



Pay.gov 7.12 Release Notice

March 30, 2020



1 Introduction

This document introduces the new features included in Pay.gov release 7.12. It is intended for individuals who desire an overview of the new features contained in the release, without the level of detail that may be found in other administrative, operational, or technical documents.

Agency testing dates for Pay.gov 7.12 are March 30 through April 10, 2020. Any agency issues not identified by April 10, 2020 will not be addressed until the next Pay.gov release.

The Pay.gov 7.12 production release is scheduled for May 16, 2020.

1.1 Related Documents

Pay.gov overview and technical documents are available by request from your Bureau of the Fiscal Service representative, your Pay.gov Agency Implementation liaison, or by download or request from the Pay.gov Agency Documentation site at <https://qa.pay.gov/agencydocs/index.html>. The web site will be updated with the most current versions of the documents during the week of March 30, 2020.

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 *Create Transactions* function on the myagency web site 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.
- d. The non-interactive eBilling Online Web Service provides a way for agencies to create ebills using a system-to-system interface. It requires creation of line items that will be displayed to the customer. It adds the abilities (if configured) for customers to pay individual line items instead of the entire ebill, and to pay extra in addition to the ebill total. All ebills viewed online are created from a single Pay.gov-maintained template that allows for limited customization.

Agency cash flow applications using the eBilling Online Web Service can also be accessed on the interactive eBilling Online Application. The application must be used to create optional bill features and content used by the web service.

- e. The non-interactive ACH Credit Web Service provides a way for agencies to create ACH Credit transactions on behalf of their customers through a system-to-system interface. Pay.gov records the transaction information and returns payment instructions to the agency, which in turn supplies them to the customer. The customer is obligated to complete the transaction by arranging an ACH funds transfer from their bank within 60 days, following the instructions provided. ACH Credit processing is conducted by the Credit Gateway, which informs Pay.gov and the CIR of transaction status and completion.
- f. The Billing Agreements Web Service enables agency customers to set up a billing agreement with PayPal. The billing agreement allows customers to make payments from their PayPal accounts without having to sign in and enter the payment information.

The Billing Agreements Web Service is available to an agency collecting all transaction and payment information on its own system. The web service is implemented by having the equivalent of an "Express Checkout" link on the agency's payment page. When clicked, the agency sends a payment authorization web service request to PayPal via Pay.gov and, if approved, follows it with a Force for the payment. This takes place in the background. The customer does not leave the agency's site.

- g. The Automatic Bill Payments Service (AutoPay) enables payers for agency customers to set up agreements to automatically pay all bills issued to the customer by an agency. In their billing cash flow application's configuration, agencies also have the option to allow agency users to set up AutoPay for a customer.

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. The *eBilling Online* Application 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 and downloadable 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.

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.

3 Pay.gov 7.12 Enhancements and Changes

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

3.1 Public Website

3.1.1 Payment Pages Header Changed

- The header on payment pages has changed.
- The following are shown only on the Before You Begin and Confirmation pages:
 - Pay.gov logo
 - Show Alert link
 - Sign In link
 - Create an Account link
 - Explore More Options link
 - Find an Agency link
 - Online Help link
 - Search function
- All other pages for a payment show only a Cancel link in the blue bar.

- If the Cancel link is clicked, Pay.gov requests confirmation and then returns the customer to the payment's Before You Begin page. Information already entered is lost.

3.1.2 *Payment Pages Footer Changed*

- The bottom bar with links appears only on the Before You Begin and Confirmation pages. All other payment pages show only the warning notice.

3.1.3 *Payment PDFs Created Asynchronously*

- PDFs created at payment completion are now asynchronously generated in the background. There may be a very short delay between payment completion and availability of the PDF. In the event that a customer wants to view the PDF before generation is complete, they will see an error message stating that the PDF is not yet available. The customer should try again after a few minutes.

3.1.4 *Linking Directly to a Payment Form Disabled*

- Pay.gov continues to support direct links to payment Before You Begin pages, but does not support direct links to the interior form pages where a customer enters data.
- Customers attempting to skip the Before You Begin page and link directly to a form will be sent to the payment's Before You Begin page instead.
- Agencies may still provide URLs to a payment's Before You Begin page.
- Duplicating forms is not affected. Customers may still use a link to go directly to the payment form to be duplicated.

3.2 Create Transactions eMail CC Updated (MyAgency Website Only)

- Additional email notifications are now added one at a time in separate fields. Previously they were added in a single comma separated list.
- Up to a maximum of seven (7) additional email notifications can be created for a transaction.
- Type ahead and Browse All have been added to the Payer ID fields for ACH Debit and ACH Prenotification creation.

3.3 Transaction Search — Multiple Criteria Search Updated

3.3.1 *ACH Debit Transaction*

- Account Holder Name has been added as a search criteria.
- If a partial name is entered, search returns all account holder names where that string appears anywhere in the name.

- Search is not case-sensitive.

3.4 Create Payer Profile Updated

- For accounts funded by a foreign institution, the personal information date of birth entry field has been changed. The previous single field has been replaced with separate fields for the month, day, and year.

3.5 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of 3/30/2020.

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 for agencies is also available, including problems with collection applications, balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided by Pay.gov.

4.1 Contact Information

Hours: 7:00 am to 7:00 pm Eastern Time
Monday through Friday, closed bank holidays

Phone: (800) 624-1373, Option 2

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