



Pay.gov 7.7 Release Notice

December 31, 2018



1 Introduction

This document introduces the new features included in Pay.gov release 7.7. 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 7.7 are December 31, 2018 through January 12, 2019. Any agency issues not identified by January 12, 2019 will not be addressed until the next Pay.gov release.

The Pay.gov 7.7 production release is scheduled for January 26, 2019.

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 December 31, 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 7.7 Enhancements and Changes

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

3.1 Hosted Collection Pages Web Service (TCSONline)

3.1.1 Hosted Collection Pages

New TCSONlineService WSDL

- TCSONlineService WSDL version 3.0 has been added for use by agencies wishing to restrict payment options for a transaction to a single payment type. ACH debit only, for example.
- The specified payment type must be one of the allowed types configured for the agency's Hosted Collection Pages cash flow application.
- If an allowed payment type is specified in a transaction's startOnlineCollection request sent to Pay.gov, the customer would not be able to use any other type.
- If no payment type is specified, the customer would be able to choose any of the types configured for the cash flow application.
- **Agencies must use TCSONlineService WSDL version 3.0 to use this new option.**
- Agencies using the Hosted Collections Service are encouraged to modify their applications to use version 3.0 of the WSDL. Version 3.0 supports the features and functions available in earlier TCSONlineService WSDLs. However, Pay.gov continues to support previous WSDL versions.

3.1.2 getPaymentTypes

- The getPaymentTypes request in version 3.0 enables agencies to get a list of all payment types configured for their application.

3.1.3 Character Restrictions for WSDL 3.0

- Characters that may be used in the values for the following WSDL 3.0 elements are restricted:
 - payment_type
 - transaction_type
 - language
 - auth_paygov_tracking_id
- Note that the character restrictions apply to the TCSONlineService 3.0 WSDL only.
- See the Hosted Collections Pages Technical Reference for details.

3.1.4 TCSONlineService WSDL 3.0 and XSD download locations:**Agency testing environment:**

WSDL	https://qa.tcs.pay.gov/services/TCSONlineService/3.0/?wsdl
XSD	https://qa.tcs.pay.gov/services/TCSONlineService/3.0/.xsd2.xsd

Production Environment:

WSDL	https://tcs.pay.gov/services/TCSONlineService/3.0/?wsdl
XSD	https://tcs.pay.gov/services/TCSONlineService/3.0/.xsd2.xsd

3.1.5 Service endpoints for TCSONlineService WSDL version 3.0**Agency testing environment:**

<https://qa.tcs.pay.gov/services/TCSONlineService/3.0/>

Production environment:

<https://tcs.pay.gov/services/TCSONlineService/3.0/>

3.1.6 Retrieving Payment Types

- Agencies using the TCSONlineService WSDL 3.0 can retrieve a listing of all payment types allowed for their cash flow application.
- Use the getPaymentTypes request.

3.1.7 Hosted Collection Pages User Redirect

- The user redirect process and customer payment method selection for Hosted Collection Pages have been streamlined to improve payment flows.

3.1.8 Custom Collection Field Validation

- If a custom collection field is configured to require a value, Pay.gov validates a value is present at the time the startOnlineCollection request message is submitted. Pay.gov returns an error if a value is not present.
- Custom collection fields not configured to require a value are not validated.

3.1.9 WCAG and Section 508 Accessibility

- The format of Hosted Collection Pages has been enhanced to conform to WCAG and Section 508 accessibility standards.

3.1.10 Design and Maintenance

- A new API is available to agencies to aid in their Hosted Collection Pages site design and maintenance.
- Contact your Pay.gov Agency Implementation liaison for information.

3.2 Transaction

- If configured for a cash flow application, the Change Payment Amount action allows agency users to change the ACH debit payment amount for payments that have not been submitted for settlement. Both one-time and recurring payment amounts can be changed
- For recurring ACH debit payments, the amount change can apply to only the next payment, not affecting later payment amounts, or to all remaining payments:

3.3 Documentation

3.3.1 Updated

- *Hosted Collection Pages Technical Reference* — added information on the options and changes in the TCSONlineService WSDL version 3.0, and on custom collection field validation.
- *Agency Guide to Transaction Search* — added information on the Change Payment Amount action.
- *Guide to the Pay.gov Websites, Sign In, and Navigation* — added information Safari browser compatibility.
- *Web Service Data Elements and Types, Return Codes, and Country Codes* — added payment_type elements from the TCSONlineService WSDL 3.0. Updated 4100 series return codes.
- *Guide to Agency Collections - ACH Debit and Plastic Card* — added sections on ACH Debit payments.
- *Ebilling Web Services Technical Reference* — corrected return codes.

- *Ebilling Online Web Service Technical Reference* — corrected return codes.

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