



NEW YORK STATE
Unified Court System

OFFICE OF COURT ADMINISTRATION

25 Beaver Street
New York, New York 10004
(212) 428-2810

Division of Administrative Services
Criminal History Record Search (CHRS) - Direct Access
New Payment Process - Pay Connexion

FAQ

- How is payment made through the Pay Connexion system?**
Corporate and public accounts can pay by credit or debit card. In addition corporate accounts can also pay by e-check (ACH - Automatic Clearing House Network).
- If my bank utilizes debit blocks or filters for ACH transactions, will this pose a problem? (Corporate Accounts Only)**
Yes - to avoid problems with ACH transactions, provide your bank with origination numbers (company ID's) which identify and authorize JP Morgan Chase (approved debtor) to complete the transaction.
- Who do I contact to get the origination number(s) for ACH payments? (Corporate Accounts Only)**
Once you are given your User ID and Password for Direct Access you can access the origination numbers by clicking the ACH Origination Numbers link which provides a brief explanation of the ACH process and the origination numbers you can report to your financial institution.
- Can we pay using American Express?**
No - you can only use Visa, MasterCard, and the Discover cards.
- Do I have to provide credit/debit card account information?**
Yes - at the time of the request you are required to provide your account information.
- How secure is my bank account information when I pay through Pay Connexion?**
J.P. Morgan's Pay Connexion uses leading security measures when protecting users' credit card data. User information is both encrypted and transmitted over encrypted channels, regardless of the selected transportation method. Passwords are stored in a one-way hash. Sensitive credit card information, such as credit card number and expiration date, is encrypted using the triple data encryption standard (DES) algorithm.
Strict access control and physical security safeguards are implemented at both the primary and backup data centers to maintain a controlled, limited access environment for the areas supporting our payment solutions.
To prevent unauthorized user access, JP Morgan employs security measures to either the system or the data (compliance with PCI-DSS, CISP, SDP, etc.). J.P. Morgan's systems employ antivirus technology to protect integrity of both the User's and the NYS Office of Court Administration's data.
- Will I have to re-enter my account information every time I submit a search request?**
If you save your account information during your initial search request, there is no need to re-key your information.
- Are there any other forms of payment?**
For Direct Access customers there are no other payment options. Mailing or hand delivery of your search request would require a permanent account change prohibiting access to the on-line service.
- Is there a service fee added to the cost of the search when using Pay Connexion?**
Yes - if paying via e-check (ACH), the convenience fee is \$1.00 for up to 50 names per request. If paying via a credit/debit card account, the convenience fee is commensurate with the number of searches (names) submitted.

Who collects the convenience fee?

The convenience fee is paid to and collected by JP Morgan. The NYS Office of Court Administration does not receive any part of the convenience fee.

What is the convenience fee when I pay using my credit card?

The 'Convenience Fee Scheduled' for paying via your credit card is displayed below.

<u>Principal Payment Range</u>	<u>Convenience Fee</u>	<u>Principal Payment Range</u>	<u>Convenience Fee</u>	<u>Principal Payment Range</u>	<u>Convenience Fee</u>
		\$500 to \$599.99	\$16.00	\$1,250 to \$1,499.99	\$37.00
\$50 to \$99.99	\$3.00	\$600 to \$699.99	\$18.00	\$1,500 to \$1,749.99	\$43.00
\$100 to \$199.99	\$6.00	\$700 to \$799.99	\$21.00	\$1,750 to \$1,999.99	\$49.00
\$200 to \$299.99	\$8.00	\$800 to \$899.99	\$23.00	\$2,000 to \$2,499.99	\$61.00
\$300 to \$399.99	\$11.00	\$900 to \$999.99	\$26.00	\$2,500 to \$2,999.99	\$73.00
\$400 to \$499.99	\$13.00	\$1000 to \$1,249.99	\$31.00	\$3,000 to \$3,499.99	\$85.00

Can I cancel my search request anytime during the Pay Connexion process?

Yes - you will have several opportunities during the search request and payment process to cancel your order.

Will credit and/or reimbursements be made for mistakes realized after submitting the search?

No - absolutely no credit and/or reimbursement will be made for mistakes or unintentional submissions. During the search request process several prompts are displayed asking you to check and re-check names keyed prior to finalizing your request.

Typically the CHRS results are returned in a timely fashion. If I don't get results, should I re-submit?

Do not re-submit the request without checking the Receipts/Job Status page first. A link to this page can be found on the left-side menu or on the Home Page. The Receipts/Job Status page will display the status of previously submitted requests from the past six months. Your most recently submitted request will be located at the top of the list along with it's current Job Status. If the Job Status is "Processing" then your request is still being reviewed and upon completion will be e-mail to you. However, if your most recently submitted request is not displayed on the top of the list, contact the CHRS Unit for assistance

If I experience a system or technical error while submitting a search request, should I re-submit the request?

No - do not re-submit the request. Contact the CHRS Unit so we can research the error and inform you of The status of your request.

Are there are any penalties for payment status resulting in 'Insufficient Funds'? (Corporate Accounts Only)

Yes - access to the online application (Direct Access) is immediately terminated followed by a notification call or e-mail from OCA.