We are the **Bureau of the Fiscal Service**

Agency-initiated Collections: Submit Payments on Behalf of Your Customers

Overview

The Create Transactions and Pay a Form services allow agency users to manually create payments and collect information on your customers' behalf. For example, agency users with the appropriate Pay.gov roles can enter transactions and information submitted by a customer over the phone. The services are available to all agencies using any Pay.gov collection service, or agencies can opt to use each service by itself without having another Pay.gov service.

Service Key Benefits and Features

KEY BENEFITS

Faster Implementation
No agency development required. Because the services are hosted on Pay.gov's Agency Collections (myagency) website, agency users simply log in to Agency Collections (myagency) and complete the transaction or form on a customer's behalf.

Effective Alternate Collection Solution
Both services offer a backup entry method if a customer has difficulty submitting a payment online using a different Pay.gov service.

Designed with Functionality in Mind
Available features allow for rapid and repeated entry of payments and information. Field validation helps reduce entry errors.

Added Security
Agency users sign in to the Agency Collections (myagency) website. Security contacts for the agency determine the permissions an agency user has for processing customer transactions.

Technical requirements
Because these services are hosted on Pay.gov's Agency Collections (myagency) site, no development is required of the agency. Pay a Form implementation times vary based on form complexity and available Pay.gov resources. Some agency forms may not be a candidate for the Pay a Form service.

Getting started
The Pay.gov implementation team will guide you every step of the process. To learn more, email pay.gov@fiscal.treasury.gov.

FEATURES AND FUNCTIONALITY

Create Transactions
This service, hosted on Pay.gov's Agency Collections (myagency) website, allows agency users to manually create plastic card and ACH debit transactions on behalf of their customers. Information is limited to customer and transaction information.

Pay a Form
This service allows agency users to manually create plastic card and ACH debit transactions on behalf of their customers by entering information into a form hosted on Pay.gov's Agency Collections (myagency) website. The form can be configured to mirror a paper counterpart, with detailed payer, payment, and purpose information.

Payment Methods
- ACH debit
- Plastic card (credit and debit)

Payer Profiles
Available for ACH debit transactions, this feature allows an agency user to collect and store customers' financial account information for future and recurring transactions. The feature is especially helpful for agency users that frequently or regularly create ACH transactions for the same customer.

Custom Collection Fields
Available for the Pay a Form service, custom collection fields pass designated form field information to Pay.gov reports, select activity files, the Collection Information Repository (CIR), and payment confirmation emails.