



# Pay.gov 7.1 Release Notice

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July 17, 2017



## 1 Introduction

This document introduces the new features included in Pay.gov release 7.1. 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 7.1 are July 17, 2017 through July 27, 2017.

The Pay.gov 7.1 production release is scheduled for July 29, 2017.

### 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://pay.gov/agency/documentation.html>. The web site will be updated with the most current versions of the documents during the week of July 17, 2017.

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.
- 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.

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 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.

## 3 Pay.gov 7.1 Enhancements and Changes

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

### 3.1 Collections

#### 3.1.1 ACH Credit

- ACH credit has been added as a payment option agencies can choose for cash flow applications using the Forms Service.
- If configured, ACH credit will be the only payment method available for the form.

### **3.1.2 Plastic Card**

- Pay.gov functionality supports the transition of the Bureau of the Fiscal Service's card settlement provider from Fifth Third Bank to Comerica Bank.
- Vantiv continues to be the card acquiring processor for all plastic card transaction conducted through Pay.gov.
- Conversion of all Fifth Third merchant accounts to Comerica merchant accounts is scheduled for August 19, 2017.

## **3.2 eBilling**

### **3.2.1 eBilling Online Web Service**

- This new non-interactive web service allows agencies to submit XML requests to create ebills similar to those created by eBilling Online.
- Individual line items must be included when creating an ebill.
- Custom line item fields may be created for each ebill.
- Custom bill fields may be created for each ebill.
- Customization is limited. A standard Pay.gov-maintained template is used for online ebills. Agencies may insert a custom logo, custom header text, and custom footer text.
- Agencies can choose to allow customers to pay individual line items instead of the entire bill. Pay.gov will automatically replace the ebill with a new one showing that the line item was paid.
- Both original ebills and their replacements can be viewed in online reports.
- Agencies can choose to allow customers to pay an extra amount in addition to the bill total, which will be applied to the customer's account with the agency.
- Agencies have the option, in application configuration, to receive email notices whenever ebills are paid.

## **3.3 CCP**

- ACH Credit has been added as a payment type for the Search Transactions function.

## **3.4 Forms**

### **3.4.1 ACH Credit**

- ACH Credit is available only for cash flow applications using the Forms service.
- For forms using ACH Credit, the online flow skips the Enter Payment page. Instead, customers are taken directly to the Review and Submit step.

Instructions for completing their ACH Credit payment are provided in the Confirmation step.

### **3.5 Hosted Collection Pages**

- Added the payment\_type element to CompleteOnlineCollectionWithDetails, createForceWithDetails, and getDetails responses.

### **3.6 Transaction Search**

- The refund action has been enhanced to allow agencies to request digital wallet refunds.
- ACH Credit has been added as a payment type for search criteria.

### **3.7 Reporting Service**

#### ***3.7.1 Billing Search Query***

- Details display line items and custom line item fields, if any.
- Both the original ebills and their replacements are listed. Of particular use when a customer pays an individual line item instead of the bill total. Agencies can view details for the original ebill and the replacement bills for the remaining amount.

#### ***3.7.2 Forms Search Query and Results***

- ACH Credit can be selected as a payment type in search criteria.

#### ***3.7.3 Forms Activity File and Form Activity File XSL***

- ACH Credit can be selected as a payment type in search criteria.

#### ***3.7.4 Collections Search Download CSV***

- ACH Credit can be selected as a payment type in search criteria.

#### ***3.7.5 Financial Summary – Monthly Results***

- ACH Credit can be selected as a payment type in search criteria.

### **3.8 Transaction Search**

- ACH Credit can be selected as a payment type in search criteria.

### **3.9 Public Website**

#### ***3.9.1 Sign In (Log in)***

- The Sign In dialog has been enhanced to provide a better user experience. It provides additional guidance, error messages and hints are displayed below the input fields, and a link to create a Pay.gov account has been

added. Previously, accounts were created by clicking the Register link at the top of the page. Customers can still use the Register link.

### **3.9.2 Log In and Register Links**

- Log In links have been renamed Sign In
- Register links have been renamed Create an Account.

### **3.9.3 User Profiles**

- Enhanced the Update User Profile function. Created separate flows, one for consumers and another for businesses in order to capture only the data required for each.
- Added a Verify Identity section to User Profiles.

### **3.9.4 Identity Verification**

- Added a function to request registered customers who have not visited Pay.gov in a long time (6 months), to verify their phone number and email address upon sign in.
- In the future, customers will have the options to retrieve their username via email or text message.

### **3.9.5 Forgot Username or Password**

- The Forgot Username process has been enhanced to provide a better user experience and to increase security. Pay.gov ensure that the email address that usernames will be mailed to is associated with an account. Additional instructions have been added to the username email and to dialog error messages.
- The Forgot Password process and dialog has been enhanced to provide a better user experience and to increase security. Pay.gov confirms the account's email address before sending a link to the user where they answer their security question. Instructions and help have also been added to the process' online pages and dialog.

### **3.9.6 My Bills**

- Line items, if any, are included in ebill details viewed by a customer.
- If enabled by the agency using the eBilling Online Web Service, customers can select and pay individual line items instead of paying the bill total.
- If enabled by the agency using the eBilling Online Web Service, customers will see a "Pay Additional Amount" field when they have paid the ebill total. Any additional amount paid is credited to the customer's account at the agency.
- Original ebills and any replacements created are listed when a customer pays individual line items instead of the bill total.

- Customers can cancel their most recent pending ebill payment. Once canceled, the customer can cancel the next most recent pending payment, if any.

### **3.10 Public Website Online Help**

- Added the ACH Credit topic with instructions for customers.
- Updated Support topic.

### **3.11 Documentation**

#### **3.11.1 Added**

- *eBilling Online Web Service Technical Reference*
- *Guide to ACH Credit Collections*

#### **3.11.2 Updated**

- *Renamed the Guide to ACH Collections to the Guide to ACH Debit Collections.*
- *Pay.gov Overview Guide.* Added ACH Credit as an accepted payment method.
- *Agency Guide to Transaction Search.* Added instructions for digital wallet refund requests, and added ACH Credit to the payment type search criteria.
- *Agency Guide to Amazon Pay Collections.* Revised refund and transactions search information.
- *Agency Guide to PayPal Collections.* Revised refund and transactions search information.
- *Hosted Collections Pages Technical Reference.* Added payment\_type element to sample completeOnlineCollectionWithDetails, createForceWithDetails, and getDetails responses.
- *Agency Guide to the Reporting Service.* Added ACH Credit to
- *Web Serviced Data Elements and Types, Return Codes, and Country Codes.* Added new elements to Element Definitions table. Added new return codes for the eBilling Online Web Service.

## 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

Phone: (800) 624-1373, Option 2  
7:00 am to 7:00 pm Eastern Time  
Monday through Friday, Closed Bank Holidays

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