



## **Version 4.4 Release Notice**

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November 23, 2009

*Financial Management Service*





## 1 Introduction

This document introduces the new features of Pay.gov release 4.4. 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.

Pay.gov 4.4 will be available for agencies to test in the agency testing environment (<https://qa.pay.gov/>) the afternoon of November 30, 2009. We encourage all agencies to test their applications against the new release to ensure that the changes introduced in this release do not adversely affect processing.

The Pay.gov 4.4 release will be deployed into the production environment on December 13, 2009. The deployment will take place between 2:00 A.M. and 6:00 A.M. Eastern Time; agencies will experience a service interruption during this period.

## 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 agency documentation Web site, located at <https://qa.pay.gov/agencydocs/>. The web site will be updated with the most current versions of the documents the week of November 30, 2009.

- *Pay.gov Overview Guide*
- *Pay.gov User Guide*
- *Agency Configuration Template (ACT)*
- *Agency Guide to the Collections Service*
- *Agency Guide to the Forms Service*
- *Agency Guide to Company Profiles*
- *Agency Guide to the Reporting Service*
- *Agency Guide to the Billing Service*
- *Agency Guide to Access Control*
- *Agency Guide to Payer Profiles*
- *Agency Guide to Trusted Collection Services (TCS)*
- *Open Collections Interface (OCI) Reference Guide*
- *Trusted Collection Services (TCS) Technical Reference Manual*

## 3 Overview of Pay.gov

Pay.gov offers five major services:

1. The *Collection Service* collects and processes agency transactions, including collections originating from an agency web page, collections originating from a form hosted on Pay.gov, or collections in response to a bill notifying users of a required payment. Agencies may also use the collections control panel (CCP) to manually enter transactions in Pay.gov.

2. The *Forms Service* hosts agency forms, which 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 payment due notifications by email, which include links directing users to the Pay.gov billing page, where the information can be reviewed and payment can be made.
4. The *Reporting Service* provides online reports and downloadable activity files which allow agencies to reconcile transactions with reports from other financial applications such as CASHLINK or plastic card settlement agents.
5. *Trusted Collection Services* offer agencies a secure way to connect to Pay.gov, send non-interactive collections transactions, and retrieve transaction data using 128-bit SSL encryption, certificate-based authentication, and web services. This service is in beta testing at this time; please contact your FMS representative if you wish to be considered for participation in the beta test.

## 4 Pay.gov 4.4 Enhancements and Changes

This section describes the major enhancements and changes included in the Pay.gov 4.4 release.

### ***Collections Service***

- Added a timeout value to OCI which will terminate threads held open by an agency application after a configurable period of time.
- Added an application configuration option to enable or disable plastic card refunds without a Pay.gov tracking ID to comply with FMS guidance regarding agency-issued refunds. This option will be disabled by default for all new applications and existing applications which have not issued plastic card refunds without Pay.gov tracking IDs.

The option to issue plastic card refunds without a Pay.gov tracking ID will be enabled for agency applications which issued plastic card refunds without Pay.gov tracking IDs between the dates January 1, 2009 and September 30, 2009.

For more information about this policy and how it affects your business processes, please contact your FMS representative.

- Added support for additional Discover Card BIN ranges.
- Removed Diner's Club as an available card type from the plastic card collection pages.

### ***Trusted Collection Services***

- Added a date indicator to the WSDL files which will allow support personnel to identify the version of the WSDL files in use.
- Fixed a defect which prevented the use of null values in date fields.

### **Reporting Service**

- Corrected an issue with missing custom collection fields for failed transactions in the activity file.
- Improved CASHLINK summary report performance.

### **Web Pages**

- Removed a discontinued Treasury contact email address from the footers of all web pages.
- Corrected a defective link to the Pay.gov documentation web site which erroneously removed browser navigation elements from the new window.

### **Miscellaneous**

- Updated the new user account notification email message to list the information security phone number first followed by the customer service phone number and to make the user name more prominent.
- Changed “Payment Amount” in the refund confirmation email to “Transaction Amount.”

## **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.

### **5.1 Contact Information**

*Mailing address:* Federal Reserve Bank of Cleveland  
ATTN: eGov Customer Service (Pay.gov)  
1455 East Sixth Street  
Cleveland, OH 44114

*Phone:* (800) 624-1373 or (216) 579-2112

*Fax:* (216) 579-2813

*Email address:* [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)