



Pay.gov 3.0

Release Notice

**Version 1.5
25th May 2004**

Financial Management Service



Revision History

Version	Date	Author / Company	Description
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1.1.	28 Jan 2004	Brian Asquith - FRBC	Added Defect Corrections & Credit Card items per RW (FRBC), rename of the Collections Transaction Search report to ACH Debit Transaction Search per SL (FRBC).
1.2.	10 Feb 2004	Brian Asquith - FRBC	Username/Password formatting, policies, training and revised documentation deliverables.
1.3	13 Feb 2004	Brian Asquith – FRB-C	Report Updates per SL (FRBC), revised documentation deliverables
1.4	20 Feb 2004	Brian Asquith – FRB-C	International Credit Cards, Resource Center
1.5	25 May 2004	Brian Asquith – FRB-C	Updated for V3.0 Functionality

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 3.0.

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 3.0

The US Treasury, Financial Management Service, is excited to announce the new features that will be delivered with Pay.gov v3.0. The new release of Pay.gov improves forms processing, adds new reports, and significantly expands Pay.gov's access control features.

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 new features for each major service.

3.1. *Browser Interface*

The Pay.gov browser interface has been redesigned to incorporate new features along with improved navigation. The browser has been developed using Internet Explorer 5.5sp2 and higher.

3.2. *Applications and Cashflows*

Release 3.0 offers a more flexible structure for agencies to implement new applications onto the Pay.gov platform. Previously with release 2.5, agencies that wanted to implement multiple applications, each with its own cashflow, were required to setup each application as a separate "agency". This was due to the fact that reporting in 2.5 was being done at the agency rather than at the application level. Release 3.0 will allow for multiple applications with cashflows to be defined within one agency, while still providing agency reporting at the application, or cashflow, level.

It must be noted that due to the above enhancement, applications that are setup as separate agencies within Pay.gov will be subject to release 3.0's new access control model. Individuals that need access to Pay.gov applications within different agencies will need to have separate logon ids and passwords created for each application.

4. Collection Service

4.1. Credit Cards

Pay.gov v3.0 also accepts **Diners Club** credit cards in addition to Visa, Master Card, Discover, and American Express. Please be advised, however, that Bank of America is currently the only settlement provider that accepts Diners Club.

Pay.gov v3.0 supports card-present transactions by transmitting (not storing) **Track 2 data**. A credit card contains three tracks of information on its magnetic strip. The third track is not widely used due to weak standards defining the data it can support. Track-2 capability enables cards to be accepted at POS (Point of Service) terminals. The additional information read from Track 2 on the magnetic strip enables the transaction to qualify for a card-present discount rate, which translates into savings for the government, and provides additional information which is used to assist in fraud prevention. Track 2 data is standardized by the banking industry and contains the following information: *primary account number, country code, expiration date or separator, and up to 40 characters of discretionary data* the bank may require.

Pay.gov accepts **Level II** and **Level III data** for Bank of America credit card transactions. Level II and III data is supported to provide specific purchase information with each credit card sale. This information is not stored on the card but is associated with a particular purchase and is passed through to Bank of America at settlement time. Level II and III data appears on the purchaser's bill to enable the purchaser to more easily reconcile their purchase. By collecting additional purchase information at the time of purchase, the merchant may qualify for reduced credit card rates. Level II data includes *order and tax account information*. Level III data is purchase order line item detail that includes the following information: *unit of issue, order quantity, item descriptor, item quantity, unit of measure, shipping information, and unit cost*.

Pay.gov v3.0 provides a **Collections Control Panel**. The Collections Control Panel replaces the functionality of the CC GUI from previous Pay.gov releases. The CCP enables authorized agency administrators to cancel ACH Debit transactions (those not yet processed), and conduct credit card transactions on behalf of end-users.

