Pay.gov

SM

Release Notice

Release 3.4

Version 1.0

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Financial Management Service

Revision History

Date	Description	Author
28 June 2006	Initial Release	B. Asquith FRB-C

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1   Scope of this Document

This document is designed to be an introduction to the new features of Pay.gov v3.4.

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.

3   Overview of Pay.gov v3.4

The US Treasury, Financial Management Service, is excited to announce the new features that will be delivered with Pay.gov v3.4.

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, or 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, and then the VS references government and commercial databases to confirm the customer.

The following presents an introduction to the enhancements in the release for Usability, the Collections, Forms, and Billing & Notification Services, and Access Control Enhancements.

4 Usability

4.1   Redesigned Homepage

Further enhancements have been made to the website providing improved usability to the customer and agency staff alike. The existing homepage has been split into two screens with the Pay.gov v3.4 homepage focusing on the agency customers and the second page focused on the agency user.

4.2   Billing and Reports Pages Display in Separate Pop-up Window

To prevent the annoyance of having "scrollbars within scrollbars" displayed and affecting navigation, the reports and billing pages will be displayed in a separate pop-up window.

5 Collections Service

5.1   Collections Operator Sale (COS) and Collections Operator Exception (COE) Roles

For an improved separation of duties for using the Collections Control Panel the Collections Operator (COO) role has been separated into two roles – the Collections Operator Sale (COS) and the Collections Operator Exception (COE). They have been configured to allow one operator the ability to process sale transactions and another to provide refunds etc. They are unique in the following way:

The COS has the ability to submit ACH transactions, ACH Prenotifications, and sale/authorization/force plastic card transactions as well as search the system for previously submitted transactions within authorized Pay.gov applications.

The COE is able to void plastic card transactions, issue plastic card refunds and cancel ACH debits as well as search previously submitted transactions within authorized Pay.gov applications.

Any users with the current COO role will be assigned both roles upon migration to v3.4. If the agency requires their user to only have one of the roles, the Agency Security Contact should make the necessary request using the Access Control Worksheets and forward them to Pay.gov Info Security.

The Roles and Permissions Matrix (Section 8.1) details the permissions for the two new roles.

5.2   Application Level Agency Logo

To increase the "transparency" of the Open Collections Interface (OCI) to redirected users, current functionality enables the agency logo to be displayed on the "re-directed" collections screens. In Pay.gov v3.4 a further enhancement has been made allowing a logo specifically designed for that page/form to be displayed, instead of the agency logo. There is no restriction on image size, although there is a recommended maximum of 750 pixels wide x 150 pixels high.

5.3   Confirmation email forwarded to multiple email addresses

Currently the confirmation email can only be forwarded to one email address, typically the submitter of the transaction. Agencies, particularly where payments are processed via call

centers, requested the email confirmation be sent to multiple emails addresses i.e. the agency user in the call center submitting the payment, and the customer on whose behalf the payment is being processed. This feature is available with Pay.gov v3.4.

5.4   Transaction Date in All Confirmation Emails

For consistency across the Pay.gov application the "Current Date and Time" label in confirmation emails has been renamed to "Transaction Date".

5.5   Plastic Card Security Code will always be displayed, even if it is not a Required Field

Currently, for plastic card transactions, the Card Security Code is only displayed when it is designated as a required entry field by the agency. Pay.gov v3.4 allows for this field to be displayed even if it isn't a required item for that collection, allowing for the code to be entered if known.

5.6   Different Payment Types on First Payment Method Failure

Currently Pay.gov does not allow the customer to select a different payment method after a failed attempt to authorize a single payment through an interactive payment interface (OCI Interactive, Bills, and Forms). If the initial payment method is failed by the payment processor the customer can now elect to pay by an alternative payment method i.e. Credit Card payment is declined, ACH Debit can be chosen instead. This is only applicable to agency applications that are configured to process both ACH Debit and Plastic Card transactions. Agency applications configured to use only one payment type will not be affected.

5.7   User Name for each event in Payment History to be displayed.

To allow for improved tracking of transaction history and the associated actions made to the payment i.e. force, refund, cancel etc. the username of the person processing each event is displayed on the payment history transaction page in the CCP.

5.8   Custom Collection Field Data to be included in Confirmation Emails

To be consistent with the information entered and displayed during the collection process it is now possible to include individual custom collection field data in confirmation emails.

