Pay.gov 3.3

Release Notice

Version 1.0
October 7th 2005

Financial Management Service

Revision History

Version	Date	Author / Company	Description
1.0.	7th Oct 2005	Brian Asquith - FRBC	Initial Release

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1 Scope of this Document

This document is designed to be an introduction to the new features of Pay.gov 3.3.

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 3.3 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.

The US Treasury, Financial Management Service, is excited to announce the new features that will be delivered with Pay.gov v3.3.

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 CA$HLINK 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.
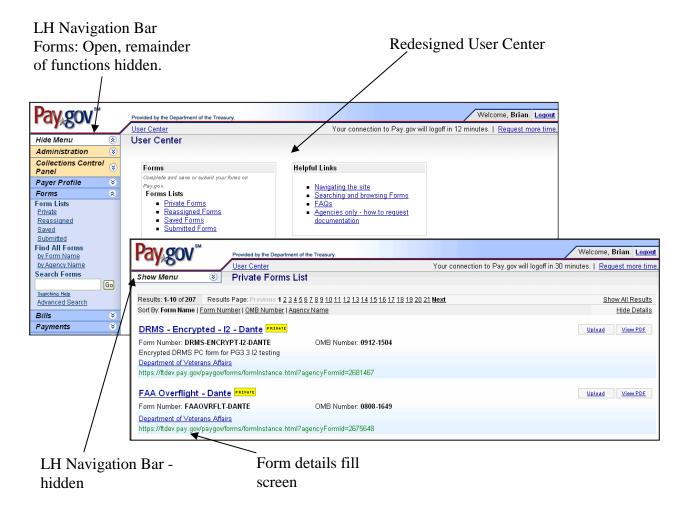
4 Usability

As a continuation of the website redesign begun with the publicly accessible screens of Pay.gov 3.2, Pay.gov 3.3 has focused on the Enrolled User as detailed below.

4.1 Left Hand Navigation Bar

Many of the user functions are now accessible from the Left Hand Navigation bar as shown below. The navigation bar can be configured to the users needs by using the hide/show buttons. Having the whole navigation bar "Hidden" allows forms and bills to completely fill the screen aiding readability etc. Note: currently the hide/show feature does not work for Internet Explorer 5.5 sp2, this issue will be corrected in a forthcoming release.

4.2 Redesigned User Center

The User Center for enrolled users has been redesigned allowing an increased number of hyperlinks to be displayed on the screen.

LH Navigation Bar
Forms: Open, remainder
of functions hidden.

Redesigned User Center

LH Navigation Bar -
hidden

Form details fill
screen

4.3 Enrolled User Forms Lists Pagination

A number of screen displays/formats are available to enable the user to locate a required form. When the Form listing screen is displayed, links and details for the first ten forms are shown. If the user has more than ten forms in their search then the remainder will be displayed on the subsequent screens. If the user selects "Hide Form Details", only the titles (hyperlinks) for 25 forms is displayed.

4.4 Enhanced Pending & Completed Bills Lists

The display of the Pending and Completed bills lists has changed slightly in Pay.gov 3.3. The Agency Name associated with a bill is no longer displayed, and the Bill Number, Bill Name and Application Name are displayed together under the "Bill Details" header.

5 Collections Service

5.1 Notification of Change Processing

Pay.gov 3.3 provides the ability to receive and process Notification of Change (NOC) messages. The NOC informs the agency that the ACH information they have stored for a customer is inaccurate or that something has changed requiring the account details to be updated. A typical example of an NOC would be when two banks merge resulting in one bank altering its routing transit numbers in the process. Agencies requiring this feature should contact their Pay.gov Agency Liaison.

5.2 Business Savings Account Type Support

Pay.gov 3.3 supports Business Savings as a valid account type for ACH debit and prenotification transactions. This account type is in addition to the currently supported Business Checking, Personal Checking, and Personal Savings account types.

5.3 ACH Addenda Support

Pay.gov currently allows for up to 12 configurable Custom Collections fields on the collection screens hosted by Pay.gov. These fields can be used by the agency to gather data from a user such as a particular piece of information that may pertain to that collection only i.e. a voucher number. Pay.gov 3.3 allows one of these 12 fields to also be defined as an "ACH Addenda" field, in addition to functioning as a Custom Collection Field for Agency reporting. The first 80 characters entered into this field will be passed along with the transaction to the account holder's financial institution. The financial institution then has the option to report this information to the account holder. Agencies requiring this feature should contact their Pay.gov Agency Liaison.

6 Access Control Service

6.1 Enhanced User Account Maintenance

Users assigned the Application Level Role of Collections Operator (COO) will now be permitted to be assigned the following two Application and Resource level roles:

> Application Forms Full (AFF)
> Application Forms Limited (AFL)

Previously these roles could not be combined with the COO role.

7 Reports Service

7.1 Notification of Change Search Query

This report details any Notifications of Change for an agency including the Change Reason Code (in accordance with NACHA standards) and the corrected account information. If the Notification of Change feature has not been turned on this report cannot be used since it will be blank. Refer to section 5.1 for more information on Notification of Change processing.

8   Agency Tracking ID's Case Sensitive

Pay.gov 3.3 allows case-sensitive searches by Agency Tracking ID. This ability exists in the Collections Control Panel (CCP) and all reports. On the screens supporting this feature the user should check the "Match Case" box to enable.

9   Defects Corrected in Pay.gov v3.3

The defects listed below have been corrected for the 3.3 release.

9.1   Access Control

"Password Changed" prompt poorly displayed. The "Password Changed" prompt blended with the screen background color. The contrast of the "Password Changed" prompt on the screen has been ameliorated, improving visibility.

9.2   Collections Service

Custom Collection Fields displayed out of sequence. Pay.gov allows for up to twelve configurable Custom Collections fields. These fields can be used by the agency to gather data from a user such as a particular piece of information that may pertain to that collection only i.e. a voucher number. The information can be entered on the Collections Screen, captured from a form, entered in the Collections Control Panel or from the OCI Interactive screens. Previously when the details of a transaction were viewed (via the Search Transactions screen) the order of the fields would be out of sequence i.e. 1,10,11,12,2,3,4,5,6,7,8,9. This has been corrected in V3.3.

Error Messages not imparting information. A number of error messages have been reviewed and updated with regard to information communicated. The error messages now indicate the cause of the processing failure allowing easier correction by the user.

Non-Mandatory Country Field causing processing failures. Entering the Country Field on a collections screen is not mandatory unless a zip/postcode is entered. Processing errors were being generated if the Country Field was not populated. This has been corrected with the Country Field now being mandatory (marked with an asterisk) only when the zip/postcode has been entered.

CCP Order Tax Amount should be validated as positive numeric value. In the Collections Control Panel it was possible to enter a non-valid amount i.e. negative or alphanumeric in this field. This is no longer possible with the field being validated during submission. If the value is invalid an error message is displayed and the user must go back and correct the entry.

Plastic Card Refund – Amount Remaining Not Displayed. Pay.gov supports the refunding of a previously settled credit card transaction. When a refund is being instigated the user is unaware of the amount of money remaining in the account if a partial refund has already been made – the original amount is displayed. This has been corrected with the current amount being displayed…i.e. the remainder if a partial refund has been made.

9.3   Forms Service

Agency Logos/Other Images not being displayed on a Form – When a form is first viewed by a user the agency logo/other images are displayed. However, if the user clicks "return to form" link on the collections screen the image(s) are no longer displayed. This has been corrected with the image(s) being displayed for all subsequent viewings.

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