



**Pay.gov 3.3.3**

## **Release Notice**

**Version 1.0**

**February 10th 2006**

**Financial Management Service**



### Revision History

Version	Date	Author / Company	Description
1.0.	10 <sup>th</sup> Feb 2006	Brian Asquith - FRBC	Initial Release



*Pay.gov<sup>sm</sup> 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 defect corrections delivered with Pay.gov 3.3.3. Specifically, it is addressed to individuals who desire an overview of the software updates 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 3.3 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 3.3 User's Guide*

### 3 Overview of Pay.gov v3.3.3

The US Treasury, Financial Management Service, is excited to announce release of Pay.gov v3.3.3. Unlike previous releases of the application, no new features are being offered with this release. This release is an interim release focused on correcting defects.

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 enhancement in the release for Usability, the Collections and Reporting Services along with Access Control Enhancements.

## 4 Defects Corrected in Pay.gov v3.3.3

**Section 508 Non-Compliance:** Pay.gov is committed to making electronic and information technology accessible to people with disabilities in accordance with Section 508 of the Rehabilitation Act of 1973. For accessibility purposes, it has been designed to function best when using the latest version of the screen reader JAWS for Windows in conjunction with Internet Explorer 5.5sp2 and higher. Enhancements have been made to the application to assure compliance including the coding of how tables of data appear on the screen so that they can be read in a meaningful manner by JAWS; user is directed to download the Adobe Reader if they don't have it installed to view reports; on the hosted forms the labeling of buttons etc. was reviewed to maximize the ability for the user, assisted by JAWS, to identify the appropriate actions to complete the form.

**Editing of incorrectly entered data causes the transaction process to fail for OCI-I Transactions:** After the transaction details have been submitted a confirmation screen is displayed where the user enters their email address and also authorizes the payment. During submittal of this screen the values are checked, if the email address was entered incorrectly or the Authorization box not checked an error message is displayed indicating the problem. However currently the user cannot edit this screen as selecting the "Edit this Payment" hyperlink causes the transaction to halt and the user is returned to their agency website. The screen flow/processing has been corrected such that the user can correct the data and submit the transaction for processing.

**Editing of incorrectly entered data causes the transaction process to fail for OCI-I Forms:** The user is unable to edit data on the Forms screen, the process is halted when the "Return to the Form" button was selected and the user redirected to their agency website. The screen flow/processing has been corrected such that the user can correct the data and submit the Form.

**Problems saving a Form at Session Timeout:** Pay.gov users that are logged in (non-public users) have a session timeout after 30 minutes of inactivity on the Pay.gov website. A user may have been in the process of completing a form but had not saved it before their session timed out. Upon commencement of a new session it appeared to the user that the form had been saved. However, upon subsequent review of the Saved/Submitted forms screen the form was not found. Pay.gov 3.3.3 corrects this defect with the user being prompted to re-login and save the form.

**ZIP code field lengths are not consistent:** Currently there is an inconsistency of the maximum allowable ZIP code field length across the application. This prevented ZIP codes of greater than 10 characters from being entered on some screens and an error message being generated indicating that the maximum number of allowable characters had been reached. Pay.gov 3.3.3 corrects this with all ZIP code field lengths across the application set to a maximum of 20 characters.

**Email field lengths are not consistent:** Currently there is an inconsistency of the maximum allowable email field length across the application. Pay.gov 3.3.3 corrects this with all email field lengths across the application set to a maximum of 80 characters.

**OMB Number inconsistently placed on the Forms Listing pages:** Depending upon the length of the form name, agency etc. the form OMB number might not be located in the same position on the page. The configuration of the page has been adjusted to ensure the number is always located in the same location.

**Individual Transaction amounts are not included in the OCI-Non-Interactive (OCI-NI) batch:** To aid transaction tracking, Pay.gov 3.3.3 includes the individual amounts for each transaction, along with the tracking ID's and status, in the OCI-NI Batch Response File sent from Pay.gov to the agency. This is an enhancement to the OCI-NI Batch process.

**Order Tax field on the Collections screens is displaying values incorrectly:** Values entered for this field are currently being rounded to 1 decimal place i.e. 10 cent increments. Pay.gov 3.3.3 corrects this with the reformatting of the field as Currency, with the dollar sign and cents now displayed.

**“Agency Memo” field not displaying the correct information on the Plastic Card Force Confirmation screen:** When performing a Plastic Card Force in the CCP the “Agency Memo” field on the Confirmation screen displays an entry (if entered) from the PC Authorization “Agency Memo” field, not the entry entered (if any) on the Plastic Card Force screen. This has been corrected so that only the entries made on the Plastic Card Authorization screen are displayed on subsequent screens and no new entries can be made. For consistency, this change also applies to the Plastic Card Refund process.

**The Left Hand Navigation “Collapse Menu” was not working correctly with Internet Explorer 5.5 SP2:** Pay.gov provides the ability to collapse the left hand navigation bar allowing forms and bills to completely fill the screen aiding readability. When viewed using IE 5.5sp2 the “Collapse Menu” button was not working correctly. This defect has been corrected.