Pay.gov v3.0 supports an **Agency "Memo" Field** in both the Collections Control Panel and for collections submitted to Pay.gov via the Open Collections Interface (OCI). The memo field enables an agency application to send agency-specific data along with a transaction for later reporting back to the agency via an activity file. The maximum length of the memo field is 2048 characters.

Pay.gov v3.0 supports **Credit Card Security Codes**. Credit card security codes, the 3 – 4 digits printed on the back of a credit card, are used to verify that the purchaser has the credit card in hand when making a purchase on the Internet or over the telephone in order to reduce fraud. Each brand of credit card uses a slightly different code and may call the code by a different name. The following is a list of the acronyms for the CSC (Card Security Code): *CVV2 (Credit Card Verification 2), CVC (Credit Card Validation Code), CID (Card Identification) or CIN (Card Identification Number)*.

In addition to credit card Sales, Pay.gov's Open Collection Interface (OCI) also supports the following **Credit Card Transactions**: *Authorizations, Forces, Credits, Voids, and Void Credit*.

Pay.gov 3.0 allows foreign addresses to be entered.

4.2. Deferred ACH Debits

Pay.gov v.3.0 has corrected and simplified the submission of Deferred ACH debits for agencies that have enabled their users to use this service. When enabled, the Pay.gov collection screen for Forms and OCI Interactive ACH payments will allow the user to select the date that the money will be debited from their bank account. The enhancements will utilize an ACH payment calendar behind the scenes, allowing the end user to only enter valid payment settlement dates. The settlement date entered and accepted by Pay.gov will be the date that the funds are debited from the end-users account.

4.3. Open Collections Interface (OCI) Version Support

Note: Pay.gov v3.0 will not support Version 1.0 of OCI.

All agencies using the OCI Interface will be required to upgrade to version 2.0 or higher of the OCI Interface. Upgrade instructions are available from your FMS representative.

For OCI transaction requiring the credit card features listed under section 4.2, OCI 3.0. must be used.

An optional page can be displayed confirming the transaction was a success.

4.4. OCI – Interactive Payment Dates

Pay.gov 3.0 provides the option of locking payment dates passed from the agency website in an OCI Interactive transaction preventing overwrite by the user on the collections page. If the date is locked, it cannot be changed by the user, and the payment date on the collections page will be prepopulated with the first available settlement date. If the payment date is unlocked and editable by the user the payment date received from the agency is displayed, but can be changed by the user and is validated upon payment submittal.

5. Form Service

5.1. General Form Information

In v2.5, users could enter their company name and address into their user profile, which could be used to prepopulate a form. This information is no longer available in the profile. Scope however, can be used to populate this information if needed.

When duplicating a submitted form, the form is no longer opened in your browser. A new form instance is displayed in the Saved Forms list and can be rendered from there.

The navigation bar is now displayed at the top of every form. This enables a user to navigate back to their forms list and user center while a form is displayed.

A new confirmation number is generated every time a new action is taken on the form. For example, each time you save the form, or after you submit a saved form, you will receive a new confirmation number from Pay.gov. This is in addition to the tracking id.

5.2. User Inbox

Pay.gov's User Inbox has been redesigned to display saved and submitted forms younger than 120 calendar days. The age of a form is based upon the date of the last user action. With Pay.gov v3.0, end-users have the capability to delete forms from their Inbox that they saved but not yet submitted. Pay.gov will not physically delete the form from the database. It will delete the form from the end-users Inbox view when marked for deletion.

The User Inbox displays links to both saved and submitted forms. Pay.gov opens and displays saved forms in 'edit' mode, enabling the end-user to either update and save an incomplete form, or update and submit the completed form. Pay.gov opens and displays submitted forms in PDF format.

5.3. Public Forms

Pay.gov v3.0 now hosts public forms which are available to all users. Un-enrolled end-users can open a form, enter the form information, submit the form and in some cases, submit a payment. Agencies have the configurable option to either allow or disallow un-enrolled end-users to submit payments without first going through the Verification Service. This action of verifying the un-enrolled user is referred to as Ad Hoc Authentication. See the Access Control section of this document for more information about Ad Hoc Authentication.

