



# Pay.gov 6.11 Release Notice

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December 3, 2016



## 1 Introduction

This document introduces the new features included in Pay.gov release 6.11. 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 6.11 are December 7, 2016 through December 14, 2016.

The Pay.gov 6.11 production release is scheduled for December 17, 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 November 20, 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 and downloadable 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 6.11 Enhancements and Changes

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

#### 3.1 Pay.gov Websites

##### 3.1.1 Reports Moved

- Pay.gov reports are no longer available from the Agency website User Center. They are now available only in the Agency Collections website at <https://qa.pay.gov/ebillingonline/> or <https://qa.pay.gov/onlineports/> for testing (depending on whether you are an ebilling online user) and will be available at <https://pay.gov/ebillingonline/> or <https://pay.gov/onlineports/> as of the release of Pay.gov 6.11 to production. These are temporary addresses, which will be changed. Most other agency functions are still available on the agency test website at <https://qa.pay.gov/agency> and the production website at <https://pay.gov/agency>. In the future, all agency functions will be updated and moved from the old agency website to the new the Agency Collections website.

### 3.1.2 Agency Website

- Clicking the Reports link on <https://qa.pay.gov/agency> or <https://pay.gov/agency> redirects users to the new reports location in a new window or tab. Users must log in again with their current username. They will then have two Pay.gov sessions open and must log out separately.

## 3.2 Reporting Service

### 3.2.1 New Report Location

- Reports are no longer available on the agency test website at <https://qa.pay.gov/agency>. Instead, agencies should test reports at <https://qa.pay.gov/ebillingonline/>.
- As of the Pay.gov 6.11 release to production, reports will no longer be available at <https://pay.gov/agency>. Instead, they will be available at <https://pay.gov/ebillingonline/>.

### 3.2.2 Reports Consolidated or Replaced

- All reports have been updated and some have been consolidated. The reports available to an agency user will vary according to their assigned Pay.gov role and the agency collections applications they can access. The following table lists the reports now available to agencies and their relation to previous reports

New Report	Old Reports Replaced/Consolidated
Activity File Download	Activity File Download Query
Adapter File Status	Adapter File Status Query
Billing Search	Billing Search Query
Collections Search CSV Download	Collections Search Excel Download Query
Email Exceptions	Email Exceptions Billing Query, Email Exceptions Forms Submission Query, Exception Search Query
Financial Summary Search	Financial Summary Query
Forms Search	Forms Search Query
Notification of Change	Notification of Change Search Query
Payer Profile Audit Log	Payer Profile Audit Log Query
Voucher Report*	ACH Debit CashLINK Summary Report

\* Includes information that was in the ACH Debit Ca\$hLINK Summary report, but the information is presented in a different order.

- The user's role and permissions still govern report access. No roles have been changed.
- The new Transaction Search function replaces online transaction search reports. See section 3.2.3.

### **3.2.3 Reports Discontinued**

- The Credit Card Batch Summary is no longer available. Information in the summary is now included in a number of reports.
- The Collections Search Excel Download Query is no longer available. It has been replaced by the Collections Search CSV Download report, which provides the same data in the same order, but in comma separated values file format. Pay.gov does not provide other reports in Microsoft Excel format.

### **3.2.4 Transaction Search**

- A new Transaction Search function has been added to the Agency Collections website. It is available for testing at <https://qa.pay.gov/ebillingonline/>, and will be available in production at <https://pay.gov/ebillingonline/> upon the release of Pay.gov 6.11.
- The following reports have been consolidated into Transactions Search:
  - ACH Debit Transaction Search Query
  - Amazon Transaction Query
  - Collections Search Query
  - Credit Card Transactions Search Query
  - Deferred and Recurring Payments Query
  - Dwolla Transaction Query
  - PayPal Transaction Query
- The Search Transactions link and all its functions is still available at <https://qa.pay.gov/agency> (testing) and <https://pay.gov/agency> (production).
- In this release, Transaction Search can only be used to find and view transaction information. Other actions, such as refunds, can still be performed using the CCP on the Agency website.
- Transaction Search has both basic search and advanced search functions. Basic search is limited to a single search criterion. Advance search allows use of multiple search criteria.

- All the Search Transactions functions are still available on the agency websites <https://qa.pay.gov/agency> (testing) and <https://pay.gov/agency> (production) remain accessible.

### **3.3 Pay.gov User Roles**

- The ROA role now has access to the Transaction Search function.

### **3.4 Security**

- Users redirected from the agency website to the new reports location will have two Pay.gov sessions open. To maintain security, users must log out separately when done using either site.

### **3.5 Documentation**

#### **3.5.1 Added**

- *Agency Guide to the Transaction Search.* This guide provides instructions on using the new Transaction Search function.

#### **3.5.2 Updated**

- *Agency Guide to the Reporting Service.* This guide has been completely revised to describe Pay.gov's new Reporting website and each of the new reports.
- *Pay.gov Overview Guide.* This guide has been updated to provide a summary of the Pay.gov services and functions offered to agencies.
- *Agency Guide to Amazon Collections.* The reports and reconciliation sections have been updated to reflect Pay.gov's new reports. The refunds section has been updated with the correct agency procedure.
- *Agency Guide to PayPal Collections.* The reports and reconciliation sections have been updated to reflect Pay.gov's new reports. The refunds section has been updated with the correct agency procedure.

## 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](mailto:pay.gov.clev@clev.frb.org)