

National Verifier Carrier API Office Hours

November 7, 2019



Universal Service
Administrative Co.

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Announcements

- Reminder: Service providers who access NLAD by API must update the way they connect to NLAD before November 25, 2019.
 - Beginning Nov. 25 the hostname used to send API requests to NLAD will change. Any transaction sent using the old hostname will fail.
- Website updates: USAC.org is getting a facelift!
 - The changes will go live on Nov. 11
 - The Lifeline Service Provider site will now be www.usac.org/lifeline

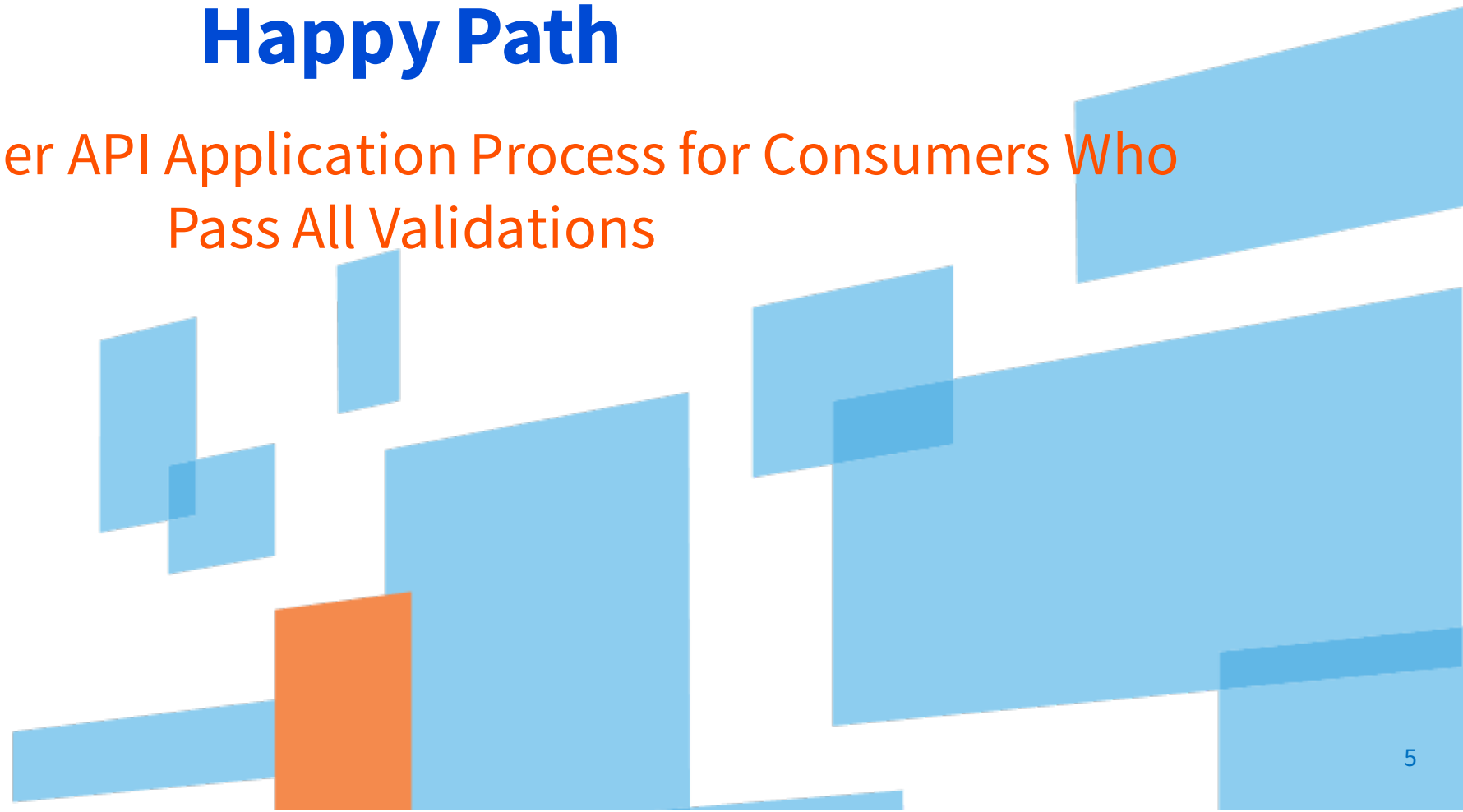
Introduction

Today's Office Hours show carriers how the National Verifier Carrier API application process could look to consumers.