5.4. Redirect

Pay.gov v3.0 provides agencies the option to re-direct an end-user they authenticated via their site to a form hosted by Pay.gov. Agencies can re-direct "one time" users or "recurring" authenticated users from their site to Pay.gov to submit or view a saved or submitted form. Pay.gov v3.0 utilizes the Open Collections Interface (OCI) to perform re-direction of Agency Authenticated users to the Forms Service. The *Agency Guide to the Forms Service* documents the technical specifications for developing the interface to Pay.gov.

5.5. Read –Only Forms

Agency Customer Service representatives have the ability to search and view read-only versions of forms submitted by their end-users. Access to forms is limited to authenticated Agency Customer Service representatives of the agency application that owns the form data.

5.6. Form Upload

Pay.gov v3.0 provides a form upload capability to enable users to upload data from their hard disk for direct form submission. Not all forms can or will support this capability, depending on the complexity of the form. FRB Cleveland forms development staff will assist with determining the viability of updating form data for specific forms.

5.7. Form Reassignment

End-users with the ability to save a form also have the ability with Pay.gov v3.0 to reassign a form. Reassigning a form is essentially handing over ownership of that form to another end-user for completion/approval/submittal. The owner of the form must know the Pay.gov username of the individual to whom they wish to reassign a form. The person to whom the form is reassigned must also have access to that form template.

5.8. Scope

Pay.gov v3.0 allows agencies to define a "scope" for their forms and accompanying end-users. Scope enables and permits pre-population of information not stored in the user profile. The type of data is customizable by agency, up to 15 pieces of data that can be stored per set of users. Scope should be used for forms that have a limited user community; for example, a limited number of companies submitting the same form each month. In this example, the agency would create one scope document for each company and in that scope document would identify the company ID, company name, company address to enable the pre-population of this information on the form when the end-user from that company opens the form for completion.

6. Billing/Notification Service

In Pay.gov v3.0 the click of a Submit button on a read-only bill/notification instance is necessary to move it from the Pending list to the Completed list. If this button is not clicked, the bill/notification instance remains in the Pending list.

A new feature of Pay.gov v3.0 is a configurable option at an agency level to allow "overlying" of Pending bill/notification instances. If this feature is configured, when a new instance of a bill/notification is posted, any pre-existing instances will be locked and moved from the Pending list to the Completed list, with a status of Retired. The new instance will now appear in the Pending list and payment can only be initiated from this instance. If this option is not chosen then any new instances of a bill/notification will appear in the Pending list along with all previous instances and all can be paid.

7. Reporting Service

7.1. On-line Reports

The CASHLINK report includes two levels of drill down. The first level drill down displays details associated with the Deposit Ticket Number or Debit Voucher Number. The second level drill down displays transaction details associated with a Pay.gov Tracking ID.

The **Collection Transaction Search** report has been renamed **ACH Debit Transaction Search** report to better indicate its focus and also enhanced to provide drill down to transaction detail.

Pay.gov v3.0 provides the following new reports:

- | | |
|-----------------------------------|---|
| Forms Search Query/Results | Allows end-users to search form data based upon certain parameters |
| ICCC Search Query/Results | This allows agencies formerly implemented by Govolution to access their historical data |

7.2. Activity Files

The Settlement Activity File has been replaced/superseded by the **ACH Activity File**. Both reports are currently available in Pay.gov 2.5; however, only the ACH Activity File will be available in Pay.gov 3.0.

The **ACH Activity File** and **CC Activity File** may include new fields for new functions in Pay.gov v3.0, if your agency chooses to take advantage of these new features. Please refer to the **Agency Guide to the Reporting Service** for more details.