5.9   Self-Enrolled User Account cannot be deleted if pending transactions exist.

The system shall not allow a self-enrolled user account to be deleted if there are any ACH Debit Pending Transactions for that user.

6   Forms Service

6.1   Improved viewing of Saved and Submitted Forms lists.

To enable easier viewing of saved and submitted forms, if there are less than 25 form instances to be listed in 120 days, then the most recent 25 form instances from the last 18 calendar months will be displayed.

7   Billing and Notification Service

7.1   Activation/Deactivation of Bill by Date Range

With Pay.gov v3.4 the Billing Service will provide the ability to activate/deactivate a bill using date ranges. This allows an agency to set up a "window" when the bill will be available for payment. Prior to, and after this "window" date has expired, no payments can be made against this bill. The Activation/Deactivation dates are to be provided by the agency within the Bill Data File.

7.2   Uploading of a Bill Data File requires a Machine Account

The process for transporting Bill Data files from agencies to Pay.gov has been modified. The agency must have a Machine General Account (MGA) to upload a Bill Data file.

7.3   Bill Listing Page Paginates every 100 Entries

Currently, it is taking an excessive amount of time to display the results of a search of billing files when a large number of results are to be displayed. In Pay.gov v3.4, the Bill Listing page has been modified, with pagination occurring at every 100 entries. Now only batches of 100 bill files have to be processed for display instead of the entire batch of results, reducing the wait time.

8   Access Control Enhancements

8.1   Updated Permissions and Roles Matrix

The Permissions and Roles matrix has been updated to include the new roles COS, COE and MGA available with Pay.gov v3.4.

Permissions	Public	Pay.gov Enrolled User (PGE)	*Note: The Roles below also have the permissions available to the PGE Role*								
			Machine General Account (MGA)	Collections Operator - Sale (COS)	Collections Operator - Exception (COE)	Report Office Analyst (ROA)	Application Customer Service (ACS)	Application Forms Full (AFF)	Application Form Limited (AFL)	Resource BAN User (RBU)	ICCC (I3C)
Collections Control Panel											
Application-level: Search and View collections transaction(s) via CCP				x	x		x				
Submit PC authorization via CCP				x							
Submit PC sale via CCP				x							
Submit PC force via CCP				x							
Submit ACH debit via CCP				x							
Submit ACH prenotification via CCP				x							
Issue PC refund via CCP					x						

Void PC transaction via CCP					x							
Cancel ACH debit via CCP					x							
Collections												
Submit ACH debit payment	x	x						x		x		
Cancel ACH debit		x						x		x		
Submit plastic card sale	x	x						x		x		
Forms												
View & Submit Public Form	x	x										
View Private Form Template								x	x			
Submit Private Form								x				
Save Public Form		x										
Save Private Form								x	x			
View/Edit Saved and View Submitted Owned Form Instance(s)		x						x				
View/Edit Saved									x			
Application-level: View Non-owned Form Instance(s)						x						
Enrolled user search for a form template		x										
Bills												
View, Update, Save and Submit Bill Data Instance										x		
View Submitted Bill Data Instance										x		
Application-level: View Non-owned Bill Data Instance(s)						x						
Upload Billing Data from Agency			x									
Reporting												
ACH Debit Transaction Search Query				x	x	x	x					
Activity File Download Query				x	x	x	x					
Agency Summary Query				x	x	x	x					
Billing Search Query				x	x	x	x					
CA$HLINK Summary				x	x	x	x					
Collections Search Query				x	x	x	x					

Credit Card Settlement				x	x	x	x					
Credit Card Transaction Search Query				x	x	x	x					
Deferred and Recurring Payments Query				x	x	x	x					
Enrolled Users by Application Query							x					
Exception Search Query				x	x	x	x					
Forms Search Query				x	x	X	x					
ICCC Search Query												x
Collections Summary	x	x		x	x	x	x	x			x	x
ACH Activity File				x	x	x	x					
Billing Activity File				x	x	x	x					
CC Activity File				x	x	x	x					
Collections Activity File				x	x	x	x					
Form Activity File				x	x	x	x					
Form Activity File XSL				x	x	x	x					
User Administration												
View Application-level role summary (Read-only)							x					
View Resource-level role summary (Read-only)							x					
Self Administration												
Reset Own Password/ Secret Q&A		x										
Update Own User Profile		x										

8.2   Notification of Locked Out Users

After too many unsuccessful attempts to logon the user's account is locked out. With Pay.gov v3.4 the user will be notified that they've been locked out and to contact Customer Service to regain access.