



# Pay.gov 6.8 Release Notice

March 12, 2016



## 1 Introduction

This document introduces the new features included in Pay.gov releases 6.8. It is intended for individuals who desire an overview of the new features contained in these releases, without the level of detail that may be found in other administrative, operational, or technical documents.

Testing dates for Pay.gov 6.8 are March 12, 2016 through March 23, 2016.

The Pay.gov 6.8 production release is scheduled for March 26, 2016.

### 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 March 13, 2016.

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*, a suite of six web services that allow agencies to non-interactively submit transactions, either one-at-a-time or in batches, depending on the service used; retrieve the status of submitted batches, and submit queries that retrieve 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 non-interactive *eBilling Web Service* 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 interactively 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. Agencies can create bills one-at-a-time or in batches of multiple 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 upon receipt and validation of the agency request.
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 6.8 Enhancements and Changes

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

### 3.1 eBilling Online

#### 3.1.1 Batch Customer Upload

- The ability to interactively submit data files to create multiple customers in one batch has been added.
- Up to 500 customers can be included in a single uploaded file.
- Pay.gov validates customer data files as they are submitted and immediately alerts users of any errors. Files containing errors can be corrected and resubmitted.
- Pay.gov processes data files without errors immediately upon validation.
- An Upload Customers link has been added to the Customers page.

### **3.1.2 Batch Bill Upload**

- The ability to interactively submit data files to create multiple bills in one batch has been added.
- Up to 150 bills can be included in a single uploaded file.
- Pay.gov validates ebill data files as they are submitted and immediately alerts users of any errors. Files containing errors can be corrected and resubmitted.
- Pay.gov processes data files without errors immediately upon validation.
- An Upload Bills link has been added to the Bills page

### **3.1.3 Custom Billing Fields**

- Agencies can add up to ten custom billing fields and their values to an ebill.
- Custom billing field information is displayed in the top section of a customer's ebill.
- Custom billing fields can be added to both ebills created individually and ebills created as part of a batch upload.
- Custom billing field information is not available in CIR reports at this time.

## **3.2 TCS Plastic Card Web Service**

### **3.2.1 Security Enhancement**

- Point-to-point encryption has been enabled for card-present transactions.

## **3.3 Documentation**

### **3.3.1 Added**

- Agency Guide to the Collections Control Panel. This guide has been excerpted from the Pay.gov User Guide and updated.

### **3.3.2 Updated**

- Agency Guide to eBilling Online — added the new features in this release.
- Pay.gov User Guide — moved CCP instructions to a separate document.
- eBilling Web Services Technical Reference — updated allowable XML characters.

## 4 Customer Support

Customer support 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

Phone: (800) 624-1373  
7:00 am to 7:00 pm Eastern Time  
Monday through Friday

Email address: [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)