



Pay.gov 6.10 Release Notice

September 18, 2016



1 Introduction

This document introduces the new features included in Pay.gov release 6.10. It is intended for individuals who desire an overview of the new features contained in these releases, without the level of detail that may be found in other administrative, operational, or technical documents.

Testing dates for Pay.gov 6.10 are September 18, 2016 through October 7, 2016.

The Pay.gov 6.10 production release is scheduled for October 15, 2016.

1.1 Related Documents

Pay.gov overview and technical documents are available by request from your Bureau of the Fiscal Service representative or Pay.gov Agency Implementation liaison, or by download from the Pay.gov Agency Documentation site at <https://pay.gov/agency/documentation.html>. The web site will be updated with the most current versions of the documents during the week of September 18, 2016.

Online help for Pay.gov's public website is available at <https://pay.gov/public>.

2 Overview of Pay.gov

Pay.gov offers the following major services:

1. The *Collection Service* collects and processes agency transactions submitted by any of the Pay.gov services listed below. It validates and manages submitted payment data and forwards it to the appropriate payment processor, and responds with information required by the service used and the agency application.
2. The Collections Control Panel (CCP) is part of the Collection Service. It enables agencies to manually enter transactions in Pay.gov.
3. *Pay.gov Web Services* allow agencies to send non-interactive and interactive collection transactions to the Collection Service and to retrieve transaction data using 2048-bit SSL encryption, certificate-based authentication, and web services.

Pay.gov Web Services include

- a. *Trusted Collection Services*, a suite of web services that allow agencies to non-interactively submit transactions, either one-at-a-time or in batches, depending on the service used; retrieve the status of submitted batches, and submit queries that retrieve transaction information.
- b. *Hosted Collection Pages* combines non-interactive and interactive web services to allow agencies to redirect customers to Pay.gov at the time the customer must enter their payment data. Agencies do not record customer's payment details and only receive a Pay.gov response indicating if the payment is accepted or rejected.

- c. The non-interactive *eBilling Web Service* allows agencies to set up billing accounts, send notices of payment due, and control billing account access. Agencies can specify whether or not a customer must log in to a Pay.gov account before they can access the ebill. Agencies can use the service when needed and Pay.gov processes eBilling requests upon receipt.

Please contact your Bureau of the Fiscal Service representative or Pay.gov Customer Service if you are interested in using a Pay.gov Web Service.

4. 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.
5. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
6. eBilling Online allows agencies to interactively set up billing accounts, issue bills, and control bill access in real-time through an online interface. It is optimized for agencies issuing smaller numbers of bills. Agencies can create bills one-at-a-time or in batches of multiple bills. In addition, agencies can specify if log in is required to view a bill. Agencies can use the service as needed and Pay.gov creates bills, access codes and sends billing notifications to customers immediately upon receipt and validation of the agency request.
7. 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 6.10 Enhancements and Changes

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

3.1 eBilling Online

- The eBilling Online web user interface has been updated. See the Agency Guide to eBilling Online for screenshots and information.

3.2 Pay.gov Hosted Collection Pages

- Language support has been added for Simplified Chinese and Mexican Spanish.
- If a customer selects a digital wallet provider (Amazon, Dwolla, PayPal) as their payment method, text at the bottom of the page warns them that the provider's website may have different privacy policies than Pay.gov.
- Logos for JCB, Union Pay, and Diners Club payment methods have been added to the collection pages. These plastic cards are processed through the Discover network.

3.3 Documentation

3.3.1 Added

- *Agency Guide to TAS/BETC Classification.* This guide provides information on setting up TAS/BETC for collection applications and how it is used for Pay.gov services.
- *Agency Guide to Testing.* This guide provides recommendations and information on how to test agency collection applications.

3.3.2 Updated

- All Pay.gov documentation has been reviewed and updated where needed to ensure accuracy and consistency. Agencies are urged to download or request the new versions, dated September 18, 2016.

4 Customer Support

Customer support is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the websites, hosted forms processing, collections, and other services is provided for agency customers. Technical support for agencies is also available, including problems with collection applications, balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided by Pay.gov.

4.1 Contact Information

Phone: (800) 624-1373
7:00 am to 7:00 pm Eastern Time
Monday through Friday, Closed Bank Holidays

Email address: pay.gov.clev@clev.frb.org