- First we give a step-by-step example of the application process for consumers that pass all validations.
- Next we give a step-by-step example of the process for consumers that fail one or more validations.
- Each example includes:
 - Sample pages that a consumer would interact with during the application process.
 - Information on the data exchanged between service providers and National Verifier.

Happy Path

National Verifier API Application Process for Consumers Who
Pass All Validations



Happy Path

Step 1: Service Provider Application

- A consumer will initiate their Lifeline application from the service provider's website or enrollment app.
- A sample service provider application is provided to the right.
- The first step in the application process is for the consumer to provide all information the service provider needs to send a **Check Eligibility request** to the National Verifier.

Service Provider Site

Customer Information

What is your full legal name? [____] [____] [____]

What is your date of birth? [__/__/__]

What is your address?
[_____]

What are the last four of your SSN? [_____]

The Information you gave us will be used to check if you qualify for Lifeline. please confirm that it is okay.
 By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

Check your Eligibility

Happy Path

Step 2: Send Check Eligibility Request and Receive Response

Next the service provider sends a **Check Eligibility request** to National Verifier.

Behind the scenes

- NV receives that information and performs validations and checks before creating a new application, similar to what would happen if the consumer applied in the NV portal.
- NV sends an API response to the service provider's system that includes information on the new application. If NV finds an existing application for the consumer, it will return details on the existing application.

