

Pay.gov ACH Debit Refunds – here’s how to test

Thank you for participating in agency testing for Pay.gov’s 9.1 Release, which includes the added function of ACH debit refund requests. What follows is a simple checklist for familiarizing yourself with and testing this new feature. It also serves as an example timeline for transaction settlement and when you can view this information in the reports and files at Pay.gov.

Agency testing for the 9.1 release is available from July 20 through July 31, 2026. Report any errors or inconsistencies to pay.gov.clev@clev.frb.org by Friday, July 31, 2026. Issues reported after this date may not be addressed until a future release.

The 9.1 release will be deployed to production on August 13, 2026.

Task	Complete? (Y, N, N/A)
If you do not know the TAS-BETC classification to use for refund requests, we recommend consulting your accounting or disbursement area to obtain this information. You will need it for requesting ACH debit refunds.	
If you do not have the COE role and need the ability to perform refunds via Pay.gov, contact your agency’s security contact(s) to have the role added. Agency users with the ACS role can use the User Access Report to ensure staff have the appropriate roles. To view the User Access Report, log into the Agency Collections site and visit the Reports section.	
Follow your typical process for creating test transactions, using the following test account info. Do not use real account numbers in our testing environment; doing so is a risk event and must be reported to the Bureau of the Fiscal Service. Test Routing Number: 042000424 Test Account Number: Any number with four or more digits • For Create Transaction or Pay a Form, log into Agency Collections/myagency site at https://qa.pay.gov/myagency/ • For Hosted Forms, locate your form on https://qa.pay.gov/ ○ If your agency has a public non-searchable form, you will need the test URL to access it. ○ If you are unable to find your test form, reach out to pay.gov.clev@clev.frb.org and provide your Pay.gov application name, ALC+2, or the production URL to access the form. ○ If your agency has a private form, sign into this site with your ID.me account and go to My Account, My Forms, and then select the Private tab. • For eBilling, create and send bills to yourself • For Hosted Collection Pages, Trusted Collection Services, or Collections API, make a payment as a customer or user on your test website Note: Items must be submitted prior to 2:55 PM EST to receive next day settlement. • Items are eligible for refund six business days after settlement as long as the transaction status reads “settled.”	

After six business days, settled transactions are eligible for requesting a refund by logging into https://qa.pay.gov/myagency/: 1. Individual transaction refund requests may be made via the Transaction Search > Actions > Request Refund 2. Bulk transaction refund requests may be made via ACH Debit Refund Request > Bulk ACH Debit Refund Request. Detailed instructions for each of the above request methods, including how to add TAS-BETC classification, are available in the ACH debit refunds guide at the Agency Documentation Site.	
Submitted ACH debit refund requests can be viewed in the ACH Debit Refund Request Report in the Reports section on https://qa.pay.gov/myagency/. The report will not include disbursement information. See the Agency Guide to the Reporting Service for details.	