



# Pay.gov 7.15 Release Notice

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February 1, 2021



## 1 Introduction

This document introduces the new features included in Pay.gov release 7.15. 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 7.15 are February 1, 2021 through February 12, 2021. Any agency issues not identified by February 12, 2021 will not be addressed until the next Pay.gov release.

The Pay.gov 7.15 production release is scheduled for February 27, 2021.

### 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 February 1, 2021.

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 7.15 Enhancements and Changes**

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

#### **3.1 SEC Role Added**

- The SEC role is assigned by agencies to users who are responsible for requesting recertification of access to cash flow application for other agency users through the User Application Access Recertification function.
- Agency users may have other roles in addition to SEC.

#### **3.2 User Application Access Recertification Function Added to Agency Collections (myagency) Website**

- The function allows agencies to request recertification of agency user access to a cash flow application.
- Agency user application access recertification is required periodically (approximately every 365 calendar days).
- Recertification must be requested separately for each of an agency's application.
- Agencies submit a request for recertification, which is approved or rejected by Pay.gov.
- Agency users with the SEC role receive an email notification before recertification for an application is due. Pay.gov determines the due date

for the first recertification. Subsequent recertifications will be due 365 calendar days from the date the previous recertification was approved.

- The function allows:
  - Confirming existing user access and roles
  - Requests to add and remove roles for existing users
  - Requests to remove agency user access to the application
- See the *Agency User Access Recertification Guide* for details and instructions.

### **3.3 Agency Collections (myagency) Website Accessibility Enhanced**

- Compliance with Section 508 standards has been enhanced to make the website more accessible to the vision impaired.

### **3.4 Cancel Recurring ACH Payments Feature Rollout**

- Pay.gov is instituting automatic cancellation of recurring ACH payments for specific types of returned payments. Examples include deceased account holder, payment not authorized, and similar reasons.
- This is a standard Pay.gov feature, however it will be implemented at different times for different agency cash flow applications over the course of 2021.
- All agencies allowing recurring ACH payments are affected. The feature is not configurable by an agency. Agencies may not opt out.
- When implemented, if Pay.gov receives a payment return that would affect future recurring ACH payments, that payment and all its future recurring payments are automatically canceled. Agencies and customers will receive email notification of the cancellation and will be responsible for taking any subsequent steps regarding the payment.

### **3.5 Reporting Service**

#### **3.5.1 JSON Format Activity File Download Option Added**

- Agencies can select to download the following activity files in either XML or JSON (JavaScript Object Notation) file format:
  - Collections Activity File
  - Collections Activity File v2
  - Form Activity File
- XML is the default selection.
- Pay.gov recommends agencies contact their Agency Implementation Specialist to determine if they need to test activity file download to ensure all information is received correctly.

### **3.5.2 Form Search Query Customer eMail Field Added**

- The customer's email address has been added to the criteria that can be used in the Form Search Query.

### **3.6 eBill Logo Deactivation Enabled**

- Agency users can activate or deactivate logos used on bills created by the eBilling Online Application and the eBilling Web Service.
- Deactivated logos are not available for use with new bills unless they are activated again.
- The link to deactivate/activate a logo is in the bill setup function of the eBilling Online Application

### **3.7 Deactivated Application Emails**

- When an agency's cash flow is deactivated it no longer accepts payments. Customers are notified that pending and future scheduled payments are canceled.
- Agencies receive email notification of the deactivation and that collections for the application will cease.
- If the cashflow application is reactivated, the agency is notified by email.

### **3.8 Public Website Navigation Enhanced**

#### **3.8.1 Non-payable Form Flow Streamlined**

- Non-payable forms include a step where the customer enters their email address.
- Customers receive an email confirming the form submission.

#### **3.8.2 My Account Page Redundant Links and Text Updated**

- Buttons duplicating existing heading links were removed.
- Access code heading text change to Use Access Code.
- Some descriptive text was changed, including for change password.
- At the top of the page, a link allowing customers to go directly open the last form they visited if they need to make a similar payment. Information on the form is prepopulated.

#### **3.8.3 Payment Activity Page Enhancements**

- A link allowing customers to return to the previous page has been added to the View Details and View Receipt pages.

#### **3.8.4 Expanded Pages for Large Forms**

- Where needed, the displayed width of large, complex forms has been expanded.

### **3.9 Documentation**

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of February 1, 2021.

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