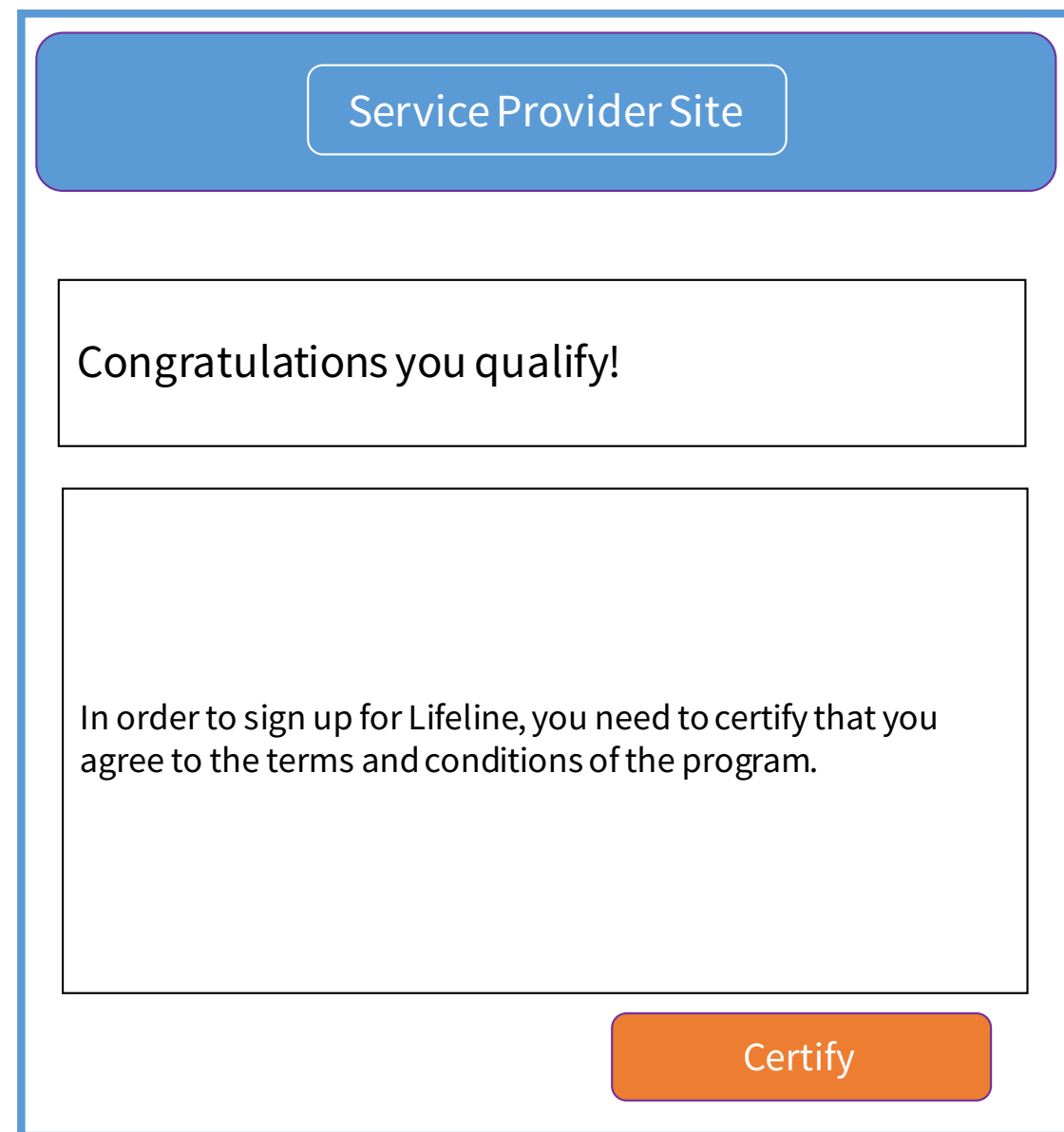
Key Information Returned

- Application ID
- **Eligibility Check ID** (unique ID/token used to check the application later)
- If an existing application is found, information on the status of that application will be provided
- A **redirect URL** that the service provider will use to direct the consumer to complete the certifications required to finalize the application

Happy Path

Step 3: Provide Results to Consumer

- The service provider uses the results provided in the API response to tell the consumer what is needed next.
- A key feature of this page is the “Certify” button.
 - In this example the consumer would select the “Certify” button to be redirected to the National Verifier.
 - The service provider uses the **redirect URL** provided in the API response in Step 2 to move the consumer to the National Verifier.



Happy Path

Step 4: Agree to Terms and Conditions

- The consumer is taken to the National Verifier and must agree to the Terms and Conditions before completing certifications.

Lifeline National Verifier English | Español

You recently applied for the Lifeline benefit with a phone/internet company. Lifeline is a federal program that lowers the monthly cost of phone and internet for qualified consumers.

We need some more information from you to complete the Lifeline application process.

Name:	John Smith
BQP Name:	Jack Smith
Application ID:	Q12345-67890

By clicking "Next" to continue, I accept the [terms and conditions](#) of the National Verifier system.

Next >

Happy Path

Step 5: Complete Certifications

- The consumer continues in the National Verifier and completes the required certifications to finish their application.

Lifeline National Verifier
English | Spanish | Your Account

Agreement

Please initial next to each statement and sign this form to finish the process:

I agree, under penalty of perjury, to the following statements:

Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 125% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

JS

Initial I agree that if I move I will give my service provider my new address within 30 days.

JS

Initial I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

JS

1. I, or the person in my household that qualifies, do not qualify through a government program or income program.
2. Either I or someone in my household gets more than one Lifeline benefit (including more than one Lifeline broadband Internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband Internet services).

Initial I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

JS

Initial I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

JS

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

JS

Initial I know that will I get giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

JS

Initial My service provider may have to check whether I still qualify at any time. If I need to re-verify (based on my Lifeline benefit), I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

JS

Initial If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, as defined in 47 CFR of the Lifeline rules.

JS

Your Signature

Type your full legal name below.

Jane Mary Smith

I understand this is a digital signature and is the same as I signed my name with a pen.

