message: *Match Identified. Please review the agency name and confirm by clicking save. Once saved, you will not be able to change the agency code. All determinations for Central Registry Search Requests submitted will be sent to the designated point of contact maintained by the Central Registry Unit.*

11. Select the checkbox: Please check this box to confirm your agency prior to saving. Providers cannot click Save unless the box is checked.
12. Click Save.

If there is no match, the following message is displayed: *No match found with agency code. Please enter the correct agency code or click cancel. You will be able to submit Central Registry Search Requests by entering the designated point of contact.*

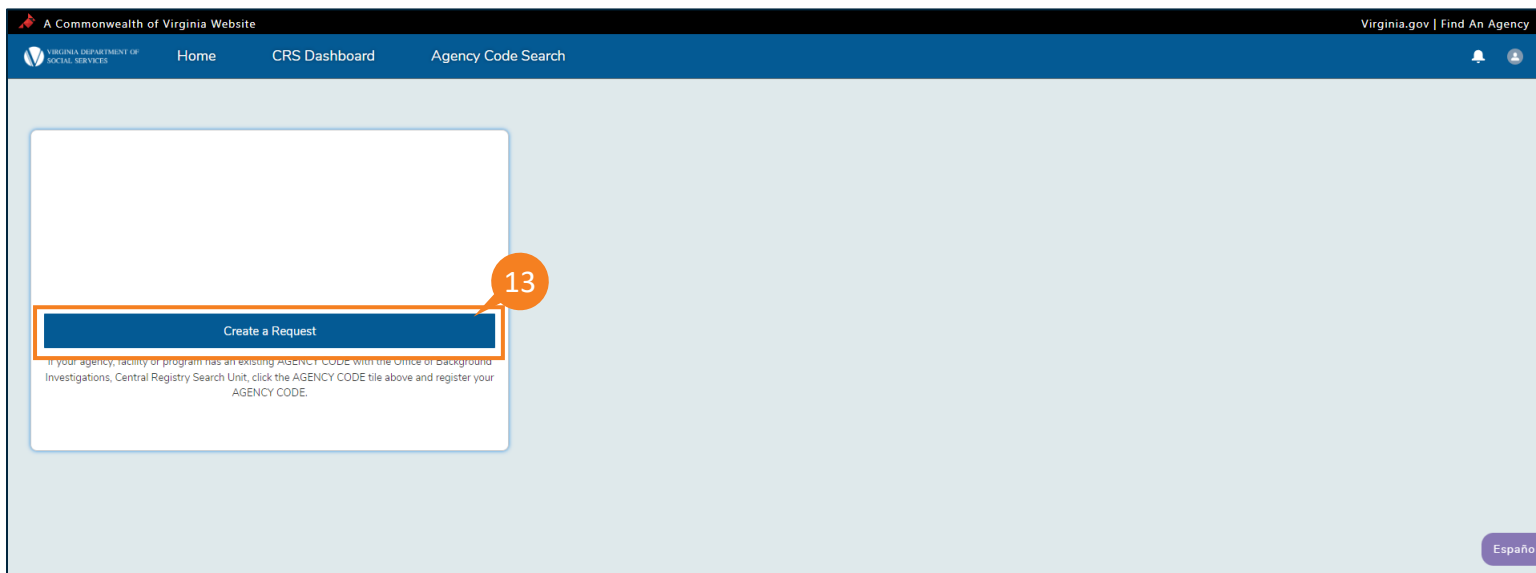
Note: Clicking Cancel will redirect you to the Dashboard where you will need to enter a designated point of contact (POC). Follow the instructions for Submitting a Request on the following page.