8. Verification Service

8.1. Self Enrollment

Pay.gov v3.0 incorporates its Verification Service into its new Self-Enrollment process. Any public end-user, (i.e., an end-user not affiliated with a specific agency), can obtain a Pay.gov user account/password through self-enrollment. Through Pay.gov's Self-Enrollment request page, the end-user provides specific information about themselves, (e.g. name, address, SSN, driver's license number, bank account number). Pay.gov passes the end-user's credentials to the Verification Service for authentication. The Verification Service returns a "confidence rating", (i.e., the Verification Service's level of confidence for validating the end-user is who they say they are based on the credentials entered).

The Verification Service, used for the purpose of Self-Enrollment, enables Pay.gov agencies to have an appropriate level of confidence that the individual accessing and utilizing the Pay.gov site is there to take advantage of the wide breadth of service offerings, not for malicious or ill-intentioned activities.

8.2. Ad Hoc Authentication

Pay.gov v3.0 offers Ad Hoc Authentication. Pay.gov may be home to forms that do not require Username/Password access; however, these forms may require a person to obtain a favorable Verification Service rating, in order to access the specific form. As mentioned above, the Verification Service provides an added layer of security ensuring that the person accessing the specific form is "who he/she claims to be".

Ad Hoc Form Authentication is not just limited to un-enrolled users; it may also apply to Agency-Enrolled users. If an Agency-Enrolled user attempts to access a form that is configured to require a Verification Service check, the Agency-Enrolled person must provide the requested personal information so that if he/she receives a favorable Verification Service rating, he/she may continue and access the specific form. Again, the Verification Service provides an added layer of security when appropriate.

8.3. Pass-through

As a reminder, Pay.gov v2.5 and v3.0 provides a "pass-through" service for agency applications to utilize the Verification Service (system - to - system access). Agencies who host their own Web-based applications can interface to the Verification Service through this pass through, enabling them to pass a user's credentials for authentication and receive back a confidence rating. The ***Agency Guide to Pay.gov's Verification Service*** documents the technical specifications for developing the interface to Pay.gov's Verification Service.

9. Access Control Enhancements

Pay.gov v3.0 provides the following new options for accessing its site:

Agency Enrollment	End users are created and allocated access to resources by Pay.gov Administrators at the request of the Agency Security Contact..
Self Enrollment	An individual unknown to Pay.gov requests a user id and password directly through the system.
Agency Redirected User	An individual who is authenticated by his or her agency is then re-directed to a form hosted by Pay.gov
Ad Hoc Authentication	A process that permits an un-enrolled or enrolled user to access selected agency resources without pre-assigned permission.

9.1. Agency Enrollment

In version 3.0 user administration is coordinated by Pay.gov Information Security and Administrators at FRB Cleveland. Agency Security Contacts will forward access requests to FRB Cleveland along with resource permission requests. Further details are provided in the *Agency Guide to Access Control*.

Pay.gov usernames for new users will be sent to them automatically by the system. Pay.gov Information Security will then provide the passwords either by phone or by USPS.

9.2. Self Enrollment

Individuals planning to access Pay.gov Public Forms on a recurring basis, (e.g., to submit monthly payments to an agency), can request a Pay.gov user ID and password through the Self-Enrollment process. The Self-Enrollment process requires the individual to provide personal information that will be passed to the Verification Service as a means to validate the individual's stated identity. Self-enrolled users can save and submit public forms.

9.3. Agency Redirected User

With version 3.0, an agency can authenticate their end-users through their own site and then re-direct the users to Pay.gov to save, submit or view a form. Agency Authenticated users are not assigned a Pay.gov user ID and will not have the ability to login to Pay.gov directly to view their saved forms. Agency Authenticated users must initiate their access to Pay.gov through the agency's site. It is the responsibility of the agency to properly authenticate any users that are redirected to the Pay.gov application.

The re-direct from the agency site to Pay.gov requires programming by the agency. Programming instructions can be found in the *Agency Guide to the Forms Service*.