[< Back](#)
[Submit](#)

Happy Path

Step 6: Receive Application Status

- The National Verifier displays a status page to the consumer letting them know that they qualify.
- Key features include:
 - Date the application expires
 - Application ID
 - An option to return to the service provider's website
 - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option

The screenshot shows the 'Lifeline National Verifier' interface. At the top, there is a blue header with 'Lifeline National Verifier' on the left and 'English | Español' on the right. The main content area has a white background with a blue border. The heading 'You Qualify for Lifeline' is in blue. Below it, the text 'Sign up for Lifeline by mm/dd/yyyy (Based on US Eastern Time)' is in black. A section titled 'How to sign up' contains two numbered steps: 1. 'Choose a company' with a sub-note 'You have options. You can continue with the company you applied with or choose another company near you.' and 2. 'After they sign you up, you will start getting your phone or internet service.' A yellow box contains a warning: 'If you do not sign up by mm/dd/yyyy, you will need to re-apply for Lifeline.' Below this, a note says 'If you would like to go back to your original phone/internet company's website, please click "Continue".' A blue 'Continue' button is at the bottom right, with a mouse cursor pointing to it. A box in the middle shows 'Name: Jane Mary Smith' and 'Application ID: X96-7G8-943D'. A 'Need help?' link is also present.

Happy Path

Step 7: Return to Carrier

- If the service provider opted to provide a *return to carrier URL* and the consumer selects the link on the status page, the consumer will return to the service provider webpage.

The screenshot shows a webpage layout. At the top, there is a blue header bar with a white rounded rectangle containing the text "Service Provider Site". Below this is a white rectangular box with a black border containing the text "Congratulations you are good to go!". Underneath that is another white rectangular box with a black border containing the text "We will be in touch shortly to provide you with a welcome package. Should you need more information in the meantime, please explore our FAQ.". At the bottom right of the page, there is an orange rounded rectangle with the text "FAQ" in white.

More Documentation Needed

National Verifier API Application Process for Consumers Who Fail One or More Validations

Documentation Needed

Step 1: Service Provider Application

- A consumer will initiate their Lifeline application from the service provider's website or enrollment app.
- A sample service provider application is provided to the right.
- The first step in the application process is for the consumer to provide all information the service provider needs to send a **Check Eligibility request** to the National Verifier.

Service Provider Site

Customer Information

What is your full legal name? [____][____][____]

What is your date of birth? [__/__/__]

What is your address?
[_____]

What are the last four of your SSN? [____]

The Information you gave us will be used to check if you qualify for Lifeline. please confirm that it is okay.
 By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

Check your Eligibility

Documentation Needed

Step 2: Send Check Eligibility Request and Receive Response

Next the service provider sends a **Check Eligibility request** to National Verifier.

Behind the scenes

- NV receives that information and performs validations and checks before creating a new application, similar to what would happen if the consumer applied in the NV portal.
- NV sends an API response to the service provider's system that includes information on the new application. If NV finds an existing application for the consumer, it will return details on the existing application.

Key Information Returned

- Application ID
- **Eligibility Check ID** (unique ID/token used to check the application later)
- Failures related to address, identity, and/or eligibility
- If an existing application is found and it has been previously reviewed, information on the review(s) and any rejections
- A **redirect URL** that the service provider will use to direct the consumer to complete the certifications required to finalize the application.

Documentation Needed

Step 3: Provide Results to Consumer

- The service provider uses the results provided in the API response to tell the consumer what is needed next.
- Key features:
 - Information on address, identity, and/or eligibility errors returned in Step 2.
 - An option to correct the information provided.
 - If a service provider includes a similar option, they will need to submit a new Eligibility Check request after the information is updated.
 - A “Continue” button that the consumer can use to proceed to the National Verifier to resolve errors and complete the required certifications.
 - The service provider uses the **redirect URL** provided in the API response in Step 2 to move the consumer to the National Verifier.

Service Provider Site

There are problems with your application. We are unable to verify your:

- Address
- Identity
- Eligibility

This is the information you entered:

Your full legal name: **Josh Smith**
Your date of birth: **12/01/1990**
Address: **1 Main Street, apt. 1313 Washington DC 20005**
Last four of your SSN: **1234**
Qualifying Program: **Medicaid**

If something is incorrect above, [correct it and apply again.](#)

If your information above is correct, you need to resolve the issue and certify that you agree to the terms and conditions of the Lifeline program:

Continue

Documentation Needed

Step 4: Agree to Terms and Conditions

- If the consumer chooses to continue, they are taken to the National Verifier and must agree to the Terms and Conditions before resolving errors and completing certifications.