CREATE A CRS REQUEST

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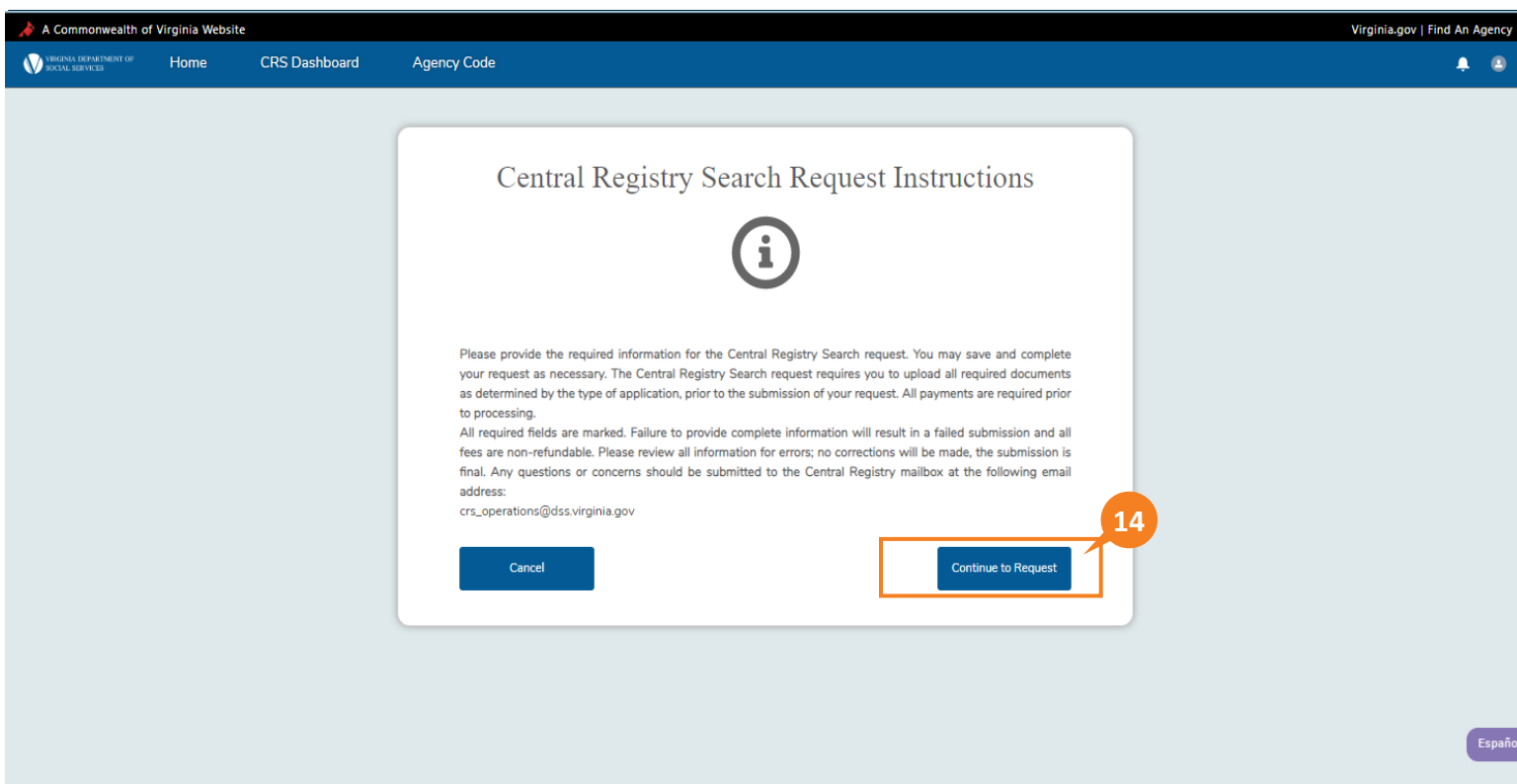
13. Click CRS DASHBOARD AND THEN **Create a Request**.

Note: For users who do NOT have an *Agency Code*, proceed directly to the Dashboard by clicking the **CRS Dashboard** tab to create a request. The CRS Dashboard is displayed. From here users can review previous requests and create new ones.



The Instruction page is shown. Read the instructions for creating a request.