9.4. Ad Hoc Authentication

Pay.gov v3.0 allows individuals to access certain resources (usually forms), even though the individuals have not logged into the system. Those same resources may also be accessed by people who have logged in, but do not have predefined permission to use those resources. When this situation occurs, Pay.gov passes the personal information that the end user has entered to the Verification Service. This step is performed as a means to establish a level of confidence in the end user's stated identity. After that step is successfully completed, the individual is permitted access to the resource.

9.5. Passwords and Usernames

All Pay.gov enrolled users (Agency Enrolled or Self-enrolled) are assigned a unique system generated username.

Agency Enrolled and Self-Enrolled users will be able to modify their password as well as fields in their profile. The user profile contains personal information about the end-user, (e.g., address, checking account information and credit card number).

If a user forgets his/her username, a new username must be applied for.

The following new password features have been added:

1. Agency Enrolled users are created with an initial (first time) password. When the end-user logs in with his/her first-time password, the individual will be required to enter a new password as well as a secret question and corresponding answer before he/she can continue.
2. Passwords for Agency Administrators and Agency Enrolled users will expire after a set number of days. End-users are forced to change their password before they can successfully log in to the system
3. Self-Enrolled users will not have to change their passwords when they initially request their user id, and their passwords will not expire.
4. All user accounts will expire after a specific length of inactivity.
5. Pay.gov will now maintain a password history.

Pay.gov v3.0 supports the ability to establish time frames when hosted forms will be inaccessible for submission (i.e. certain days or times).

9.6. Policies

Policies are used to link users to agency resources. As such the policies (along with the users' defined role) determine which resources the users can access and what permissions (allowable actions) the users have with regard to those resources. One policy can relate to one or more users and/or one or more resources. A policy is comprised of users, resources and resource permissions.

10. New Agency Roles for Pay.gov 3.0

Permissions	Un-Enrolled (this is not a pay.gov role)	Pay.gov Enrolled (PGE)	Self- Enrolled (SEN)	Agency Re- directed (ARD)	Collections Operator (COO)	Report Office Analyst (ROA)	Agency Customer Service (ACS)	ICCC (I3C)
Collections								
Search for collections transaction					x		x	
View collections transaction data					x		x	
Submit ACH debit payment	x	x	x	x	x	x	x	x
Submit plastic card sale	x	x	x	x	x	x	x	x
Cancel an ACH deferred or recurring debit		x	x	x	x	x	x	x
Submit a plastic card authorization					x			
Submit a plastic card manual authorization					x			
Submit a plastic card force w/o ID					x			
Submit a plastic card for w/ ID					x			
Void a plastic card sale/force					x			
Void a plastic card refund					x			
Issue a refund w/ ID					x			
Issue a refund w/o ID					x			
Cancel an ACH debit (before sent for settlement)					x			
Forms								
Search/View Public Form Templates	x	x	x	x	x	x	x	x
View Non-owned Submitted Form Instances							x	
View Owned Saved/Submitted Form Instances		x	x	x	x	x	x	x
View Public Form Template	x	x	x		x	x	x	x
Submit Public form instance	x	x	x		x	x	x	x
Save Public form instance		x	x		x	x	x	x
Reassign Public form instance		x						
Delete saved form instance		x	x		x	x	x	x
Edit owned saved form instance		x	x	x	x	x	x	x
Duplicate owned form instance		x	x	x	x	x	x	x
Bills								
Search for submitted bill data instance							x	
View bill data instance		x						
View submitted bill data instance		x					x	
Reporting								
View public reports	x	x	x		x	x	x	x
View non-public reports						x	x	x
Administration								
Reset own password, secret question/answer		x	x		x	x	x	x
Update own user account		x	x		x	x	x	x
View other user account (read-only)							x	

11. Defect Corrections in Pay.gov 3.0

The following issues identified in previous versions of Pay.gov have been corrected in V3.0:

- **Deferred payments for next day settlement. Payment Date does not account for weekends and holidays.** For v3.0, corrections have been made to the deferred payment processing to correctly recognize weekends and holidays, as well as payments deferred for next day settlement.
- **Invalid dates not rejected by Collection Transaction Search Query*. Limited Data Validation in Collections Transaction Search Query and Report.** On the Pay.gov v3.0 Collection Transaction Search Query page, Pay.gov validates the format of dates and some other fields that require specific formats or values.
*Note this report has been renamed in V3.0 to the ACH Debit Transaction Search – refer to Section 7.1.
- **User Center Erroneous Log-in Error. Error 500 intermittently appears when accessing Pay.gov screens.** Problem corrected in v3.0.
- **Billing status incorrect for recurring pmts.** When paying bills with recurring payments, the billing status was incorrectly set to “Completed”, when it should remain at 'Received' until all the payments have been made. For v3.0, we have corrected the recurring payments status processing routines.
- **[Reports] Sorting incorrect.** Currently in Pay.gov, when a user selects Collections Transaction Search Results to be sorted by some criteria, the first record in the report is NOT sorted by the selected sort criteria. v3.0 corrects these sorting routines.
- **OCI transaction protocol does not support documented format for data.** For OCI transactions, the parsing logic did not correctly handle the '&' as stated in the documentation. This has been corrected in v3.0.
- **Collections Results Post to agency retry.** In v2.5, during an interactive OCI payment, Pay.gov posts collections results to the agency collections result URL. In the event of a communication error, or no success message being received from the agency, the post is lost. For v3.0, the post will be retried until the message is successful.
- **Extra <HR> when downloading to Excel Bill - download in MS Excel format does not display correctly.** There are formatting errors in the bill and report download function in v2.5. We have corrected the output when downloading reports and bills to Excel in v3.0.
- **VPS transaction with dash or space in Card zip field throws an exception.** Corrections in the payment screens in v3.0 will now allow the users to enter spaces and dashes in the credit card number field.
- **Forms list error is hard to read because it is black text on blue background.** This page has been modified to be more legible in release v3.0.
- **Users receive error when selecting bills in bill listings page.** When the user tries to access any bills by clicking on any bill number via the “Sorted by Agency”, “Pending” or Scheduled-User” selection options, the system returns back the error page with the message "An Error has occurred while processing your request". Pay.gov v3.0 corrects this problem.

- **Form Option Value for Payment Type not being used for Forms.** As part of the agency setup process, an agency selects payment options, e.g., ACH Debit and/or Credit Card. Pay.gov should allow an agency's users to select only those payment options which they have authorized Pay.gov to process. For example, if an agency chooses only ACH Debit, the Credit Card payment option should not be available to their users. Pay.gov v2.5 does not correctly disallow payment options they have not authorized. Pay.gov v3.0 corrects this defect.
- **Browser support.** Pay.gov v3.0 dropped support for the Netscape browser due to AOL de-focusing their engineering effort for the Netscape Browser in 2003. Pay.gov supports Microsoft Internet Explorer version 5.5 service pack 2 or higher.
- **Forms – User cannot print submitted forms.** Version 3.0 corrects this defect by allowing the user to make a “print preview” of a form, thus allowing the form to be printed.
- **Signing forms not secure.** Currently in Pay.gov 2.5, the name in the user profile is editable and therefore the users can change their signatures to anything. In v3.0 the forms administrator creating the form can set the forms field to READ ONLY, thereby securing the signature and other fields on the form.

After saving form, clicking confirmation number link causes new IE session. Currently in Pay.gov a new instance of a browser is started when the user clicks on the form confirmation number. This could be confusing to the user, so in v3.0 the action is to open the form in the same (current) window, thereby making user navigation easier.

12. U.S. Treasury Financial Management Service Contacts

Russell Kuehn

202-874-5784

Russell.Kuehn@fms.treas.gov

Shannon Hiltner

202-874-3045

Shannon.Hiltner@fms.treas.gov

Susan Helm

202-874-6873

Susan.helm@fms.treas.gov

Jackie McCray

202-874-6912

Jacquelyn.McCray@fms.treas.gov