The screenshot displays the 'Lifeline National Verifier' interface. At the top, there is a blue header with the text 'Lifeline National Verifier' on the left and 'English | Español' on the right. The main content area is white and contains the following text:

You recently applied for the Lifeline benefit with a phone/internet company. Lifeline is a federal program that lowers the monthly cost of phone and internet for qualified consumers.

We need some more information from you to complete the Lifeline application process.

Below this text is a white box with a thin border containing the following information:

Name: **John Smith**
BQP Name: **Jack Smith**
Application ID: **Q12345-67890**

At the bottom of the page, there is a line of text: "By clicking 'Next' to continue, I accept the [terms and conditions](#) of the National Verifier system." To the right of this text is a blue button with the text "Next >" inside it.

Documentation Needed

Step 5a: Resolve Address Errors

- If NV was unable to verify the consumer's address, this is the first error the consumer will need to resolve.

Note: consumers only resolve the errors relevant to their application.


Lifeline National Verifier English | Español

We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

We need to confirm where you live on the map below.

Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

Longitude

Next >

Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Documentation Needed

Step 5b: Resolve Duplicate Household Errors

- If NV identified another consumer receiving Lifeline service at the applicant's address, the applicant must answer questions related to the one-per-household requirement.

The screenshot shows the Lifeline National Verifier interface. At the top, there is a blue header with "Lifeline National Verifier" on the left and "English | Español" on the right. The main content area has a title "Someone at Your Address Already Gets Lifeline" in blue. Below the title, it says "We need more information to determine whether you qualify for Lifeline." A question box contains the text: "Do you share money (income and expenses) with another adult who gets Lifeline?" followed by a subtext: "This can be the cost of bills, food, etc., and income. If your spouse receives Lifeline, please answer 'Yes' to this question." Below the question are two radio buttons labeled "Yes" and "No". At the bottom of the question box, there is a yellow warning bar with an information icon and the text: "You will have until mm/dd/yyyy to complete this section so we can determine whether you qualify for Lifeline." Below the warning bar are two buttons: a blue "Back" button with a left arrow and a blue "Next" button with a right arrow. At the very bottom, there is a "Need help?" section with the text: "Use this information and call the Lifeline Support Center at 1-800-234-9473."

Documentation Needed

Step 5c: Resolve Under 18 Errors

- If the consumer is under 18 years of age, they must provide documentation showing they are an emancipated minor.

The screenshot displays the Lifeline National Verifier interface. At the top, there is a blue header with the text "Lifeline National Verifier" on the left and "English | Español" on the right. The main content area has a white background. The title "You Must Be at Least 18 Years Old to Qualify for Lifeline" is centered in blue. Below the title, a subtitle reads "Only emancipated minors can qualify for Lifeline under the age of 18." A yellow warning box contains the text: "ⓘ You will have until mm/dd/yyyy to provide more documents so we can determine whether you qualify for Lifeline." Below this, the question "Are you an emancipated minor?" is followed by explanatory text: "It looks like you are under the age of 18 based on the date of birth you provided. If this is correct, we need to see a court document or certification that says you are an emancipated minor." A grey box titled "Give us your documents" contains a blue "Choose file" button. At the bottom of the form, there are two buttons: a light blue "Back" button with a left arrow and a blue "Next" button with a right arrow. A footer note states: "Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473."

Documentation Needed

Step 5d: Resolve Identity Errors

- If the consumer's identity cannot be verified, they must provide documentation verifying the information they gave.
- The sample to the right shows the page they would see if their date of birth was not verified.
- The consumer will only see identity failure pages relevant to their application.