14. When you are done, click **Continue to Request**.



CREATE A CRS REQUEST

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15. Enter a unique name for your request in the Custom Request Name field for the purpose of easily identifying it when you review your requests from the Dashboard.
 16. Complete the Designated Point of Contact section.
 17. Click Add Individual in the CRS Requests section.
- Note: The individual being added is the applicant for whom a search is being requested.

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Home CRS Dashboard Agency Code Search

CRS Application

CRS Request Summary

Pay and Submit

CRS Request Summary

15

* Custom Request Name [?]

Designated Point Of Contact

16

* Contact First Name [?]

* Contact Last Name [?]

* Address Line 1 [?]

Address Line 2 [?]

* City/County [?] * State [?] * Zip Code [?]

* Telephone Number [?] Phone Number Ext. [?]

* Contact Email [?]

* CRS Requests

FIRST NAME	LAST NAME	NOTARIZATION UPLOADED	PORTABILITY REQUEST	STATUS
<p>17</p> <p>Add Individual</p>				

Back Save & Continue

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CREATE A CRS REQUEST

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The *Purpose of Search* page is shown.

18. From the Purpose of Search drop down list, select a Purpose Of Search.

19. To continue, click Save & Continue.

The screenshot shows the 'Purpose of Search' page within the 'CRS Application Individual' form. The page has a blue header with navigation links: 'Home', 'CRS Dashboard', and 'Agency Code Search'. The main content area is titled 'Purpose Of Search' and features a dropdown menu labeled 'Purpose Of Search' with a downward arrow. Below the dropdown are two buttons: 'Cancel' and 'Save & Continue'. A sidebar on the left contains links for 'Personal Details', 'Family Details', and 'Notarization'. An 'Español' link is located in the bottom right corner. Two orange callout boxes with numbers 18 and 19 highlight the dropdown menu and the 'Save & Continue' button, respectively.

CREATE A CRS REQUEST

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20. Complete the Individual whose Name is to be Searched (mandatory fields are marked with a red asterisk).
21. Click Create New to add a prior address for the individual being searched (if known).
22. Click Save & Continue.

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CRS Application Individual

Purpose of Search

- Personal Details**
- Family Details
- Notarization

Individual whose Name is to be Searched

* Last Name [?]

* First Name [?]

* Middle Name (Please enter NMN if not applicable) [?]

* Maiden Name [?]

* Date of Birth [?]

* Sex [?]

Driving License Number [?]

* Social Security Number [?]

Other names used, Nickname, Legal names [?]

* Race [?]

Available: American Indian or Alaskan Native, Asian Indian, Black or African American, Caucasian, Chinese, Filipino, Guamanian or Chamorro

Selected:

Current Address

* Current Address Line 1 [?]

Current Address Line 2 [?]

* City/County [?]

* State [?]

* Zip Code [?]

Applicant's Prior Addresses

Create New

ADDRESS LINE 1	CITY	STATE	ZIP	START DATE	END DATE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel Save & Continue

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The *New Applicant's Prior Addresses* pop-up window is displayed.

23. Enter all the details of the applicant's prior address on the page.

24. Click Save Record when details for the applicant's prior address have been entered.

The screenshot shows a web application interface with a pop-up window titled "New Applicant's Prior Addresses". The pop-up window is white with a blue border and a close button (X) in the top right corner. It contains the following fields:

- Address Line 1 (text input)
- Address Line 2 (text input)
- City/County (text input)
- State (dropdown menu, currently showing "--None--")
- Zip (text input)
- Start Date (calendar icon)
- End Date (calendar icon)

Below the fields is a note: "Please enter the accurate month and year. If the specific date is not known, you may enter the 1st of the month." At the bottom of the pop-up are two buttons: "Cancel" and "Save Record". The "Save Record" button is highlighted with an orange box and a callout bubble containing the number "24".

In the background, a form titled "Current Applicant" is visible, with fields for "Current Address" (123 plain lan...), "City/County" (destin), and "Zip Code" (12345). Below this, there are labels for "ADDRESS LINE" and "START DATE".

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25. From the Family Details page, select the Marital Status for the individual being searched from the Marital Status pick list box.

