



Pay.gov 6.6 Release Notice

September 21, 2015



1 Introduction

This document introduces the new features included in Pay.gov release 6.6. 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 6.6 are September 23 through October 14, 2015.

The Pay.gov 6.6 production release is scheduled for October 17, 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 6.6 Enhancements and Changes

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

3.1 Collections Service

3.1.1 Application Setup

- Agencies can designate their collections application is included in the Mobile Program. The designation is displayed in CIR reports.

3.1.2 Chargebacks

- Agencies are notified if Pay.gov receives a chargeback for a transaction that has already been refunded.

3.1.3 Return Reason Codes

- Codes have been added to explain ACH rejected/returned transactions.

3.2 Forms Service

3.2.1 Payment Date Range

- When setting up new, or modifying existing, Pay.gov-Hosted Forms applications, agencies have the option to request, through their Pay.gov Agency Liaison, that the dates when customers are allowed to make a payment are restricted to a range specified by the agency. For example, an agency can request payments be allowed only during a specified enrollment period.
- Customers select the date from the payment date calendar on the public user interface's payment page. Only dates within the allowed range are enabled; all other dates are disabled and allowed dates that have already passed are also disabled.
- Enabled dates differ according to the selected payment method in order to follow the method's processing schedule. For one-time bank account payments (ACH), weekends and bank holidays are disabled. For plastic card payments all dates in the range are enabled.

3.2.2 Minimum and Maximum Dollar Amounts

- When setting up new, or modifying existing, Pay.gov-Hosted Forms applications, agencies have the option to specify minimum and maximum dollar amounts allowed for transactions.

3.2.3 Hidden Public Forms

- Agencies have the option to restrict access to a public form. Accessing the form would require a customer click on a link supplied to the agency by Pay.gov Agency Implementation. The form will not be listed in search results or included in the forms and agencies lists on the Public User Interface.

3.2.4 Additional Customized Text and Messages

- Agencies can supply additional custom text that will appear on the public user interface's Before You Begin page.
- Agencies can supply a custom message that will appear on the public user interface's payment Confirmation page and in the payment confirmation email.

3.3 eBilling Service

- Size of individual attachment files increased from 1 MB to 2 MB.

3.4 eBilling Online

3.4.1 Classification

- Added support for TAS/BETC accounting (implemented 08/15/2015).

3.4.2 Bill Configuration

- Added a Bills Configuration page that allows agencies to add, delete or edit logos and bill header comments without creating a bill. The added or edited logos and comments can then be chosen when creating a bill.
- Added a Configuration link to the Bills page.

3.4.3 Bill Filtering

- The bill listing page for the Bill Generator (BIG) role can be filtered to show only bills for a single amount by entering the same amount in both the minimum and maximum amount fields.
- The bill listing page for the Bill Generator (BIG) role can be filtered by a single date by entering the same date in the To and From fields.

3.4.4 Bill Attachments

- Size of individual attachment files increased from 1 MB to 2 MB.

3.4.5 Viewing Bills

- Bills with the Submitted status can be viewed by clicking their View Bill action.

3.4.6 Accessibility

- Enhanced Section 508 accessibility compliance.

3.4.7 User Interface

- Changed position of Cancel and Upload buttons on Create Bill page.

3.5 Digital Wallet

- An additional verification has been instituted for PayPal transactions when Pay.gov initially considers the transaction failed but PayPal considers the transaction succeeded. Pay.gov makes multiple checks to detect a success after the initial fail. The additional verification avoids errors caused in the past when PayPal issued a refund for a transaction Pay.gov considered failed.

3.6 Reporting Service

- Reversal Reason and Reversal Status fields added to the Transaction Details Results available from the Credit Card Search Query. See Appendix D in the *Pay.gov Agency Guide to the Reporting Service* for details.
- Reversal Reason and Reversal Status fields added to the Transaction Details Results available from the Collections Search Query. See Appendix D in the *Pay.gov Agency Guide to the Reporting Service* for details.
- Access permissions to the Digital Wallet Activity File enhanced.
- Activity File processing accounts for special characters in the memo field.

3.7 Open Collections Interface

3.7.1 OCI Query Servlet

- Both begin date and end date can be used to specify the transactions to return.

3.8 Public User Interface

3.8.1 ACH Payments Made After Cutoff Time

- Pay.gov validates whether an ACH payment is made before or after the ACH cutoff time (8:55 pm ET).
- The current calendar date will not be selectable from the Payment page's calendar when customers start a payment after a business day's cutoff time.
- If a payment is started before the day's cutoff time but is completed after cutoff, Pay.gov returns the customer to the Payment Info page to select a new payment date.

3.8.2 Payment Retry

- If a payment using any method fails, agency customers are prompted to retry the payment and are returned to the payments page. They can then enter a different account or choose a different payment method.

3.8.3 Payment Confirmation

- For plastic card payments, the card's billing address is no longer displayed on the confirmation page and the confirmation email.
- Text clarified for email notifications sent for refunds and when a customer adds or edits ACH or plastic card accounts in their profile.

3.8.4 Payment Information Page

- For bank account (ACH) payments, if the cutoff time (8:55 PM) for the date entered in the Payment Date field has passed the field is highlighted and an error message requesting a different date be entered is displayed below it.

- An error message is displayed to warn customers that their Pay.gov session has timed out before their redirect from PayPal is complete.

3.8.5 *Payment Information Page Deferred and Recurring Payments*

- Added new payment frequency choices for recurring payments: 1st and 15th and 15th and last day of month.
- If an agency is using the payment date range option for recurring payments, the dates that can be chosen on the payment date calendar (on the payment page) are restricted to that range. All other dates are blocked.
- For one-time payments using a plastic card, the payment date calendar does not allow holidays to be selected.
- For recurring payments using a plastic card, the calendar allows weekends and holidays to be selected, but a message informs the customer that the payment will actually take place on the following business day; a similar message is included on the payment confirmation page.

3.8.6 *Failed Payments*

- If a payment fails, agency customers are prompted to retry making the payment and are returned to the payments page where they can enter a different account or choose a different payment method.

3.8.7 *Recurring and Deferred Payments*

- For all recurring or deferred payments (both ACH and plastic card), all dates — or all dates in an agency-selected range — are enabled. A message displayed below the payment date field on the payment page warns customers that the actual payment date may be the next business day if the selected date falls on a weekend or holiday.
- Two payment frequency options have been added for customers: 1st and 15th and 15th and end of month.

3.8.8 *Payments Made While Not Logged In*

- Customers can add payments made while not logged in to their existing or new Pay.gov account.
- To add the payment the customer must choose to register or log in at the bottom of the payment confirmation page. If the customer leaves the confirmation page without registering or logging in the payment cannot be added to their account.

3.8.9 *Custom Text and Messages*

- Agencies can add custom text (instructions, for example) to their application's Before You Begin and Confirmation pages, and to the Confirmation eMail.

- Agencies have the option to display a custom message for deferred or recurring payments. The message is displayed below the date field on the payment page.

3.8.10 Online Help

- Topic added on how to resubmit a bill payment when the initial plastic card payment is declined.

3.8.11 Accessibility

- Public UI pages have been enhanced to improve Section 508 accessibility.

3.9 Agency Interface

- Revised contents of Home, Overview and Frequently Asked Questions pages.

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