



Pay.gov 6.2 Release Notice

October 3, 2014



1 Introduction

This document introduces the new features included in Pay.gov release 6.2. 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 6.2 are October 7, 2014 through October 15, 2014.

The Pay.gov 6.2 production release is scheduled for October 18, 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 October 5, 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 Dwolla Collections*
- *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* (at <https://pay.gov/public>)

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. This service is maintained for existing agency billing implementations. New billing implementations should use the eBilling Service.
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 6.2 Enhancements and Changes

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

3.1 Collections

3.1.1 Plastic Card

- When entering payment information in the Public user interface, the state must be selected if the country is United States or the Province selected if the country is Canada.

3.1.2 Dwolla

- Dwolla added as a payment type option for agencies using Pay.gov Hosted Forms, eBilling and/or TCS Online.

3.2 Forms

3.2.1 Attachments

- Agencies have the option to allow customers to attach one PDF file to a public or private form.
- Agencies can select which file types they will accept for form attachments (TXT, CSV, PDF).

Note: PDF attachments are not included in .ZIP files returned by the Forms Attachment Activity File. Only .TXT and CSV files are included. PDF files can be viewed through the Forms Search Query.

- Form attachments can be viewed from a Customer's My Forms page and by agency users through the Form Search Query results report.
- Form attachments have been removed from the CIR files.
- Pay.gov performs a security/virus scan on all attachments received through user interfaces.

3.3 Reporting

- Dwolla transactions added to the Digital Wallet Activity file.
- Dwolla Transactions Query added.
- Dwolla transaction data available in the online reports generated by the following queries: Billing Search Query, Collections Search Excel Download Query, Collections Search Query, Dwolla Transaction Query, Financial Summary Query, and Forms Search Query.
- Added Email Exceptions Billing Query, allowing agencies to view undelivered ebilling notice and access code email addresses for email sent on their behalf by Pay.gov.

3.4 OCI Security/HTTPS

3.4.1 Transport Layer Security

- Added support for TLS 1.2
- TLS 1.1 is not supported.

3.5 eBilling

- Agency enrollment contacts no longer receive direct notice of undeliverable ebilling notice or access code email sent by Pay.gov on the agency's behalf.
- Pay.gov now aggregates undeliverable email addresses and makes them available to agencies through the Email Exceptions Billing Query in the Report List.

3.6 Email

- Outbound email address for sent in reply to Forgot Password, Change Password and Reassign Forms requests originating from the agency user interface changed to notification@pay.gov.
- Outgoing eBilling bill notification and access code emails already have the notification@pay.gov return address.
- Account registration and access emails will continue to have pay.gov.clev@clev.frb.org as the originating address.

3.7 Public User Interface

- Updated public interface Online Help.

3.8 Documentation

- Added *Agency Guide to Dwolla Collections*.

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