Note: From the Marital Status pick list box, select all statuses which have applied for the person being searched. From the married, widowed, or divorced selections (more than one option can be picked for validation).

Note: The Family Details page is displayed only when a Portability Request is answered No.

26. Click Create New in the Spousal History section.

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Home | CRS Dashboard | Agency Code Search

CRS Application Individual

Purpose of Search

Personal Details

Family Details

Notarization

What is the Marital status of the person being searched?

Have you been married, divorced and/or widowed? Please choose the status which applies to your situation (past and present) and enter the related spouse information. You are required to do this for EACH status which applies to you.

- Marital Status

Available	Selected
Single	
Married	
Divorced	
Widowed	
Partner	

Español

Spousal History

Create New

FIRST NAME	LAST NAME	RACE	SEX	DATE OF BIRTH
------------	-----------	------	-----	---------------

Children

Create New

FIRST NAME	LAST NAME	RELATIONSHIP	SEX	DATE OF BIRTH
------------	-----------	--------------	-----	---------------

Cancel | Save & Continue

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CREATE A CRS REQUEST

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The New Spousal History pop-up window is displayed.

27. Enter all the details of the spouse on the page.

28. Click Save Record when details for spouse have been entered.

New Spousal History

Spouse Last Name ⓘ

Spouse First Name ⓘ

Spouse Middle Name (Please enter NMN if not applicable) ⓘ

Spouse Maiden Name ⓘ

Spouse Race ⓘ

Available

- Asian Indian
- American Indian or Alaskan Native
- Native Hawaiian
- Caucasian

Chosen

Spouse Sex ⓘ

Spouse Date of Birth ⓘ

Cancel **Save Record**

27

28

CREATE A CRS REQUEST

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29. Click **Create New** in the *Children* section.

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VIRGINIA DEPARTMENT OF SOCIAL SERVICES Home CRS Dashboard Agency Code Search 🔔 👤

CRS Application Individual

Purpose of Search

Personal Details

Family Details

Notarization

What is the Marital status of the person being searched?

Have you been married, divorced and/or widowed? Please choose the status which applies to your situation (past and present) and enter the related spouse information. You are required to do this for EACH status which applies to you.

• Marital Status ⓘ

Available

Selected

- Single
- Married
- Divorced
- Widowed
- Partner

Spousal History

[Create New](#)

FIRST NAME	LAST NAME	RACE	SEX	DATE OF BIRTH

Children

[Create New](#)

FIRST NAME	LAST NAME	RELATIONSHIP	SEX	DATE OF BIRTH

[Cancel](#) [Save & Continue](#)

CREATE A CRS REQUEST

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The New Children pop-up window is shown.

30. Enter all details for the child (mandatory fields are marked with a red asterisk) on the page.

31. Click Save Record when details for the child have been entered.

The screenshot shows a 'New Children' pop-up window with the following fields and controls:

- Child Last Name** (mandatory, marked with a red asterisk) - text input field
- Child First Name** (mandatory, marked with a red asterisk) - text input field
- Child Middle Name (Please enter NMN if not applicable)** - text input field
- Child Relationship** (mandatory, marked with a red asterisk) - dropdown menu with "--None--" selected
- Child Sex** (mandatory, marked with a red asterisk) - dropdown menu with "--None--" selected
- Child Date of Birth** (mandatory, marked with a red asterisk) - date picker
- Cancel** - blue button
- Save Record** - blue button

Red callout boxes with numbers 30 and 31 highlight the input fields and the 'Save Record' button respectively.

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32. When entries for *Marital Status*, *Spousal History*, and *Children* are complete, click **Save & Continue**.

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CRS Application Individual

Purpose of Search

Personal Details

Family Details

Notarization

What is the Marital status of the person being searched?

Have you been married, divorced and/or widowed? Please choose the status which applies to your situation (past and present) and enter the related spouse information. You are required to do this for EACH status which applies to you.