The screenshot shows the Lifeline National Verifier interface. At the top, there is a blue header with the text "Lifeline National Verifier" and language options "English" and "Español". The main content area has a title "We Couldn't Verify Your Information". Below this, a box displays the user's name as "Zeke Lewis" and the application ID as "X34-7G8-911D". A yellow warning box states: "You will have until mm/dd/yyyy to provide more documents so we can determine whether you qualify for Lifeline." Below the warning, the text reads "Show us that your information is correct." and "We couldn't confirm that your date of birth is what you gave us. We need to see an official document that has your first name, last name, and your date of birth on it. Please show us a copy of one of the following:". A list of document types follows, each with a blue square bullet point: Driver's license (unexpired), Birth certificate, Passport (unexpired), Certificate of Naturalization (or Certificate of U.S. Citizenship), Permanent Resident Card (unexpired), U.S. government, military, state, or Tribal issued ID (if it has your date of birth on it and is not expired), Military discharge documentation (if it has your date of birth on it), Weapons permit (if it has your date of birth on it and it is not expired), Government assistance program document (if it has your date of birth on it), Statement of benefits from a qualifying program (if it has your date of birth on it), and Unemployment or worker's compensation statement of benefits (if it has your date of birth on it). Below the list is a section titled "Give us your documents" with a "Choose file" button. At the bottom of the form, there are "Back" and "Next" buttons. A footer note says "Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473."

Documentation Needed

Step 5e: Resolve Eligibility Errors

- If the consumer's eligibility cannot be confirmed through automated sources, they must provide documentation proving they qualify for Lifeline.
- Key features:
 - The consumer can select to prove their eligibility using program participation documents or income documents.
 - The page to the right shows what the consumer will see if they choose to provide program documentation.

Lifeline National Verifier
English | Español

We Could Not Confirm That You Qualify for Lifeline

To qualify for Lifeline, you need to give us more information.

You indicated that you qualify for Lifeline through:

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⓘ
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit Programs
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start
- Income

ⓘ You will have until 9/22/2019 to provide more documents so we can determine whether you qualify for Lifeline.

How would you like to confirm you qualify for Lifeline?

Participating in a qualifying program, or
 If your household's income is at 135% or less of the federal poverty guidelines

To prove participation in one of the above programs, you must submit a document that, at a minimum, includes:

- Your name, or the name of your benefit qualifying person (BQP)
- The name of the Lifeline-qualifying program, such as Medicaid
- The government or Tribal program administrator or the managed care organization (MCO) that issued the document
- An issue date within the last 12 months or a future expiration date that aligns with the benefit period.

Give us your documents

Choose file

< Back
Next >

Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Documentation Needed

Step 6: Review Information

- After completing all resolution pages, the consumer is asked to review the information they provided.


Lifeline National Verifier English | Español

Review Your Information

Please check to make sure all the information below is correct.

Address Location

You located your residential address: 38.878424, -77.018259




One Per Household Confirmation

You do not share money (income and expenses) with another adult who gets Lifeline.


Emancipated Minor Confirmation

You are under the age of 18, but are an emancipated minor.


-  customersnapcard.pdf (123k)

Identity Confirmation

You confirmed your date of birth.


-  customersnapcard.pdf (123k)

You confirmed your social security number.

-  customersnapcard.pdf (123k)

Eligibility Confirmation

You confirmed that you participate in a qualifying program or meet the income requirements.

-  customersnapcard.pdf (123k)

If this information is correct, please click "Next." If you need to make changes to the documents provided, please click "Back."

[< Back](#) [Next >](#)

Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Documentation Needed

Step 7: Complete Certifications

- The consumer completes all relevant certifications.
- If their address was identified as a duplicate, they will complete one-per-household certifications on this page.

One-per-household certifications completed only if needed

Required certifications completed by all applicants

Signature completed by all applicants

Lifeline National Verifier English | Español Public Use

You Can Apply for Lifeline

Your household does not get Lifeline yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Please initial the agreement below (2 & 3 are required):

Initial JF	1. I live at an address with more than one household. <small>If you live alone or you live with other adults who do not receive Lifeline, do not initial this box.</small>
Initial JF	2. I understand I can only allowed to get one Lifeline benefit per household, not per person.
Initial JF	3. I understand that this form is an FDC rule, and filing a lawsuit by household or the government here can make me lose my Lifeline benefit and I agree to the law.

