



Pay.gov 7.2 Release Notice

October 16, 2017



1 Introduction

This document introduces the new features included in Pay.gov release 7.2. 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 7.2 are October 16, 2017 through October 26, 2017.

The Pay.gov 7.2 production release is scheduled for October 28, 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 October 16, 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.

Agency cash flow application 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.

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. 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.

3 Pay.gov 7.2 Enhancements and Changes

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

3.1 Collections

3.1.1 TCS ACH Credit Service

- This new non-interactive web service allows agencies to submit XML requests to create ACH Credit transactions.
- Customers are required to complete the transactions within 60 days by contacting their financial institution and arranging an ACH funds transfer.
- ACH Credit payments are processed by the Credit Gateway, which reports them to the Collections Information Repository (CIR) and to Pay.gov.

3.2 Hosted Collection Pages Plastic Card Plastic Card Security Code Option

- Agencies accepting plastic cards have the option to configure their Hosted Collection Pages cash flow application to require customers enter the 3- or 4-digit security code (CSC or CVV2) when making a payment.

3.3 Public Website

3.3.1 Security Enhancement

- reCaptcha has been added to help prevent automated usage of select interactive features by computer programs (bots). The security enhancement affects the Create Account, Change Password, Contact Us, and the User Profile Page functions.

3.4 Documentation

3.4.1 Added

- *TCS ACH Credit Service Technical Reference*.
- *Guide to the eBilling Online Web Service*

3.4.2 Updated

- *Web Serviced Data Elements and Types, Return Codes, and Country Codes* — added new elements to the Element Definitions table.
- *eBilling Online Web Service Technical Reference* — added new sections describing the association with the eBilling Online Application and describing custom bill content.
- *Hosted Collection Pages Technical Reference* — Added new section explaining use of plastic card security codes

- *Agency Guide to the Collections Control Panel* — Added new section describing ACH Credit.
- *Agency Guide to the eBilling Online Application* — Added new section describing access code email additional text.
- *Agency Guide to the Forms Service* — Added new section describing payment methods.
- *Pay.gov Service Overview* — Added new sections describing ACH Credit transactions, the ACH Credit Web Service, and eBilling Online Web Service options.
- *Agency Guide to PayPal Collections* — Expanded the PayPal Reconciliation section with additional descriptions of PayPal voucher numbers.
- *Pay.gov Architecture, Security and Compliance* — Added a new section describing the use of reCaptcha on the Public website.
- *Agency Guide to TAS/BETC Classification* — Added sections describing use of TAS/BETC with the eBilling Online Web Service and the ACH Credit Web Service
- *Agency Guide to Transaction Search* — Added section with steps to search using multiple criteria.
- *Web Services Technical Overview* — Added section describing the ACH Credit 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