



Pay.gov 3.02

Release Notice

**Version 1.0
November 1st 2004**

Financial Management Service



Revision History

Version	Date	Author / Company	Description
1.0.	1 st Nov 2004	Brian Asquith - FRBC	Initial Release

General Notes



Pay.govsm is a registered Service Marked item of the United States Treasury

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1. Scope of this Document

This document is designed to be an introduction to the new features of Pay.gov 3.02.

Specifically, it is addressed to individuals who desire an overview of the features contained in this release, without the level of detail that may be found in other administration, operational, and developer level documents.

2. Referenced Documents

The following documents are either referenced in this notice or provide supplemental information, please contact your FMS representative to obtain them.

Pay.gov 3.0 Overview Guide

Agency Configuration Template (ACT)

Agency Guide to the Collections Service

Agency Guide to the Forms Service

Agency Guide to the Reporting Service

Agency Guide to the Billing and Notification Service

Agency Guide to the Verification Service

Agency Guide to Access Control

Open Collections Interface (OCI) Reference Guide

Pay.gov 3.0 User's Guide

3. Overview of Pay.gov 3.02

The US Treasury, Financial Management Service, is excited to announce the new features that will be delivered with Pay.gov v3.02.

Pay.gov is a collection portal that offers five major services:

Collection Service – Collects and processes agency transactions. Pay.gov offers many ways to initiate a collection including a collection originating from an agency webpage, a collection originating from a form hosted on Pay.gov, a collection in response to a bill notifying the user of payment required.

Form Service – Hosts agency forms. The forms can be configured to mirror (to the extent practical) their paper counterparts, including OMB and agency control numbers, Paperwork Reduction Act and Privacy Act notices, and instructions. Forms can be used either to gather information for administration purposes such as production reporting or they can be used to initiate an associated collection.

Billing/Notification Service – Allows agencies to send out notifications of payment due to the agency. If the bill has an associated payment, a link is included directing the user to the Pay.gov Billing page where the information can be reviewed and, if applicable, payment made.

Reporting Service – Provides an extensive range of reports, allowing for transaction reconciliation with reports from other financial applications such as CASHLINK or settlement agents. The reporting service delivers transaction details via two mechanisms - Online reports and Activity Files.

Verification Service – Enables agencies to authenticate potential customers of their site without previous registration. The customer provides key pieces of information, the VS references government and commercial databases to confirm the customer.

The following presents an introduction to the enhancements in the release for the Collections and Billing/Notification Services.

4. Collection Service

4.1. Support Multiple Credit Card Attempts

Currently when a credit card transaction is rejected by Vital, Pay.gov requires the user to restart the payment process which includes the generation of a new Agency Tracking ID. This results in the agency receiving a series of transaction details, each with a different tracking id, including the failed credit card attempts, causing unnecessary transaction reporting. With the release of Pay.gov 3.02 the user can submit multiple credit card attempts and the details are only forwarded to the agency when the:

- a) transaction is completed
- b) user exits the application
- c) maximum number of attempts have been made.

This will minimize the number of Agency Tracking ID's sent to the agency, improve transaction reporting and enhance the user's experience of the collection process. The number of attempts is configurable at an application level, with the maximum number being 10. The multiple attempts feature is available for Pay.gov hosted Forms and OCI-Interactive, it is not available for bills, TVPS interfaces or the Collections Control Panel (CCP).

4.2. Support email address pre-population on the Payment Summary screen

On the Payment Summary screen, the user has the option to enter an email address to which a payment confirmation email is sent. The email address can now be pre-populated with the value stored in their User's Profile.

4.3. Agency Application Name is displayed on Payment Screens/emails

To assist the customer in any subsequent tasks regarding a transaction, the Agency Application Name is now displayed on the Payment Confirmation Screen and in the Payment Confirmation email. This allows the user to easily identify the payment for future reference.

5. Billing/Notification Service

5.1. Editable Billing Files Return Information Back to the Agency

Pay.gov 3.02 offers the ability for a customer to edit the information displayed on the on-line billing page. This information is captured and returned to the agency in the billing activity file to update their database.

6. Defect Corrections in Pay.gov 3.02.

The following issues identified in the current release of Pay.gov have been corrected in V3.02:

Unavailable Credit Cards Displayed on Collections Screens – Mellon Bank does not provide settlement of Diners Club credit cards. Currently, for those agencies using Mellon Bank as their settlement provider, Diners Club was displayed as an available credit card for payment. In Pay.gov 3.02 only those credit cards supported by an agencies settlement bank will be displayed.

Enhanced Credit Card Validation –during processing of the credit card numbers the entered values are examined to ensure that they follow the standard credit card numbering scheme per below:

Card Type	Prefix(es)	Number Length	Security Code Length
Mastercard	51,52,53,54,55	16	3
Visa	4	13 or 16	3
American Express	34 or 37	15	4
Discover Card	6011	16	3
Diners Club	300-305, 36, or 38	14	3

The prefix is the sequence of digits at the beginning of the card number used to determine which credit card system the card belongs to. The Number Length is the total number of digits in the credit card number.

This process will also detect certain typographical errors made by the customer, which should improve their experience with Pay.gov.

Cashlink Summary Report not displaying 90 days of transactions – currently the report only displays 30 days, as opposed to the anticipated 90 – this defect has been corrected with Pay.gov 3.02.

Pre-population of forms with User Profile data does not include pre-population of the user’s Fax number – Pay.gov was designed to enable a user to request the pre-population of the fax number on a form with the fax number they stored in their User Profile. The current release of Pay.gov did not properly pre-populate the fax number. This defect is corrected in version 3.02.

Unable to save a form after canceling the collection – Pay.gov provides the ability for a user to initiate a collection from a form which they have completed, i.e. a production report which auto-calculates taxes based on the production values entered. There may be an instance where the user needs to cancel out of the collection screen but wants to save the form and the details entered. Currently, upon canceling the collection, the user is returned to the Saved/Submitted Forms screen - there is no ability on this screen to save the completed form. The functionality in Pay.gov 3.02 redirects the user to the Form screen, where the form can be saved for a collection to be initiated from it at a later date.

Agency Customer Support Role not able to view Public forms – in the current release of Pay.gov, agencies can offer public and private forms to their clients. Pay.gov currently enables an agency’s Customer Service staff to view only private forms submitted by their clients. Pay.gov has been corrected to enable an agency’s Customer Service staff view both public and private forms submitted by their clients – again, only if the agency offers both public and private forms.

Billing Files using the Comma Delimited Format – currently any billing file using the Comma Delimited Format had the potential to not be processed. Pay.gov 3.02 accepts files using the Comma Delimited Format.