



Version 3.8

## Release Notes

December 10, 2007

Financial Management Service



## 1 Document Scope

This document is designed to introduce the new features of Pay.gov release 3.8. It is intended for individuals who desire an overview of the new features contained in this release, without the level of detail that may be found in other administrative, operational, or development documents.

## 2 Related Documents

The documents listed below are either referenced in this notice or provide supplemental information. Please contact your FMS representative to obtain them or download them from the Pay.gov eRoom.

|                   |                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------|
| <i>eRoom URL:</i> | <a href="https://fedfin.web.treas.gov/eRoom/FMS">https://fedfin.web.treas.gov/eRoom/FMS</a> |
| <i>Username:</i>  | agency user                                                                                 |
| <i>Password:</i>  | welcome                                                                                     |

- *Pay.gov 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 Service*
- *Agency Guide to Access Control*
- *Open Collections Interface (OCI) Reference Guide*
- *Pay.gov User's Guide*

## 3 Overview of Pay.gov

The U.S. Treasury Financial Management Service is pleased to announce the new features that will be delivered with Pay.gov 3.8.

Pay.gov offers four major services:

1. The *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 a user of a required payment.
2. The *Form Service* hosts agency forms. These forms can be configured to closely emulate their paper counterparts, including OMB and agency control numbers, Paperwork Reduction Act and Privacy Act notices, and instructions.
3. The *Billing Service* allows agencies to send out payment due notifications by email. The notification includes a link directing the user to the Pay.gov billing page, where the information can be reviewed and payment can be made.

4. The *Reporting Service* provides users with an extensive range of reports, allowing for transaction reconciliation with reports from other financial applications such as CA\$HLINK or plastic card settlement agents. Transaction details are available through online reports and downloadable activity files.

## 4 Release 3.8 Enhancements and Changes

### 4.1 QA Environment Maintenance Window

Effective January 1, 2008, the maintenance window for the QA External environment, accessed at <https://qa.pay.gov>, will move to Sundays. The window begins at 8:00 A.M. and ends at 2:00 P.M. Eastern Time.

### 4.2 Collections

#### 4.2.1 *Changes to Recurring and Deferred Payments*

Several changes relating to recurring and deferred payments have been made this release:

- If the ALC value or +2 value changes for an application which accepts recurring or deferred ACH transactions, any existing deferred payments or recurring payments for that application which contain the old ALC or +2 values will be updated to the new values when they are submitted for collection.
- A payment status of “Recurring” has been added to the submitted forms list for recurring payments; this status will be displayed until the recurring payment series is complete.
- The “Payment Status” visible for each item on a user’s submitted forms list has been changed to a link which will display the details of the associated payment when clicked.

#### 4.2.2 *Changes to Credit Card Support*

Support has been added for two additional ranges of Discover card numbers: 35280000-35899999 and 62212600-62292599.

#### 4.2.3 *Fifth Third Emulator Changes*

The Fifth Third emulator has been modified to allow more detailed credit card transaction testing in the QA environment with a wider range of transaction return and error codes. For full details on the changes that have been made, please refer to the *Agency Guide to Collections*, sections 9.9.7 through 9.9.9 and Appendix A.

## 4.3 Billing Service

### 4.3.1 *Bill Display*

All bill listing pages will now display the agency tracking ID for each bill, which will allow users to quickly and easily identify a specific bill from the list without having to open multiple items to select the correct bill.

### 4.3.2 *Bill Cancellation*

Pay.gov 3.8 allows pending bill files or pending bill instances to be canceled by Pay.gov customer service staff upon agency request.

## 4.4 Reporting

Improvements have been made to several reports:

- The Activity File Download Query now prepopulates the username and agency ID fields;
- A summary page has been added to the ACH Debit Transaction Search Query results; and
- The performance of the Forms Search Query and Billing Search Query was improved by removing the ability to search by first name, which was not an indexed field.

In addition, a new Company Profile query has been added to the list of available reports.

## 4.5 Web Page Changes

- The Frequently Used Forms listing now appears in the User Center after users have logged in as well as on the Pay.gov home page.
- The “Forgot Your Password?” link on the home page now reads “Having Trouble Logging In?” and more detailed help text was added to the page to assist users with a wider variety of Pay.gov access issues
- The FMS Rules of Behavior have been updated to reflect changes in account lockout periods; locked accounts now unlock after fifteen minutes.
- The Pay.gov Customer Service hours of operation on the “Contact Us” page have been updated. Pay.gov Customer Service is now available from 6:00 A.M. to 7:00 P.M. Eastern Time, Monday through Friday.

## 5 Customer Service

Customer service is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the website, hosted forms processing, collections, and so on is provided for agency customers. Technical support is also available for problems such as balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided to the agency.

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|-------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <i>Mailing address:</i> | Federal Reserve Bank of Cleveland<br>ATTN: eGov Customer Service (Pay.gov)<br>1455 East Sixth Street<br>Cleveland, OH 44114 |
| <i>Phone:</i>           | 1 (800) 624-1373, option 2 <i>or</i><br>1 (216) 579-2112, option 2                                                          |
| <i>DSN:</i>             | (510) 428-6824, option 4, option 5, option 4                                                                                |
| <i>Fax:</i>             | 1 (216) 579-2813                                                                                                            |
| <i>Email address:</i>   | pay.gov.clev@clev.frb.org                                                                                                   |