



## **Pay.gov 5.3 Release Notice**

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March 18, 2013

*Financial Management Service*





# 1 Introduction

This document introduces the new features included in the first test cycle for Pay.gov release 5.3. 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. Testing dates for the first test cycle are February 19, 2013 through March 1, 2013. A second, separate test cycle is scheduled for March 18, 2013 through March 29, 2013.

The first test cycle for Pay.gov 5.3 includes several internal enhancements, which will prepare Pay.gov for future enhancements to ACH processing. These enhancements are transparent to agencies and customers. In addition, a Debit TAS/BETC has been added for agencies using that feature. These and other changes affecting agencies and customers are listed in section 3.

The upcoming Pay.gov 5.3 release, scheduled for April 6, 2013 will combine the enhancements and features included in both the first and second test cycles.

## 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 18, 2013.

- *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 5.3 Enhancements and Changes Included in the First Test Cycle**

This section summarizes the major enhancements and changes included in the first test cycle for the Pay.gov 5.3 release.

#### **3.1 Internal Enhancements to Improve ACH Transaction Processing**

- The release includes a number of internal enhancements, transparent to agencies, which improve Pay.gov's ACH transaction processing capabilities and enable future additions to ACH functionality.
- The system has been enhanced to enable the future addition of payment methods not currently available to agencies. This enhancement is transparent to agencies and users.

#### **3.2 User Interface**

- Modified first Pay.gov collection page to make it easier for users to select a payment method if the agency allows a choice. Each selection links to the corresponding payment method section on the page for input.

#### **3.3 Collections Control Panel (CCP)**

- When creating an ACH Prenote, Pay.gov no longer automatically inserts a date in the date field. This generated an error if the user started creating the prenote before the processing cutoff time but did not submit it until after the cutoff. The date field has been replaced with a label saying "Next Available Payment Date" and the date defaults to the next business date after the prenote is successfully submitted.

#### **3.4 Payer Profile**

- For agencies that update current accounts, the behavior has changed when the active date is assigned a date in the future (that is, any update where the active date is the next day or later). Extra steps are required to complete the process.

1. When the update is submitted, a new future account is created that will become active on the date entered.
2. The current account remains active, and will remain active until its inactive date, which will be updated to the day before the active date of the new future account that was created. Agencies needing to inactivate the account must update the account again and enter a new inactive date for it (the current date, for example). Prior to Pay.gov 5.3 the current account would have been automatically inactivated when an update with a future Active Date was submitted.

**Note:** Updating the current account of a Payer Profile and providing an active date of the current date remains unchanged. Other Payer Profile functionality, including verification, automatically-generated prenotes, adding a future-dated account, CCP, and the Adapter, remains unchanged.

- The error message displayed when an invalid routing number is entered when creating a payer profile has been replaced. The new message clearly states that the routing number is invalid.
- The new error message is displayed on three input screens: Create Payer Profile, Update Payer Profile, and Add Future Dated Account.

### 3.5 TAS BETC

- A second BETC type has been added to Pay.gov agency configuration. Prior releases of Pay.gov supported only credit BETCs for agency accounting in CIR (formerly TRS). Pay.gov now also supports debit BETCs to be used for accounting purposes with transactions such as plastic card Refunds and Retired ACH transactions.
- Agencies opting to use the TAS/BETC feature are now required to provide at least one credit BETC and one debit BETC per TAS.
- Debit BETC information is included in the data Pay.gov passes to CIR.

### 3.6 Reporting

- Treasury Account Symbol, Credit BETC and Debit BETC information is available on two reports:
  - the ACH Debit Transaction Detail Drilldown (ACH Debit Transaction Search Query)
  - the Credit Card Transactions Detail Drilldown (Credit Card Transactions Search Query)
- When the Pay.gov Tracking ID or the Agency Tracking ID is selected as the search option, all other options are disabled. The following reports are affected:
  - Billing Search Query

- Forms Search Query
- Notification of Change Search Query
- ACH Transaction Search Query
- Credit Card Transactions Search Query
- Payer Profile Search Query

### **3.7 ACH Payment Audit Trail**

- Pay.gov now records the event when a user edits an ACH payment amount.
- Users can view the date, time and who edited the ACH payment amount on the View Details screen accessible from the CCP Search Transactions screen.

### **3.8 OCI**

- The payment\_count parameter in the Settlement Status servlet is no longer supported by Pay.gov.

### **3.9 Web Pages**

- FAQs — Updated Pay.gov performance statistics.

### **3.10 Documentation**

- Pay.gov User Guide — Added known issue regarding duplicate Agency Tracking IDs to Appendix D.

## 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

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