- Marital Status

Available Selected

Single
Married
Divorced
Widowed
Partner

Spousal History

Create New

FIRST NAME	LAST NAME	RACE	SEX	DATE OF BIRTH
------------	-----------	------	-----	---------------

Children

Create New

FIRST NAME	LAST NAME	RELATIONSHIP	SEX	DATE OF BIRTH
------------	-----------	--------------	-----	---------------

Cancel

Save & Continue

32

Español

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CREATE A CRS REQUEST

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The *Instructions for CRS Request Form* page is shown.

33. Click Download CRS Request Form. The downloaded form contains the information entered up to this point. The page includes instructions for completing and uploading the signed form. Once the CRS Request Form is downloaded, print the form, and have it signed by the applicant.

Note: *The Notary requirement has been removed.

34. When the CRS Request Form has been signed, click the Upload Files link from the CRS Request Form section to browse for the document you want to upload or drag the document from your desktop to the drop files box.

Ensure the CRS Request Form is uploaded in PDF format only.

35. Click Save & Continue.

The screenshot shows the 'CRS Application Individual' page. On the left is a navigation menu with 'Search Authorization' selected. The main content area has the following sections:

- Instructions for CRS Request Form:** Includes a paragraph of instructions and a blue button labeled 'Download CRS Request Form' (callout 33).
- Upload signed CRS Request Form:** Includes a note 'The signed document should be uploaded in PDF format only.', an 'Upload Files' button (callout 34), and a file upload area showing 'PITT CRSApplicationPDF.pdf'.
- Submitted Date:** A text input field containing '11/14/2022' and a 'Cancel' button.
- Submitted By:** A text input field containing 'KRISTEN ECKSTEIN'.
- Bottom Right:** A blue button labeled 'Save & Continue' (callout 35) with a small 'Español' link next to it.

CREATE A CRS REQUEST

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The *CRS Request Summary* page is shown. Review the information.

36. Click the pencil (edit) icon to update the applicant information.

37. Click the trash can icon to delete an applicant request.

38. If there are no further changes, click Save & Continue.

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Home CRS Dashboard Agency Code Search

CRS Application

CRS Request Summary

Pay and Submit

CRS Request Summary

- Custom Request Name: Test 1

Designated Point Of Contact

- Contact First Name: Monica
- Contact Last Name: Iglesias
- Address Line 1: 123 Middle Lane
- Address Line 2:
- City/County: Orlando
- State: AL
- Zip Code: 33456
- Telephone Number: 123-456-7890
- Phone Number Ext.:
- Contact Email: ayaz@yop.com

CRS Requests

FIRST NAME	LAST NAME	NOTARIZATION UPLOADED	PORTABILITY REQUEST	STATUS
iglesias	monica	YES		

[Add Individual](#)

[Back](#)

[Save & Continue](#)

36 37 38

Español

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CREATE A CRS REQUEST

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The *Current CRS Requests Payment* page displays.

39. From the Payment method drop down, select your method of payment.

40. Click Submit.

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VIRGINIA DEPARTMENT OF SOCIAL SERVICES Home CRS Dashboard Agency Code Search 🔔 👤

CRS Application

CRS Request Summary

Pay and Submit

* Payment

FIRST NAME	LAST NAME	PAYMENT AMOUNT
iglesias	monica	\$10.00

Total Amount : \$10.00

* Payment method
Credit Card

Submitted Date
09/13/2022

Submitted By
Christina Lopez

Español

Make Payment

CREATE A CRS REQUEST

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41. The Order Section page is displayed. To verify the payment amount and proceed, click Checkout.

42. If you do not want to proceed to checkout, click Return to Merchant.

The screenshot shows the 'Order Section' page from the Virginia Department of Social Services. At the top left, there is a '< Return to Merchant' link with a callout bubble labeled '42'. The page header includes the Virginia Department of Social Services logo and a note: 'Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click Return to Merchant and pay by alternative means.' Below this, a message states 'This page cannot be refreshed.' The main content is an 'Order Section' box containing a table with the following items:

Order Section	
This payment will be processed as two separate payments (for Amount and Service Fee)	
Amount	10.00 USD
Service Fee (2.3%)	0.23 USD
Total of all charges and fees	10.23 USD
Service fee is non-refundable.	
Search Request ID	2274

Below the table, a note says 'Please be aware there is a 1 to 3 day business processing time'. A 'CHECKOUT' button is highlighted with a callout bubble labeled '41'. At the bottom, there is a 'Secure Payment' logo.

