



Pay.gov 7.8 Release Notice

April 1, 2019



1 Introduction

This document introduces the new features included in Pay.gov release 7.8. 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 7.8 are April 1, 2019 through April 12, 2019. Any agency issues not identified by April 12, 2019 will not be addressed until the next Pay.gov release.

The Pay.gov 7.8 production release is scheduled for April 27, 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 April 1, 2019.

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.

- 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 7.8 Enhancements and Changes

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

3.1 Password Length

- For all Pay.gov websites and services, the maximum length of a password has been increased to 64 characters.
- For the Agency and Agency Collections websites, minimum password length remains at 12 characters.
- For the Public website, minimum length remains at 8 characters for existing passwords and 12 characters for new passwords.

3.2 Plastic Card Collections

- Agencies submitting plastic card collections should include Level II and III data with the transactions.
- Level II and III data is submitted only for business-to-government and business-to-business transactions. Supplying this data lowers the interchange rate cost of these transactions.
- In order to make submission of Level II and III data easier, Agencies should specify default values in their Pay.gov configuration for the following required Level II and III data:
 - dest-country

- item-descriptor
- unit-of-measure

These values are used only for Plastic Card settlement. If this data is not submitted with a transaction, Pay.gov automatically inserts the default value.

- If a value for item-descriptor is not submitted when the plastic card transaction is processed, any other Level II and III data is ignored and the transaction is not eligible for the discounted interchange rate.
- Pay.gov also inserts default values for other required Level III elements if no values are submitted for the transaction. These values have been pre-determined by Pay.gov. Agencies do not provide defaults for them.
- See the *Web Services Data Elements and Types, Return Codes and Country Codes* guide for details.

3.3 ACH Payer Profiles

- Functions to create, update, and search for ACH customer's Payer Profiles have been added to the Agency Collections website. These are available to agency users with the PPA role. Profiles that will not be active until a designated date in the future (Future-Dated Profile) can also be created.
- A payer profile can be set up for a business or individual. The ACH account information in the profile can then be used for the business or individuals ACH transactions in Pay.gov.
- The payer profile functions available in Agency Collections website have been enhanced making them easy to use.
- See the *Agency Guide to Payer Profiles — Agency Collections Website* for details.

3.4 Company Profiles

- Functions to create, update, and search for Company Profiles have been added to the Agency Collections website.
- Company Profiles enable agencies to automatically populate values in form fields, based on a customer's account. The fields are defined in a form application's Pay.gov configuration.
- Field values are maintained independently of the form. Values are easily changed without affecting the form design.
- See the *Agency Guide to Company Profiles — Agency Collections Website* for details.

3.5 Public Website

- The confirmation page and email message for ACH payments has been changed. The word “confirm” replaces the word “receipt” in order to make the purpose of the page and message clearer.

3.6 Automatic Bill Payment

- The Automatic Bill Payment (AutoPay) service is available to agencies with ebilling cash flow applications.
- Once configured for an ebilling application, AutoPay allows a bill payer for a customer to enroll the customer’s billing account (BAN) in AutoPay. From that point on, all bills issued to the BAN by that agency will be paid from a designated account without any further action by the customer.
- If a customer has multiple bill payers for a BAN, any one of those payers can enroll the entire BAN and all its bill payers in AutoPay
- Once AutoPay is enabled for a cash flow application, the agency controls maintenance and can cancel AutoPay enrollment for a customer at any time. Agencies also have the option in configuration to enable agency users to enroll BANs on behalf of a customer.
- See the *Guide to Automatic Bill Payment (AutoPay)* for details.

3.7 Reporting Service

- The Collection Voucher Report has been enhanced to include the Net Total (Credits minus Debits) for the number of transactions and total amount.
- 18 months of data are available for the Collection Voucher Report.

3.8 Documentation

3.8.1 Added

- *Agency Guide to Payer Profiles – Agency Collections Website* — describes the ACH Payer Profiles functions added to the agency collections website.
- *Guide to Automatic Bill Payment (AutoPay)* — describes setting up and enrolling in the autopay option.

3.8.2 Updated

- *Web Services Data Elements and Types, Return Codes, and Country Codes* — expanded descriptions of web service data elements and plastic card level III elements.
- *Agency Guide to the eBilling Online Application* — added information on automatic bill payment.
- *Guide to the eBilling Online Web Service* — added information on automatic bill payment.

- *Agency Guide to the eBilling Web Services* — added information on automatic bill payment.
- *Services Overview* — added information on automatic bill payment; updated information on payer profiles.
- *Agency Guide to the Reporting Service and Activity Files* — updated description of the Collection Voucher Report.
- *Agency Guide to Application Testing* — updated instructions for Testing ACH rejects; added test debit card account number.
- *Ebilling Online Web Service Technical Reference* — added information on Automatic Bill Payment; updated Access Code Service data element descriptions.
- *Ebilling Web Services Technical Reference* — added information on Automatic Bill Payment.
- *TCS Batch Web Service Technical Reference* — added information on plastic card level 2 and 3 data.
- *TCS Plastic Card Web Service Technical Reference* — updated information on plastic card level 2 and 3 data.
- *TCS Single Web Service Technical Reference* — updated information on plastic card level 2 and 3 data.
- *Web Services Technical Overview* — added information on Automatic Bill Payment.

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