



Pay.gov 6.9 Release Notice

June 13, 2016



1 Introduction

This document introduces the new features included in Pay.gov release 6.9. 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 6.9 are June 13, 2016 through June 23, 2016.

The Pay.gov 6.9 production release is scheduled for June 25, 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 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 6.9 Enhancements and Changes

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

3.1 Pay.gov Accounts

3.1.1 Log in

- New passwords (including passwords being changed) must include at least one special character. Passwords must be between 8 and 24 characters long, have at least one capital letter, have at least one lowercase letter, have at least one numeral, and have at least one special character.

3.2 eBilling Online

- Custom billing field information is available in CIR reports.
- The ampersand (&) may be used in the customer name.

3.3 Collections Service

3.3.1 Available Payment Methods

- Agencies can add Amazon as a payment method for their collection applications.

3.3.2 MasterCard BIN Expansion

- Support has been added for MasterCard's billing identification number expansion, which is scheduled to be available industry-wide on October 1, 2016. Agencies testing for expanded BINs should use the following test account numbers in Pay.gov's QA agency testing environment: 2223007060011 and 2223525060014.

3.4 Collections Control Panel

- Added the ability to search for and retrieve Amazon transactions.

3.5 Open Collections Interface (OCI)

3.5.1 Agency to Pay.gov Connections

- Agencies are required to use only Transport Layer Sockets (TLS) version 1.2 only when connecting to both Pay.gov's QA testing and Pay.gov's production environments. Connections using earlier TLS versions are rejected.

3.5.2 Pay.gov to Agency Connections

- For connections from Pay.gov to an agency, Pay.gov supports SSL 3.0, TLS 1.0, and TLS 1.1.

Note: In addition to requiring agencies connect to the Pay.gov OCI service using the TLS 1.2 protocol, Pay.gov recommends agencies implement support for TLS 1.1 and 1.2 for connections from Pay.gov. This enables agencies to comply with NIST requirements by properly securing access to their sites using those two protocols.

3.6 Reporting Service

- Added Amazon Transaction Query.
- Revised the following queries to retrieve Amazon payments when applicable: Billing Search Query, Collections Search Download Query, Collections Search Query, Financial Summary Query, Forms Search Query.
- Revised the Digital Wallet Activity File to allow retrieval of Amazon payment activity.
- Activity files include plastic card card-present transactions that do not contain the optional cardholder name.

3.7 Plastic Card Web Service

- WSDL has been updated
- Agencies wishing their activity files to include card-present transactions that do not supply the cardholder name must use the updated WSDL when submitting the transactions.

3.8 Public User Interface

3.8.1 Payment Methods

- If configured for an agency application, Amazon is displayed on the Before You Begin and Enter Payment Info pages.

3.8.2 Online Help

- Added Amazon to accepted payment methods.
- Updated password requirements to include special characters.

3.9 Documentation

3.9.1 Added

- Agency Guide to Amazon Collections.

3.9.2 Updated

- Agency Guide to the Reporting Service — added the Amazon Transaction Query and updated other reports where Amazon payments can be viewed.

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, Closed Bank Holidays

Email address: pay.gov.clev@clev.frb.org