



Version 5.2 Release Notice

August 30, 2012

Financial Management Service



1 Introduction

This document introduces the new features of Pay.gov release 5.2. 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 5.2 includes several internal performance enhancements, which will be transparent to Pay.gov agencies and customers but which may affect TRS reports used by agencies. Changes affecting agencies and customers are listed in section 3.

The Pay.gov 5.2 release will be deployed into the production environment on September 15, 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 August 13, 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 5.2 Enhancements and Changes

This section summarizes the major enhancements and changes included in the Pay.gov 5.2 release.

3.1 Internal Enhancements to Improve TRS Reporting

- The release consists of a number of internal enhancements, transparent to agencies, which improve Pay.gov's interface with TRS and allow TRS reports to contain additional detailed data concerning Pay.gov-processed transactions.
- For detailed information on TRS report changes, agencies should contact the TRS Call Center at 1-800-346-5565 or trs@pnc.com

3.2 Customer Service Availability

- In order to improve agency access, Pay.gov Customer Service is now available from 7:00 am to 7:00 pm eastern time Monday through Friday.

3.3 Web Pages

- FAQs — Updated Pay.gov performance statistics.

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