



## eBilling Services: Send Secure, Electronic Bills to Your Customers and Collect via Pay.gov

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

### eBilling Services Overview

The eBilling suite of services (Online, Web Services\*, and Online Web Service\*) allows agencies to send electronic billing notifications to their customers. The notifications are sent to the customer by email and include instructions on how to view the bill and make a payment on Pay.gov's public website.



### eBilling Key Benefits and Features

#### KEY BENEFITS

##### Increased accuracy and efficiency

With user-friendly setup, ebills may reduce resources needed to manage your agency's billing process. Electronic delivery and processing leave less room for payment and remittance information errors, lessening agency expenses such as postage and bill payment processing. Access transaction details in Pay.gov reports and CIR the next business day.

##### Customizable design

Even the simplest ebilling service offers many ways to tailor your agency's bills. The logo, header and footer text, custom line items, and more can be configured to meet your agency's collection needs. You decide what elements will best suit your agency.

##### Secure

Features such as access codes and security questions help keep customer information protected, transaction details private, and fraudulent activity at bay.

##### Choose from the following accepted payment types

- ACH debit
- Credit card
- Debit card
- Digital wallets (PayPal and Venmo)

##### Technical requirements

Services marked with an asterisk (\*) require technical development from the agency. Pay.gov developers can provide guides to assist your agency with these requirements, but all agency-side development and maintenance is the responsibility of the agency.

##### Getting started

The Pay.gov implementation team will guide you through every step of the process. To learn more, email [pay.gov@fiscal.treasury.gov](mailto:pay.gov@fiscal.treasury.gov).

#### FEATURES AND FUNCTIONALITY

##### Choose from a suite of three ebilling services

1. eBilling Online – Uses a simple bill template, and no technical development is required from the agency. User-friendly interface allows agencies to quickly set up bills and customize features such as logos, header and footer text, and billing line items. Bill information can also be uploaded in bulk, using .csv templates. Best for agencies that send a lower volume of bills.
2. eBilling Online Web Service\* – Uses a standardized Pay.gov bill template to simplify coding, but agencies must have resources integrate to a Pay.gov API. This service is better for agencies that send a high volume of bills.
3. eBilling Web Services\* – Offers a fully customized bill template. Requires agency resources for creating specialized bill templates and integrating to a Pay.gov API. This service requires approval from Fiscal Service and is reserved for agencies that send a high volume of bills frequently and whose collection needs are not met by Pay.gov's standard bill templates.

##### Several convenient features can be configured

- Create bills one-at-a-time or in batches
- Create bills via agency users or submitting .xml request messages to Pay.gov
- Create future-dated bills
- Allow customers to attach files to their bill
- Allow customers to sign up for automatic bill payments
- Include multiple line items, their price, and quantity for each bill
- Allow customers to choose the line items they will pay or require they pay the entire bill
- Send notifications and reminders
  - Customers are emailed a notice with a link when a bill is issued
  - Customers receive an email confirmation when a bill is paid
  - Customers are reminded 10 days before a bill is due (or will be paid if auto pay is selected)
  - Your agency is notified each time a customer pays a bill