



Pay.gov 6.4 Release Notice

March 15, 2015



1 Introduction

This document introduces the new features included in Pay.gov release 6.4. 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 6.4 are March 18 through March 26, 2015.

The Pay.gov 6.4 production release is scheduled for March 28, 2015.

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 eBilling Online*
- *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 six 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 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 their requests upon receipt.
 5. eBilling Online allows agencies to 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. 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.
 6. 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 6.4 Enhancements and Changes

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

3.1 eBilling Online

- New Pay.gov interactive online service with a new agency user interface.
- Agency users can create and manage bills and their access codes in real time.
- Does not require creation of a bill template, but allows insertion of custom text into the standard bill template
- Security maintained by splitting bill and access code creation between two user roles.

3.2 Pay.gov System

- Minor enhancements to improve internal file generation and handling.

3.3 Public User Interface

- Moved the Have an Access Code section to the bottom of the Make a Payment page in order to eliminate customer confusion about when an access code is required.
- Reorganized and updated Online Help.

4 Customer Service

Customer service 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 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