



Pay.gov 6.0 Release Notice

June 2, 2014



1 Introduction

This document introduces the new features included in Pay.gov release 6.0. 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 6.0 are June 2, 2014 through June 24, 2014.

The Pay.gov 6.0 production release is scheduled for June 28, 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 April 20, 2014.

- *Pay.gov Overview Guide*
- *Pay.gov User Guide*
- *Agency Configuration Template (ACT)*
- *Agency Guide to Access Control*
- *Agency Guide to the eBilling 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 PayPal Collections*
- *Agency Guide to the Reporting Service*
- *eBilling Services Technical Reference Manual*
- *Open Collections Interface (OCI) Reference Guide*
- *Trusted Collection Service (TCS) Technical Reference Manual*
- *Pay.gov Online Help*

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 the Pay.gov public user interface, 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 Bureau of the Fiscal

Service 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 6.0 Enhancements and Changes

This section summarizes the major enhancements and changes included in the Pay.gov 6.0 release.

3.1 Pay.gov Website URLs

3.1.1 Agency

- Production environment <https://www.pay.gov/agency>
- Testing Environment <https://qa.pay.gov/agency>

3.1.2 Public

- Production environment <https://www.pay.gov/public/home>
- Testing environment <https://qa.pay.gov/public/home>

Note: <https://www.pay.gov> maps to the public user interface <https://www.pay.gov/public/home> as the default home page.

3.2 Public User Interface

- New public user website and interface implemented.
- Public user website and interface separated from the agency website and interface.

3.2.1 Session Timeout

- Non-logged in users have a time limit for filling out data entry pages.
- Pop-up warning added to warn non-logged in users that time is expiring and allowing them to request more time.

3.3 Agency Interface

- Agency website and interface.
- Customer-specific functionality removed (available only on the public user interface).
 - Forms – cannot be accessed
 - Bills – cannot be accessed
 - Pending Payments List –cannot be accessed
 - Registration – the ability to register for an account has been removed

3.4 Pay.gov Registration

- Registering for a Pay.gov account has been removed from the agency UI. This functionality is only available on the public UI.

3.5 Forms

- Forms removed from the agency user interface and restricted to the public user interface.
- Removed Form Data Upload functions

3.5.1 Attachments

- The ability to attach a file to a form has been removed from the form data entry page; file attachment now occurs on a separate subsequent page.

3.6 Email

3.6.1 Form Submission Email to Agencies

- Agencies will receive notification when a form is paid by PayPal.
- Format of the notification changed. Notification only states that the form was submitted; it is no longer a copy of the confirmation.

3.6.2 Outbound Billing Notification

- The return address for outbound billing notices has been changed to notification@pay.gov.

3.7 Billing Service

- Bill viewing and payment is only available on the public UI.

3.7.1 Outbound Billing Notification

- The return address for outbound billing notices has been changed to notification@pay.gov.

3.7.2 Payments

- Support added for payments using PayPal.
- Support added for recurring ACH payments.

3.7.3 Attachments

- Attachments that can be viewed are listed in a dropdown below the bottom of the bill.
- Implemented file scanning; bills will be rejected if their attachments contain viruses.

3.8 Password and Username

- Agency customers are able to choose their own usernames when self-registering.
- Customers on the public user interface are able to change their password using the “Forgot your Password?” link on the log in page. They receive a link to the password reset pages in their email.
- Users who have logged in can change their password directly at any time in the Profile Information section of their My Account page.
- Users must enter their email address when they request a password reset using the “Forgot your Password? Link on the log in page.
- Users will receive an email listing all the usernames associated with the email address they enter when they use the “Forgot your Username? Link on the log in page.

3.9 Plastic Card

- Support added for recurring plastic card payments.

3.10 PayPal

- Support for PayPal payments added for bills.

3.10.1 PayPal Transaction Detail Report

- Voucher number removed for disputed transactions.
- Asterisk (*) added to PayPal Transaction ID of disputed transactions.
- Added Pay.gov Customer Services information

3.11 Reporting Service

3.11.1 PayPal Transaction Detail Report

- Voucher number removed for disputed transactions.
- Asterisk (*) added to PayPal Transaction ID of disputed transactions.

- Added Pay.gov Customer Services information

3.12 Documentation

3.12.1 Online Help

- Online Help documentation included in new public user interface.

3.12.2 Pay.gov Agency Guide to the Collections Service

- General update to show changes in agency user interface and new public user interface.

3.12.3 Pay.gov Agency User Guide

- Renamed Pay.gov User Guide to identify it contains information for agency staff only. Agency customer instructions have been moved to Online Help in the new public user interface.
- Removed information specific to functions performed on the public user interface.

3.12.4 Pay.gov Overview Guide

- General update for Pay.gov site split into two separate user interfaces.

3.12.5 Pay.gov Agency Guide to the Forms Service

- Removed sections describing interactive and non-interactive form data upload.

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