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial JF	I am dependent or other person in my household correctly get benefits from the government program(s) listed on this form or my annual household income is 200% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).
Initial JF	I agree that if I move, I will give my service provider my new address within 10 days.
Initial JF	I understand that, there to get my service provider will be at that if I do not qualify for Lifeline services, including: 1. As the person in my household that qualifies, do not qualify through a government program or income program. 2. Other for services in my household get more than one Lifeline benefit (including more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet service).
Initial JF	I know that my household can only get one Lifeline benefit, to the best of my knowledge, my household is not getting more than one Lifeline benefit.
Initial JF	I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form, I understand that this information is meant to help run the Lifeline Program and that I do not let them give it to the Administrator, and will not be able to get Lifeline benefits.
Initial JF	All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
Initial JF	I know that with giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, denial of benefits, or being barred from the program.
Initial JF	If my service provider may have to check whether I still qualify at any time, if I need to re-verify to receive my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.
Initial JF	If I am seeking to qualify for Lifeline as an eligible resident of this state, I live on Tribal lands, as defined in 44 CFR of the Lifeline rules.

Your Signature

Type your full legal name below.

JANE MARY SMITH

Jane Mary Smith

I understand this is a digital signature, and it is the same as if I signed my name with a pen.

[Go Back](#) [Next](#)

Need help? Use this information and call the Lifeline Support Center at 1-800-224-9474.

Documentation Needed

Step 8a: Wait for Document Review

- The National Verifier displays a status page to the consumer letting them know their documents are being reviewed.
 - The page to the right displays what a consumer would see if they live in a state with a real-time database connection.
- Key features include:
 - Date the application expires
 - Application ID
 - An option to return to the service provider's website
 - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option

Lifeline National Verifier
English | Español

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify

This will take a few minutes.

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline.

<p>If you qualify...</p> <p><small>You will have until [mm/dd/yyyy] to sign up for service. You have options. You can continue with the company you applied with or choose another company near you.</small></p>	<p>If you do not qualify...</p> <p><small>We'll ask you for more information or tell you what to do next. You will have until [mm/dd/yyyy] (Based on US Eastern Time) to send us the information or complete the next steps.</small></p>
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Need help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Name: **Jane Mary Smith**

Application ID: **X96-7G8-943D**

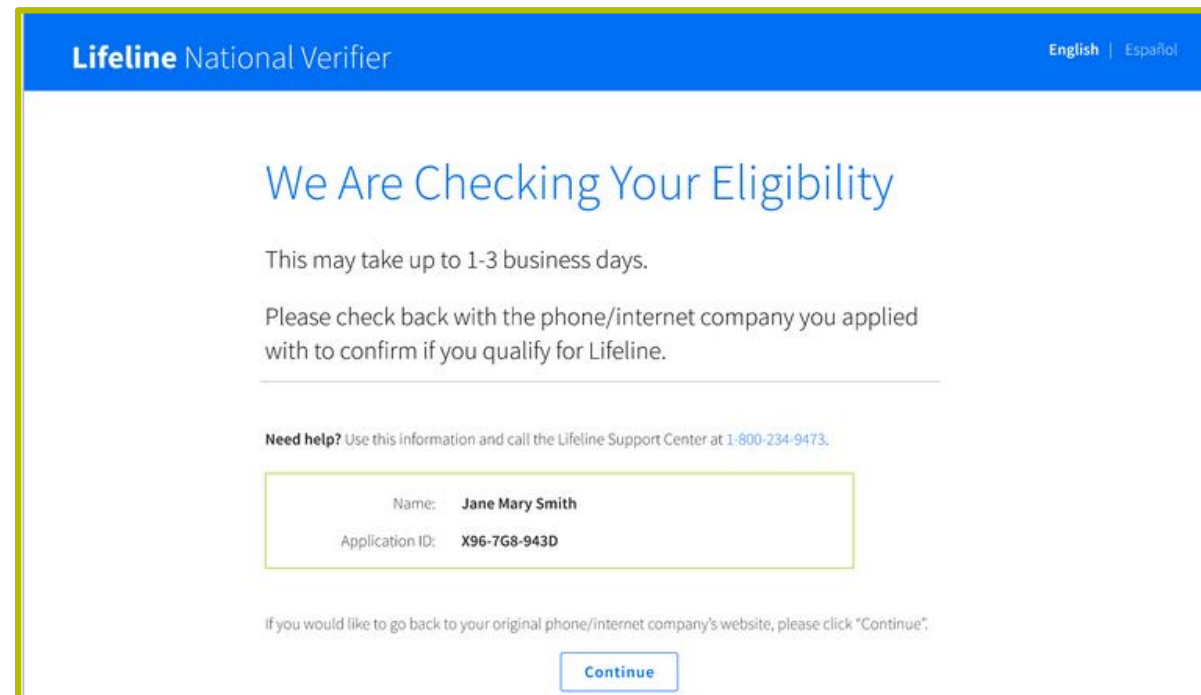
If you would like to go back to your original phone/internet company's website, please click "Continue".

