



Pay.gov 7.6 Release Notice

October 1, 2018



1 Introduction

This document introduces the new features included in Pay.gov release 7.6. 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 7.6 are October 1, 2018 through October 12, 2018. Any agency issues not identified by October 12, 2018 will not be addressed until the Pay.gov 7.7 release.

The Pay.gov 7.6 production release is scheduled for October 27, 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 October 1, 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 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.

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 7.6 Enhancements and Changes

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

3.1 Compatible Web Browsers

- Pay.gov will not be compatible with Microsoft® Internet Explorer® 8 or earlier versions. Site pages will not display correctly, and users will not be able to enter their payment.
- All Pay.gov websites are affected.
- Pay.gov recommends using Internet Explorer® 9 or later, Microsoft Edge®; or a current version of Mozilla Firefox®, Google Chrome®, or Apple Safari®.
- When an incompatible version of Internet Explorer is detected, an initial alert recommends using a newer version.

3.2 Collections

3.2.1 PayPal Collections

- Pay.gov will provide agencies the customer's shipping address entered in PayPal for merchandise purchase transactions submitted through the Hosted Collection Pages or Billing Agreements services.

3.3 Hosted Collection Pages Web Service (TCSOnline)

- TCSOnlineService WSDL version 2.2 has been added for use by agencies offering merchandise purchases using payments through PayPal.
- Agencies accepting PayPal payments for merchandise purchases must use version 2.2 of the TCSOnlineService WSDL.

- The new WSDL allows transaction messages returned to an agency to include shipping address information the customer entered in PayPal.
- Agencies not requiring PayPal shipping address information can continue using versions 2.0 and 2.1 of the WSDL. However version 2.2 can be used for all Hosted Collection Pages transactions.
- Pay.gov encourages agencies with Hosted Collection Pages cash flow applications to implement the TCSONlineService WSDL version 2.2.
- WSDL and XSD download locations:

Agency testing environment:

WSDL	https://qa.tcs.pay.gov/services/TCSONlineService/2.2/?wsdl
XSD	https://qa.tcs.pay.gov/services/TCSONlineService/2.2/.xsd2.xsd

Production Environment:

WSDL	https://tcs.pay.gov/services/TCSONlineService/2.2/?wsdl
XSD	https://tcs.pay.gov/services/TCSONlineService/2.2/.xsd2.xsd

- Service endpoints for TCSONlineService WSDL version 2.2

Agency testing environment:

<https://qa.tcs.pay.gov/services/TCSONlineService/2.2/>

Production environment:

<https://tcs.pay.gov/services/TCSONlineService/2.2/>

3.4 eBilling Agreements

- All agencies using PayPal Billing Agreements must download and deploy the latest version of the BillingAgreements Service WSDL for their transactions.
- The updated WSDL provides agencies accepting PayPal the customer's shipping address for merchandise purchases.
- WSDL and XSD download locations:

Agency testing environment:

<https://qa.tcs.pay.gov/billingagreement/services/BillingAgreementService?wsdl>

Production environment:

<https://tcs.pay.gov/billingagreement/services/BillingAgreementService?wsdl>

XSD files:

Obtain the XSD files by sending an email to Pay.gov Customer Support at pay.gov.clev@clev.frb.org.

3.5 Public UI

3.5.1 *Email Address Required.*

- All customers who do not sign in are required to provide an email address when submitting their payment. Pay.gov will automatically send all customers an email confirmation of their payment.

3.5.2 *Public Website Pages Updated*

- Several Pay.gov pages have been redesigned to make it easier for customers to make the most common payments, enhancing the customer experience.
- The Home page, a new Explore More Options page, and the Before You Begin page have been refreshed and the design complies with U.S. Federal Government web design standards for usability and accessibility.

3.6 Documentation

3.6.1 Updated

- *Hosted Collection Pages Technical Reference* — added information on returning PayPal shipping address information to agencies, and the updated WSDL.
- *Billing Agreements Technical Reference* — added information on returning PayPal shipping address information to agencies, and the updated WSDL.
- *PayPal Collections Guide* — added information on returning PayPal shipping address information to agencies.
- *Web Service Data Elements and Types, Return Codes, and Country Codes* — added shipping address elements descriptions.

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