



Pay.gov 6.5 Release Notice

June 15, 2015



1 Introduction

This document introduces the new features included in Pay.gov release 6.5. 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 6.5 are June 16 through June 24, 2015.

The Pay.gov 6.5 production release is scheduled for June 27, 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 and interactive collections transactions, and

retrieve transaction data using 2048-bit SSL encryption, certificate-based authentication, and web services.

Pay.gov Hosted Collection Pages (Pay.gov HCP) combines non-interactive and interactive TCS services to allow agencies redirect customers to Pay.gov at the time the customer must enter their payment data. Agencies only get Pay.gov response as to if the payment is accepted or rejected. Agencies do not have any record of the customer's payment details.

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 6.5 Enhancements and Changes

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

3.1 Bills

- When a plastic card payment for a bill is declined, Pay.gov returns the bill to the pending state and the customer can attempt to pay the bill again using any allowed payment method.
- When a customer cancels a previously submitted one-time payment, Pay.gov returns the bill to the pending state and the customer can attempt to pay the bill again using any allowed payment method. If the payment is canceled by an agency, no new payment attempt can be made.

3.2 eBilling Online

- Added bill line item. Agencies must provide details about what is being billed for, including quantity, description and price per single item. Multiple line items can be added. Totals for each line item and for the entire bill are automatically computed.
- Logos to be displayed on bills can be uploaded and selected.
- Using new links, bills can be previewed at any point in the create bill process.
- The bill list can be filtered to search for and display only specific bills.
- View bill links added to allow bills to be reviewed from the Create Bill summary page and the View Bill page.
- Previously created bills can be copied and modified to create new bills.
- The BAG role is able to cancel the access code for bills with the New or Viewed status.
- Attachments. Up to 4 files can be attached to a bill
- Reference to the ebilling activity dashboard removed from the BAG role home page.

3.3 Forms Service

- Agency forms can be configured to require attachment upload based on information entered on the form.

3.4 Digital Wallet

- Additional system enhancements made to enable new payment providers in the future.

3.5 Public User Interface

- The Pay.gov Tracking ID for bills is no longer included on any My Bills lists. When requesting information on unpaid bills, customers need to refer to the agency application and Agency Tracking ID. The Pay.gov Tracking ID is still included in Payment Activity lists for payments associated with bills and on payment confirmation pages. eMail sent to multiple payers when two or more have access to the BAN also does not include the bill's Pay.gov Tracking ID.
- Added an online help topic explaining how to resubmit a bill payment when the initial plastic card payment is declined.
- Clarified text for email notifications sent for refunds and when a customer adds or edits ACH or plastic card accounts to their profile.

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