



Pay.gov 5.8 Release Notice

February 8, 2014



1 Introduction

This document introduces the new features included in Pay.gov release 5.8. 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 Pay.gov 5.8 are February 10, 2014 through February 18, 2014.

This release enhances Pay.gov collections services to prepare them to support additional payment methods.

The Pay.gov 5.8 production release is scheduled for February 22, 2014.

1.1 Related Documents

The documents listed below are either referenced in this notice or provide supplemental information. Please contact your Bureau of the Fiscal Service 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 9, 2014.

- *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* allows 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 *eBilling Service* uses a certificate and Web services to allow agencies to set up billing accounts, send notices of payment due, and control billing account access. Agencies can use the service when needed and Pay.gov processes their requests upon receipt.
5. The *Reporting Service* provides online reports and downloadable activity files which allow agencies to reconcile transactions with reports from other financial applications such as the Collection Information Repository (CIR) or plastic card settlement agents.

3 Pay.gov 5.8 Enhancements and Changes

This section summarizes the major enhancements and changes included in the Pay.gov 5.8 release.

3.1 Billing Service

- The Billing Service is no longer available for new bill applications. New bill applications should use the Web-service-based eBilling Service instead.
- The Billing Service will continue to be available for existing bill applications.

3.2 eBilling Service

- Based on certificates and Web services.
- Replaces the Billing Service for all new bill applications.
- Agencies are encouraged to convert their existing bill applications to the eBilling Service.

3.3 Trusted Collection Service

- Plastic card refund without a Pay.gov Tracking ID is not available for any TCS service.
- Data elements have been updated, including elements for TCS Online and TCS Plastic Card.
- New return codes have been added, including codes for TCS Online and TCS Plastic Card.

3.3.1 TCS Single

- ACH prenotes must have a zero dollar amount (\$0). Prenotes with a dollar amount greater than zero will return an exception.
- Plastic card manual authorization is no longer available.

3.3.2 TCS Online

- New interactive service allowing agencies to separate payment information from the transaction data they collect and to submit the transactions for immediate processing.
- Future multi-language support has been included.

3.3.3 TCS Plastic Card

- New non-interactive service allows agencies to setup a schedule of recurring plastic card payments for a single account

3.4 Collections Service

3.4.1 Plastic Card Security

- A new application configuration option allows agencies to select the action Pay.gov is to take on plastic card payments if the card issuer returns a code indicating an AVS or card security code (CVV2 or CSC) problem. The new application configuration process has been revised to include this option. Agencies wishing to add the option to existing applications should contact their Pay.gov Agency Implementation liaison.

3.4.2 PayPal

- PayPal may be added as a collection option for applications using Pay.gov-hosted forms and for applications using the TCS Online service.
- PayPal payments cannot be made through the CCP.

3.4.3 ACH Returns Testing

- Effective March 1, 2014, testing of common ACH return types will be automated. On and after that date agencies will no longer be required to submit a Return Request for most test returns. See section 10.18.5 of the *Pay.gov Agency Guide to the Collections Service* for more information.

3.5 Forms Service

3.5.1 Public Forms

- The card security code (CVV2 or CSC) is required for all plastic card transactions submitted via a public form.

3.6 Reporting

3.6.1 Plastic Card Transactions

- Plastic card transaction date added to reports. The transaction date is the date when the transaction occurred and is different from the payment date, which could be later.

3.6.2 Collection Status

- A new status, Scheduled, has been added for recurring plastic card transactions. This status displays before the transaction's payment date arrives.

3.6.3 ACH Activity File and Collection Activity File v1 and v2

- For ACH payments, the create date has been changed to be the actual date the transaction was created. Previously, the payment date, which could be different, was also used as the create date.

3.6.4 Credit Card Transaction Search Query

- The transaction statuses returned have been expanded to include all plastic card statuses. Previously the only statuses were Success or Failed.

3.6.5 Credit Card Transaction Search Results

- The results now include the Scheduled status for recurring plastic card transactions. The Scheduled status is displayed in the Collection Status column for recurring plastic card transactions before the payment date arrives.

3.6.6 Financial Summary Report

- The drill down for plastic card transactions has been changed to retrieve transactions based on the payment date instead of on the transaction date.

3.6.7 Plastic Card Type in CIR Reports

- The plastic card type used for transactions is now passed to CIR.

3.7 Web Pages

- FAQs — Updated Pay.gov performance statistics.
- Agency Information, Pay.gov Services – Updated the Collections and Billing and Notification sections.

3.8 Documentation

3.8.1 Pay.gov Trusted Collection Service Technical Reference Manual

- TCS Online Service added.
- TCS Plastic Card Service added.
- Return codes for TCS Online and TCS Plastic Card added.
- All TCS request and response messages have been updated. Some elements and parameters included in the messages may have changed.
- Deleted request and response messages for plastic card refund without a Pay.gov Tracking ID for all TCS services.

3.8.2 *Pay.gov Agency Guide to the Collections Service*

- Added TCS Online Service.
- Added TCS Plastic Card Service.
- Added eBilling Service.
- Added option for automatic action by Pay.gov based on the return of an invalid plastic card address or security code.
- Added automated testing of ACH returns.

3.8.3 *Pay.gov Agency Guide to the eBilling Service*

- Available on the Pay.gov documentation website.
- Corrected the endpoint URLs for the AccessCodeService and the eBillingService.

3.8.4 *eBilling Services Technical Reference Manual*

- Available by request from Pay.gov (request link on the Pay.gov documentation website).

3.8.5 *Pay.gov Agency Guide to the Forms Service*

- Added ACH requirement.
- Added security code requirement for plastic card transactions via public forms.

3.8.6 *Pay.gov Agency Guide to PayPal Collections*

- Available on the Pay.gov documentation website.

3.8.7 *Pay.gov Agency Guide to the Reporting Service*

- Added new Appendix G describing report changes.

3.8.8 *Pay.gov User Guide*

- Added eBilling and eBilling access code
- Added PayPal Transactions section.

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