



Pay.gov 6.3 Release Notice

December 3, 2014



1 Introduction

This document introduces the new features included in Pay.gov release 6.3. 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 6.3 are December 3, 2014 through December 10, 2014.

The Pay.gov 6.3 production release is scheduled for December 13, 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 December 1, 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 6.3 Enhancements and Changes

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

3.1 eBilling

3.1.1 *AccessCode WSDL access_code_answer Element*

- The minimum length of the required `access_code_answer` element value has been changed. It must now be 2 to 40 characters. Pay.gov will return an error if the value has only one character.

3.1.2 *Public Bills*

- Agencies can issue ebills that do not require the customer to log in to Pay.gov to make payment (public bills). This is an optional value an agency can specify when requesting an access code for an ebill.
- Agencies can still require customers to log in to Pay.gov accounts before being able to access ebills; this is the default behavior.
- Public bills require customers enter an access code and security question and answer before they can be viewed and paid. The access code and security question answer must be entered each time the bill is viewed. Customers can
- Customers can access public bills in either of two ways: clicking the Enter Access Code button on Pay.gov's Make a Payment page or by following the instructions in the billing notice sent by Pay.gov.

- All new bills, whether or not they require log in, can be accessed by clicking the Enter Access Code button on the Make a Payment page. Pay.gov checks if log in is required and redirects the customer to a log in page after the access code is entered if needed.

3.1.3 eMail Notifications

- Three ebilling email notifications have been added: bill reminder, payment failure and successful bill payment.

3.2 Pay.gov System

3.2.1 CIR ACH Data

- Reporting of ACH transaction data to the CIR has been enhanced to improve performance for high volumes.

3.2.2 ACH Account Exclusions

- In order to reduce the occurrence of failed ACH transactions returned and then reported to agencies, enhanced the ability to import ACH account exclusion data from financial institutions, such as accounts or RTNs not supporting ACH.

3.3 Reporting

- Added Email Exceptions Form Submission Query, allowing agencies to view undelivered form submission notice emails.

3.4 Public User Interface

- Updated Online Help to include information about public bills.
- Enter Access Code button and link has been added to the Make a Payment page allowing billing customers to begin their new ebill payments on the page.

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