**Last 2 lines of an online Report were not being displayed correctly:** The width of the column displaying ALC information was too narrow causing the information in the column to wrap, forcing the last two lines outside of the displayable region. The width of the column has been increased preventing word wrapping and allowing all of the lines of information to be displayed.

**Incorrect transaction details being displayed on the Plastic Card Collections Search Report:** Currently a search performed with the payment type of Plastic Card also displays ACH transactions. This has been corrected with only Plastic Card transactions being displayed.

**ICCC Report not displaying Authorized items in the list of subtotals:** The subtotal of Authorized Transactions was not displayed at the bottom of the report, with the Net Total value being incorrect when compared with the value obtained from totaling the Sub Totals. An Authorized Subtotal is now displayed and the accompanying Net Total is correct.

**Cancelled ACH Transactions were being displayed on the “ACH Deferred and Recurring Payments” Report:** These transactions were being incorrectly displayed and causing confusion to users. In Pay.gov 3.3.3, cancelled ACH transactions are no longer displayed on this report.

**The drop down list of US States populated incorrectly:** When submitting a transaction in the CCP or from a form, when the user’s Country is selected as USA the subsequent State drop down list was incorrectly populated. This has been corrected with a full list of states along with Armed Forces.

**The Transaction History list for Plastic Card transactions does not reflect the sequence of events:** The transaction status when viewed on the Plastic Card Transaction History screen does not follow the sequence of events for a transaction. Pay.gov 3.3.3 lists the items in the following sequential order:

WaitingForAuth

Authorized

Ready ForSettlement

InSettlement Transmission

Settlement Transmitted

**Canceling a PC Force Transaction causes an unrecoverable error.** If, after the transaction details have been entered, the PC Force is cancelled by clicking on the Cancel button a System Unrecoverable error message is displayed. This defect has been corrected; canceling the PC Force returns the user to the PC Force Screen.

**User misreading Agency and Pay.gov Tracking ID's on the Transaction Search screen:** The Agency and Pay.gov Tracking ID's are displayed in adjacent columns. The cellspace/border is minimal causing users to read the Tracking ID's as one number. This has been corrected with the addition of a space between the values.

**Helptext Hyperlinks have incorrect destination URL's:** A couple of the URL's from Helptext links are pointing to outdated information. These links have been corrected and the correct pages are accessed.

**The Payment date for an ACH transaction was not advanced to the next available date:** The cut-off time for the daily ACH settlement file is 8:55 PM EST. If a Collections Operator (COO) begins entering an ACH transaction via the CCP, but doesn't complete the process until after the cut-off time, the transaction was failed as the payment date has now passed. An error message was displayed but there was no way for the COO to edit the date. Pay.gov 3.3.3 allows COO to enter a new payment date.

**Confirmation message when deleting a form contains the text "form name" not the name of the form being deleted:** When a form is being deleted the name of the form is not displayed as part of the delete confirmation text. This has been corrected with the Form Name now being displayed.

**Error Messages:**

A number of error messages have been reviewed and updated. The error messages now indicate the cause of the processing failure allowing easier correction by the user. These include:

**Response Code 43 – Stolen Card:** A misleading error message is generated when a response code 43 is returned from VITAL. During processing of a Plastic Card transaction VITAL, a third party service, is used to validate the Plastic Card details i.e. card number, account holder, address etc. Response Code 43 indicates that the card has been reported stolen. Currently a confusing error message is generated for this response code. The error message has been revised, indicating to the user that the Plastic Card has been declined.

**Required Fields on Open Collections Interface - Interactive (OCI-I) Collection screens:** Currently Pay.gov validates each Required Field (denoted by an asterisk\*) and if found blank an error message is displayed directing the user to enter a value. Upon each validation failure an error message occurs, the user enters a value and then the next required field is checked for a value. If no value is found another error message is displayed. The displaying of each field error individually is annoying for the user. To correct this all of the Required Fields are checked jointly and a single error message is displayed informing the user which fields require a value.

**ACH Transactions - Invalid Routing Tracking Number (RTN):** Currently it is possible to enter a negative value RTN number eg. -12345678. Pay.gov has been corrected so that negative value RTN numbers are captured and an error message displayed informing the user that the value is invalid.

**Open Collections Interface - Non-Interactive (OCI-NI) ACH Debit – Name on Account Error Message:** This error message has been added to indicate when an OCI request for an ACH transaction does not contain a value for the Account Name Holder.

**Inaccessible Time Window/Time Constraints for Submitting a Form:** A form hosted by Pay.gov can be configured such that it cannot be submitted to Pay.gov for prescribed periods of time, however it can be viewed during this time. Currently if a Pay.gov user attempts to submit a form during the Inaccessible Time Window, the resulting error message informs them to correct the error and attempt the action again. The error message has been edited requesting that the user resubmit the form at the time designated by the agency.