CREATE A CRS REQUEST

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MAKE PAYMENT (CONTINUED)

43. Enter payment information in the **Payment Section**.

For **Payment Card**, enter the card number of your valid credit or debit card, expiration date (MM/YY) and the security code in the corresponding text entry fields.

The screenshot shows a web form for payment. On the left, there is an 'Order Section' table with the following data:

Order Section	
Amount	10.00 USD
Service Fee (2.3%)	0.23 USD
Total of all charges and fees	10.23 USD
Search Request ID	2274

Below the table is the 'Payment' section, which is highlighted with a red box and a callout '43'. It is titled 'PAYMENT CARD' and includes fields for Card Number, Expiration Date (MMYY), and CVV2. To the right is the 'Billing Address' section with fields for Company, First Name, Last Name, Address1, Address2, City, State/Province, Postal Code, Country, and Email Address.

To pay by **Check**, enter the **Bank Routing Number** and **Bank Account Number** in their respective fields and click the **I Agree** checkbox.

The screenshot shows the 'Payment' section for a check payment, highlighted with a red box. It includes fields for Bank Routing Number and Bank Account Number. Below these fields is a 'Bank Account Type' section with radio buttons for 'Personal' (selected) and 'Business'. At the bottom, there is a text block explaining the 'I Agree' checkbox and an 'I Agree' checkbox itself.

How to Find Your Routing and Account Numbers

Bank Routing Number

The bank routing number is a nine-digit number that is an ID number for your individual bank.

Account Number

The account number is your unique identifier at that bank. The account number is the second set of numbers following the character symbol immediately after your routing number .

The diagram shows a check with the following information:

YOUR NAME: 1234 Main Street, Anywhere, OH 00000
DATE: _____
PAY TO THE ORDER OF: _____ \$ _____
_____ DOLLARS

Below the check, three numbers are highlighted with boxes and labels:

- 044072324: ROUTING NUMBER
- 000123456789: ACCOUNT NUMBER
- 123: CHECK NUMBER

CREATE A CRS REQUEST

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MAKE PAYMENT (CONTINUED)

44. Enter billing address information in the Billing Address section.
45. Click the I agree to the Terms and Conditions checkbox.
46. Click Submit Payment to complete the transaction.
47. Return to the Order Section by clicking the Back to Order Section link.

47

< Back to Order Section



Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click [Back to Order Section](#) and then [Return to Merchant](#) on following screen and pay by alternative means.

This page cannot be refreshed.

44

Order Section	Billing Address
Amount 10.00 USD	Company
Service Fee (2.3%) 0.23 USD	First Name * Last name *
Total of all charges and fees 10.23 USD	Address1 *
Search Request ID 2274	Address2
	City * State/Province * Postal Code *
	Country *
	Email Address *
	Phone *

Payment
PAYMENT CARD
VISA, Mastercard, American Express, Discover
Card Number *
Expiration Date(MMY) * CVV2 * ?

45

Please be aware there is a 1 to 3 day business processing time.

I agree to the [Terms and Conditions](#) of the charges applied

SUBMIT PAYMENT

46

To proceed, you must click on the I agree checkbox.



