



Version 5.1.2 Release Notice

April 13, 2012

Financial Management Service



1 Introduction

This document introduces the new features of Pay.gov release 5.1.2. 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 technical documents.

Pay.gov 5.1.2 includes several internal performance enhancements, most of which will be transparent to Pay.gov agencies and customers. Changes affecting agencies and customers are listed in section 3.

The Pay.gov 5.1.2 release will be deployed into the production environment on April 21, 2012 between 6:00 P.M. and 12:00 Midnight, Eastern Time; agencies will experience a service interruption during this period.

1.1 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 during the week of April 16, 2012.

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

2 Overview of Pay.gov

Pay.gov offers four 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.

As part of the Collections Service, the *Trusted Collection Service* allow agencies to send non-interactive collections transactions, and retrieve transaction data using 2048-bit SSL encryption, certificate-based authentication, and web services. Please contact your FMS representative or Pay.gov Customer Service if you are interested in using Trusted Collection Service.

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 CA\$HLINK or plastic card settlement agents.

3 Pay.gov 5.1.2 Enhancements and Changes

This section summarizes the major enhancements and changes included in the Pay.gov 5.1.2 release.

3.1 Collections Control Panel (CCP)

- Adjusted CCP behavior to allow increasing the total amount for an ACH transaction after an error message is returned. Previously, if an ACH debit transaction returned an error message after the “Continue” button was clicked, the CCP would not allow the total amount for the transaction to be increased.

3.2 Email Notification

The text for the following emails has been updated. No Pay.gov functionality is affected.

- Confirmation generated when an ACH Prenote is submitted through the CCP displays the Pay.gov Tracking ID in Base 32 format.
- CCP Edit Collection message – second paragraph restored.
- Messages sent to users requesting a password change or confirming a password change – minor text change.
- ACH Payment Notification – minor text change.
- Plastic Card Payment Notification – minor text change.
- ACH confirmation message for logged in users – minor text change.
- ACH reminders for upcoming and final payments – minor text change.
- OCI Payment confirmation –includes agency contact information.

3.3 Reporting Service

3.3.1 Credit Card Transaction Search Report

- Adjusted to show Voided Plastic Card Credit transactions as Void Credit instead of being included in PC Credits.

3.4 TCS

- Updated TCS Single and Batch to accept a 0.00 dollar amount for a TAS/BETC.

4 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 agencies.

4.1 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