



# Pay.gov 6.7 Release Notice

December 1, 2015



## 1 Introduction

This document introduces the new features included in Pay.gov release 6.7. 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 6.7 are December 1 through December 10, 2015.

The Pay.gov 6.7 production release is scheduled for December 12, 2015

### 1.1 Related Documents

Pay.gov overview and technical documents are available by requesting them from your Bureau of the Fiscal Service representative or by download from the Pay.gov Agency Documentation site at <https://pay.gov/agency/documentation.html>. The web site will be updated with the most current versions of the documents during the week of December 1, 2014.

Online help for Pay.gov's public website is available at <https://pay.gov/public>.

## 2 Overview of Pay.gov

Pay.gov offers the following major services:

1. The *Collection Service* collects and processes agency transactions submitted by any of the Pay.gov services listed below. It validates and manages submitted payment data and forwards it to the appropriate payment processor, and responds with information required by the service used and the agency application.
2. The Collections Control Panel (CCP) is part of the Collection Service. It enables agencies to manually enter transactions in Pay.gov.
3. *Pay.gov Web Services* allow agencies to send non-interactive and interactive collection transactions to the Collection Service and to retrieve transaction data using 2048-bit SSL encryption, certificate-based authentication, and web services.

Pay.gov Web Services include

- a. *Trusted Collection Services*, which allow agencies to non-interactively submit transactions, both one-at-time or in batches depending on the service used; retrieve the status of submitted batches, and to submit queries for transaction information.
- b. *Hosted Collection Pages* combines non-interactive and interactive web services to allow agencies to redirect customers to Pay.gov at the time the customer must enter their payment data. Agencies do not record customer's payment details and only receive a Pay.gov response indicating if the payment is accepted or rejected.

- c. The *eBilling Web Service*, which allows 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 eBilling requests upon receipt.

Please contact your Bureau of the Fiscal Service representative or Pay.gov Customer Service if you are interested in using a Pay.gov Web Service.

4. 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.
5. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
6. 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.
7. 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 6.7 Enhancements and Changes

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

### 3.1 Pay.gov Hosted Collection Pages

- Agencies can request limited customization, limited to a header logo and specifying a footer color, in order to brand their pages. The logo must be a jpg/jpeg, png or gif file that is no larger than 2MB.
- Agencies must contact their Pay.gov Agency Liaison to request customization and must identify or supply the custom image file.

### 3.2 eBilling Online

#### 3.2.1 Bill Configuration

- Agencies can add footer comment text to their online ebills.
- Footer comments are added by the BIG role in Step 2 of Create Bill or without creating a bill by clicking the Configuration link on the Bills page.

#### 3.2.2 User Interface

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

### **3.3 Forms**

- Agency contact information is available on all pages of a hosted form transaction.
- If an agency logo is not available no logo is displayed on transaction pages.

### **3.4 Trusted Collections Service**

#### **3.4.1 TCS Plastic Card**

- Three new elements have been added for EMV card present authorization: pan-date-entry-mode, pin-entry-capability, terminal-entry-capability.

### **3.5 Public User Interface**

#### **3.5.1 Self-Enrolled Users, Delete Account**

- If a self-enrolled user deletes their Pay.gov account, a prompt informs them if they have any pending (recurring) plastic card payments and any current recurring payments that have already been submitted for settlement.

#### **3.5.2 My Account, Payment Accounts**

- A user's primary payment account is always at the top of the list. If the user makes another account their primary it is moved to the top of the list.

#### **3.5.3 Billing Address**

- The header for the billing address on payment pages and in user's My Account profile has been changed to "Cardholder Billing Address" for clarity.

#### **3.5.4 Agency Contact Information**

- When available, agency contact information is displayed on the Before You Begin page for an agency application and on pages after the customer submits their form.

#### **3.5.5 Plastic Card Expiration Date**

- When adding a plastic card to My Account, the expiration date defaults to blank.

### **3.6 Documentation**

#### **3.6.1 Trusted Collections Service**

- Trusted collection services are part of Pay.gov's Web Services offerings.
- To clarify how agencies can employ TCS and the other web services, the TCS Technical Reference Manual has been replaced with separate references, one for each TCS or web service.

- The separate references are:
  - Pay.gov Web Services Technical Overview, which provides summary and overview information on all web services and TCS.
  - Hosted Collection Pages Web Service
  - eBilling Web Service
  - TCS Single Web Service
  - TCS Batch Web Service
    - TCS Batch Results Web Service
  - Web Service Queries
    - TCS Single Query
    - TCS Multiple Item Query
  - Data Elements and Types, Return Codes and Country Codes
- Added a new reference: Web Service SSL Certificate Support Guide with instructions on downloading and exporting the security certificates required for TCS and Web Service communication with Pay.gov.

## 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](mailto:pay.gov.clev@clev.frb.org)