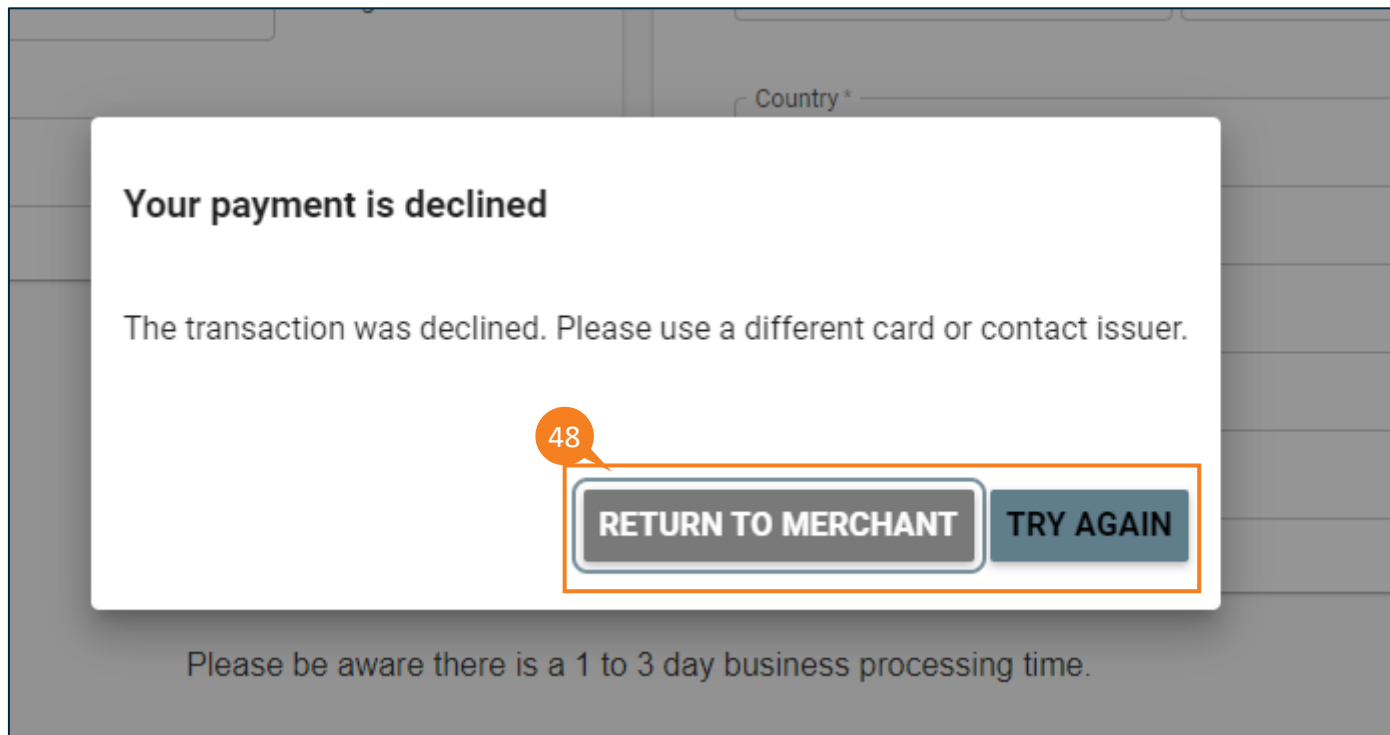
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PAYMENT DECLINED

48. When the payment is unsuccessful, the applicant remains on the *Payment* page with a pop-up window displaying a message that payment was declined. The applicant may click **Try Again** to resubmit the payment or click **Return to Merchant**.

Note: An application is not considered submitted until payment is confirmed and completed.




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PAYMENT CONFIRMATION

49. When the payment is successful, a payment confirmation is displayed.

50. REQUIRED: Click Complete for submission.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

This page cannot be refreshed.

Order Section		Billing Address	
Amount	10.00 USD	christina lopez	
Service Fee (2.3%)	0.23 USD	123 dreary lane	
Total of all charges and fees	10.23 USD	orlando ga, 34567	

49 **Confirmation**

Your payment has been approved.

