



Version 5.1 Release Notice

February 3, 2011

Financial Management Service



1 Introduction

This document introduces the new features of Pay.gov release 5.1. 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 will be available for agencies to test in the agency testing environment (<https://qa.pay.gov/>) on February 16, 2012. We strongly encourage all agencies to test their applications and ensure that the changes introduced as part of this release do not adversely affect processing.

The Pay.gov 5.1 release will be deployed into the production environment on March 3, 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 February 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 Enhancements and Changes

This section summarizes the major enhancements and changes included in the Pay.gov 5.1 release.

3.1 TAS/BETC Transaction Accounting Support

- Added an application configuration option for TAS/BETC accounting support. TAS/BETC allows agencies to provide TRS with detailed accounting allocation data for individual transactions. The feature is designed for agencies having collections directed to multiple TAS/BETC accounts.

3.2 Open Collections Interface (OCI) Updates

- Implemented OCI protocol version 5.1 for OCI-Interactive (OCI-I) only.
- Implemented TAS/BETC accounting support for OCI protocol version 5.1.
- Deprecated all OCI protocol 2.x versions.

3.3 Forms Service

- Added TAS/BETC accounting support for forms with associated collections.
- Added the option for agencies to receive notification emails when a form is submitted. This feature is provided for agencies that receive low volumes of forms, allowing them to become aware of submissions as they occur. Agencies receiving high numbers of forms may not wish to utilize this option due to the large number of email notices that could be generated.

3.4 Billing Service

- Added TAS/BETC accounting support.

3.5 Reporting Service

3.5.1 *Added Collections Search Download Query*

- Collections Search Excel Download Query report allows end users to search for and display ACH Debit, ACH Pre-notification, and plastic card (credit and debit card) data along with corresponding custom collection fields in a spreadsheet format.

3.6 Collections Control Panel

- Added TAS/BETC accounting support to ACH and Plastic Card collections entry.

3.7 TCS

- Added TAS BETC accounting support to collections XML.

3.8 Security

The following steps have been taken to improve Pay.gov's security model by ensuring users are properly authenticated.

- Implemented security shared challenge question and answer for all users
- Restructured user password reset process by replacing direct user access to the password reset pages with access through an automatically generated temporary emailed link and reset request notice and confirmation emails.

3.9 Web Pages

- Revised the Notices and Disclosures page –added handling sensitive data section.
- Revised uptime information on FAQ page.
- Revised holiday schedule on FAQ page.
- Explicitly included Debit Cards as acceptable plastic card types on FAQ page.
- Clarified how long submitted data can be viewed answer on FAQ page.
- Removed or corrected broken links.
- Updated password requirements on FAQ page and password reset page.
- Added shared challenge question fields and instructions to password setup and Trouble Logging In page.
- Revised Pay.gov User Responsibility Statement page.
- Fixed typos.

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