



# Pay.gov 7.5 Release Notice

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July 16, 2018



## 1 Introduction

This document introduces the new features included in Pay.gov release 7.5. 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 7.5 are July 16, 2018 through July 26, 2018.

The Pay.gov 7.5 production release is scheduled for July 28, 2018.

### 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 July 16, 2018.

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.
- 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.

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 7.5 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 Collections

- Additional information has been added to the ACH Credit payment instructions to the payment confirmation page and email.

**Pay.gov has received your ACH Credit Transaction Request. In order to complete this transaction for {Application Name}, provide the following ACH Credit Instructions to your bank. Please confirm the Pay.gov Tracking ID is present in NACHA Record 6 Field 7. If it is missing, it will cause the automatic return of your transaction.**

#### 3.2 TCS Batch Web Service

- Added duplicate batch detection capability to compare all new batches submitted against previously submitted batches.
- If the contents of a newly submitted batch exactly match the contents of a previously submitted batch, the new batch is flagged as a potential duplicate and the transactions it contains are not processed.
- Agencies must contact their Pay.gov Agency Implementation Liaison to designate primary and secondary individuals and provide contact information. Pay.gov Support will require one of these individuals to approve or reject processing of any batch identified by the system as a potential duplicate.
- Agencies specify a lookback period for comparisons. The look back period is the comparison period, up to 365 days in the past. For example, if the look back period is seven days, a newly submitted batch will be compared to all batch submitted in the previous seven days.

### 3.3 Hosted Collection Pages

- The maximum file size for a logo to be displayed on a hosted collection page has changed to 400 KB.
- Additional information has been added to the ACH Credit payment instructions returned to the agency, which can be manipulated by the agency and provided to the customer:

**In order to complete this transaction for {Application Name}, provide the following ACH Credit Instructions to your bank. Please confirm a Tracking ID is present in NACHA Record 6 Field 7. If it is missing, it will cause the automatic return of your transaction**

### 3.4 Agency Collections Website

#### 3.4.1 Create Transactions

- Added a new Create Transactions function to allow agency users to interactively create plastic card payments.
- Currently, only plastic card Sales and Authorization transactions can be created. When created, they are processing immediately in real time.

#### 3.4.2 Transaction Search

- Added a new Force action for plastic card Authorizations.
- The new Force action can be applied to plastic card Authorizations created within the Create Transactions function and within the Collections Control Panel (CCP).

### 3.5 Documentation

#### 3.5.1 Added

- *Guide to the Agency Collection Payments* — describes entering plastic card Sale and Authorization transactions in the new Create Transactions function.

#### 3.5.2 Updated

- *Guide to the Pay.gov Websites, Sign In, and Navigation* — revised description of the Agency Collections website.
- *TCS Batch Web Service Technical Reference* — added sections describing Duplicate Batch Detection and Duplicate Transaction Detection options.
- *Web Service Data Elements and Types, Return Codes, and Country Codes* — added return code and description for TCS Batch Web Service duplicate batch detection.
- *TCS Single Web Service Technical Reference* — added section describing Duplicate Transaction Detection option.

- *Pay.gov Web Services Technical Overview* — revised descriptions of the TCS Batch and TCS Single Web Services.
- *Agency Guide to the eBilling Web Services* — added section describing unpaid bill reminder notices.
- *Agency Guide to the eBilling Web Services* — added section describing unpaid bill reminder notices.
- *Agency Guide to the eBilling Online Application* — added section describing unpaid bill reminder notices.
- *Agency Guide to the eBilling Online Web Service* — added section describing unpaid bill notices.
- *Pay.gov Services Overview* — added Agency Collections Payments section, revised descriptions of available Pay.gov services, revised Transaction Search section.
- *Agency Guide to Transaction Search* — added instructions on Forcing plastic card Authorization transactions (related to plastic card Authorizations submitted through the Create Transactions function on the Agency Collections website). Added sections describing refunds and plastic card voids as displayed on vouchers.
- *Hosted Collection Pages Technical Reference* — changed the maximum file size allowed for the collection page header image.

## 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)