Continue

Documentation Needed

Step 8b: Wait for Document Review

- The National Verifier displays a status page to the consumer letting them know their eligibility is being verified.
 - The page to the right displays what a consumer would see if they live in a state with a non-real-time database connection.
- Key features include:
 - Date the application expires
 - Application ID
 - An option to return to the service provider's website
 - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option



The screenshot shows the 'Lifeline National Verifier' interface. At the top, there is a blue header with the text 'Lifeline National Verifier' on the left and 'English | Español' on the right. The main content area has a white background with a blue title 'We Are Checking Your Eligibility'. Below the title, it states 'This may take up to 1-3 business days.' and 'Please check back with the phone/internet company you applied with to confirm if you qualify for Lifeline.' A horizontal line separates this from a 'Need help?' section, which says 'Use this information and call the Lifeline Support Center at 1-800-234-9473.' Below this is a box containing the user's details: 'Name: Jane Mary Smith' and 'Application ID: X96-7G8-943D'. At the bottom, there is a note: 'If you would like to go back to your original phone/internet company's website, please click "Continue".' and a blue button labeled 'Continue'.

Documentation Needed

Step 9: Return to Carrier

- If the service provider opted to provide a return to carrier URL and the consumer selects the link on the status page, the consumer will return to the service provider.
- A sample of what the service provider website might display when the application is complete is provided to the right.

Service Provider Site

Thank you for you application!

Your application is still under review. If you would to check your status, please “Check Status” below.

Check Status

Documentation Needed

Step 10: Check Status and Qualify

Document review typically takes 5 minutes or less. Service providers can use the **Check Status request** to verify when document review is complete and to update the consumer on the outcome.

Behind the scenes

- Service providers send a new **Check Status request** using the **Eligibility Check ID** to receive updated information on the status of the consumer's application.
- NV sends an API response to the service provider's system that includes details on the application, including:
 - Current status
 - Information on manual reviews that occurred, details on rejection reasons as relevant
 - A **redirect URL** that can be used to direct the consumer to National Verifier where they can upload new documents if needed
- Document review for consumers in a state with a non-real-time database could take longer – typically results are available in 2-3 business days.

Glossary



Glossary

- **Check Eligibility Request** – one of the two National Verifier Carrier API request types. Used to initiate a new Lifeline application with the National Verifier after a consumer applies on a service provider’s point-of-sale system.
- **Check Status Request** – one of the two National Verifier Carrier API request types. Allows a service provider to check the status of an application using the Eligibility Check ID generated during a Check Eligibility request.
- **Eligibility Check ID** – a unique ID/token generated during the Check Eligibility request that allows a carrier to check the status of the application later.
- **Redirect URL** – a URL provided in response to either type of request that allows a consumer to continue their application in the National Verifier. The link can only be used one time and it expires after 10 minutes.
- **Return to Carrier URL** – a URL that the service provider can include in either type of request that can be used to direct the consumer back to a specific page on the service provider’s platform.



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