



We are pleased to announce the upcoming topics for the 2021 Pay.gov Webinar series. While many of the topics will remain the same as last year, we are excited to add two interactive drop-in sessions this year. During these live sessions, Pay.gov staff will be in attendance and you will have the ability to ask questions specifically related to your collection and business needs. Also, breakout session functionality will be available during the standard webinars, where you will have the ability to ask questions on the webinar specific topic and interact with subject matter experts.

## 2021 Webinar Topics

- What Can Pay.gov Do for You? (March 2021)
- Reporting Overview (May 2021)
- eBilling Overview (August 2021)
- Drop-In Session (September 2021)
- Getting to Know Hosted Collections Pages (HCP) (October 2021)
- Drop-In Session (December 2021)

Fiscal Service's Agency Relationship Management Team (ARM) will be sending out instructions to sign up. Be on the lookout for invitations from them throughout the year!

## Forms Modernization Project

In other news, Pay.gov is currently modernizing the Forms Service infrastructure to better serve you and your customers. The transition of forms to the new service is a large effort and will continue throughout 2021. You will receive an email from the Pay.gov team regarding the transition of your form(s). This topic will be available for discussion during the drop-in sessions.

## Recent Changes and Enhancements in Pay.gov

For your reference, here is a list of new enhancements and changes that were recently installed in Pay.gov:

- User recertification function added to Agency Collections (myAgency) website. A newly created SEC role is needed to use recertification functionality.
- Automatic cancellation of recurring ACH payments for specific types of returned payments
- JSON file format download available for select activity files
- Customer email address added to the reporting service form search query criteria
- eBill logo deactivation enabled
- Deactivated cash flow application emails
- Public website navigation enhancement
- Public website upgraded to latest version of the US Web Design Standards (USWDS)
- Search and Sign In enhancements on Agency Collections (myAgency) website
- eBilling Online attachments file size has been increased to 30MB
- Drag and drop implemented for eBilling Online
- Effective March 1, 2021 – Pay.gov Customer Support hours of operation are changing to 8am – 7pm EST
- Effective immediately – Pay.gov Customer Support will be closed on all Federal Holidays

Full release notes are available at <https://qa.pay.gov/agencydocs/html/notices.html>

Updated Pay.gov documentation is available at <https://qa.pay.gov/agencydocs/>

