



Pay.gov 7.20 Release Notice

April 11, 2022



1 Introduction

This document introduces the new features included in Pay.gov release 7.20. 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 7.20 are April 11, 2022 through April 22, 2022. Any agency issues not identified by April 22, 2022 will not be addressed until the next Pay.gov release.

The Pay.gov 7.19 production release is scheduled for May 21, 2022.

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 April 11, 2022.

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 cash flow 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 7.20 Enhancements and Changes

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

3.1 Transaction Search (Agency Collections)

3.1.1 Search Results

- The Account Ending In column has been added to the Search Results page.
- The new column shows the last four digits of the account number used for the transaction.
- If the account number is less than four characters long, Pay.gov adds a leading zero.

3.2 eBilling Online Application

3.2.1 Batch Access Code Upload Added

- Agency users with the BAG role can create batches of Access Codes.
- Access codes can be created for bill payers for one or more customers through a single batch file upload.
- Agency users download access code batch template, fill in the values, and then upload it.

- Agency users can use a table on the Upload Access Codes page to pre-populate the template with customer names and the appropriate number of rows needed to create access codes for bill payers.
- A maximum combined total of 500 access codes can be created at a time but the uploaded template file size must be 2MB or less. (For example, if access codes are created for two customers, the 500 access codes maximum is divided between them.)
- The template can be downloaded, and agency users can create rows manually by cutting and pasting.
- The uploaded template must be a comma separated value (.csv) file.
- After the access codes are created, each bill payer receives an email with their access code.
- Instructions for bulk access code upload have been added, and are accessed via a link on the page.

3.2.2 Remove Registered Bill Payer Added

- Agency users with the BAG role can remove bill payers who have a Pay.gov account.
- Registered bill payers are shown separately on the Manage Bill Payers page.
- A new action for listed registered bill payers has been added: Remove Access Code.
- Removing a registered bill payer deletes access to the bills for the BAN. Those bills are no longer listed on the bill payers My Bills page.

3.3 ACH Debit

3.3.1 Automatic Cancellation of Recurring Payments Added

- Pay.gov will automatically cancel returned ACH Debit payments and their future recurring payments in some circumstances.
- Examples that trigger automatic cancellation include deceased account holder, payment not authorized, and closed or unfound account.
- Agency users will no longer need to manually cancel these payments on Pay.gov.
- Customers will receive email notifying them of the payment cancellations.
- See the *Guide to ACH Debit Collections* for a list of the return codes that trigger automatic cancellation.

3.4 Hosted Collection Pages

- Support for the Croatian language has been added.

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 April 11, 2022.

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: 8:00 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