Payment Type	CREDITCARD
Transaction Type	SALE
Card Type	MC
Card Number	51*****2124
Transaction ID	13092202C-BDE7BF78-8B6D-4945-BA70-C512D271E331
Date / Time	09/13/2022 12:21:20 PM
Message	APPROVAL
Approve Code	275648
Service Fee Transaction ID	13092202C-9616A9E4-C182-479C-9D7E-A0B478429A4C
Service Fee Approve Code	275645
Service Fee Date / Time	09/13/2022 12:21:16 PM
AVS Response	Z
CVV2 Response	N

50 **COMPLETE**

A receipt has been emailed to you at the email address provided.

FAILURE TO CLICK THE COMPLETE BUTTON WILL RESULT IN YOUR SEARCH REQUEST NOT BEING SUBMITTED.
Please be aware there is a 1 to 3 day business processing time.

Please do not attempt to make a 2nd payment without first checking your email. Please allow at least up to 15 minutes for receipt of payment confirmation.

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51. A message is displayed that a confirmation email is being sent to the address provided. Additional next steps are also displayed.

51

✓ Thank you for completing your Central Registry Search request with the Office of Background Investigations. A determination letter will be sent upon completion of the review process to the email address provided at registration. You may log in to your profile to review the status of your submission. Normal delivery time is within 10 business days. If a response has not been received by that time, you may contact our office for assistance. ✕

52. An email confirmation is sent when the payment has been successfully submitted.

Note: For help with technical problems, contact VELA@dss.virginia.gov

52

Your payment has been approved 0004986

Virginia Department of Social Services <noreply@elavon.com>

Wednesday, September 14, 2022 1:29:37 PM

logo.jpeg

Approval Code	281910
Approval Message	APPROVAL
Transaction Date/Time	09/14/2022 01:28:26 PM
Amount	\$500.00 USD

Service Fee Profile Name	DOLP Service Fee
Service Fee Transaction ID	140922C45-463E0E4A-EC80-45AD-97AD-0B3C16B95091
Service Fee Approval Code	281908
Service Fee Transaction Date/Time	09/14/2022 01:28:23 PM
License Application ID	0004986
Service Fee	\$11.50 USD
Total of all charges and fees	\$511.50 USD

DEMO

Total	\$511.50 USD
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Bill To

lee pace
123 lane lane
orlando ga 44563
United States
8958674930
ayaz@yopmail.com

Please remember that this transaction includes a non-refundable Service Fee charged by Elavon that will appear on your credit or debit card statement as "Elavon-Service Fee".
All Service Fee inquiries should be directed to: Elavon 7300 Chapman Hwy Knoxville, TN 37920 800-725-1243
custsvc@elavon.com
Terms and Conditions

These Elavon payment terms and conditions apply to your payment to the biller and processed by Elavon, a third party payment processor engaged by the biller to process credit and debit card bill payments. Elavon charges you a non-refundable service fee for any payments processed by Elavon to make bill payments to the biller. The service fee is in addition to the amount paid to the biller and will appear as a separate charge on your credit or debit card statement under the name Elavon – Service Fee.

By paying your bill, you authorize the biller to charge your credit or debit card in the amount shown. You further authorize Elavon to separately charge your credit or debit card for the service fee shown. You represent that you are authorized to use the credit or debit card for this transaction, that you have sufficient funds in your credit or debit card account to make these payments and that your bill payment is being made for a lawful purpose.

Your obligation to pay your bill, including the payment amount, when payments are posted to your biller account, the billers refund policy (if any) and the billers use of your personal information, is governed by the biller's terms and conditions and

privacy policy as posted on its website. Any information that Elavon collects to process your bill payment is governed by the Elavon Privacy Policy available at <https://elavonconverge.blob.core.windows.net/con/ElavonServiceFeePrivacyPolicy.pdf>.

Elavon is not responsible for any disputes about the payment amount, when payments are posted to your biller account, refunds or other concerns about your bill payment, other than the service fee. You must contact the biller directly to resolve these disputes. You agree that Elavon's liability for any delay, failure of delivery, underpayment, or nonpayment is limited to the service fee paid to Elavon to process your bill payment. You agree that Elavon will not be liable for any direct, indirect, incidental, consequential, or punitive damages.

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