



# Pay.gov 7.9 Release Notice

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July 1, 2019



## 1 Introduction

This document introduces the new features included in Pay.gov release 7.9. 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 7.9 are July 1, 2019 through July 12, 2019. Any agency issues not identified by July 12, 2019 will not be addressed until the next Pay.gov release.

The Pay.gov 7.9 production release is scheduled for July 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 July 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 More Secure Single Agency Website**

- **A more secure single agency website, including full CCP capability, will be implemented with the 7.9 release.**
- **The new agency web site can be accessed using the internet address - <https://www.pay.gov/myagency>.**
- **Please update your browser favorites to use this new address.**
- **Agency users attempting to access Pay.gov's legacy Agency website, <https://pay.gov/agency/>, will be redirected to MyAgency.**
- **Agency users attempting to access Pay.gov's Ebillingonline website, <https://pay.gov/ebillingonline/>, will be redirected to MyAgency.**

## 4 Pay.gov 7.9 Enhancements and Changes

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

### 4.1 Digital Wallet

#### 4.1.1 PayPal Credit

- PayPal Credit can be used as a payment method if agencies allow PayPal payments. However, agencies must request the PayPal Credit option be activated. The agency's Application Approver should make the request directly to Pay.gov Customer Support via email.
- For Hosted Collection Pages and Billing Agreement cash flow applications, agencies can allow customers to use PayPal Credit as their default payment method.

### 4.2 eMail CC Limit

- For payments on Pay.gov's public website, customers can enter no more than seven additional email addresses that will receive a confirmation of the payment.
- The additional email addresses are entered in the additional email addresses (CC:) field a payment's Review and Submit page.
- An error message is displayed if a customer attempts to enter more than seven addresses.

### 4.3 eBilling – Multi Bill Pay

- Agencies using any eBilling Online Application have the option in configuration to allow their bills to be included in the list of bills customers can pay together in a single payment.
- Customers may see a change to their My Bills page, Pending tab if they have bills eligible for Multiple Bill Pay. The page will have a Pay Multiple Bills button at the top of the list of bills.
  - Clicking the button opens a new page listing only bills that can be paid together in a single payment. The total amount needed to pay all the bills is calculated by Pay.gov and appears at the top and bottom of the page.
  - Customers can select all the bills or use the checkboxes to the left of each bill to deselect or select it individually. If a customer selects only some of the bills, Pay.gov recalculates the total amount and it is automatically refreshed at the top and bottom of the page.
  - If any listed bill is eligible for Multiple Bill Pay, the Pending tab will have the Pay Multiple Bills button, even if only one listed bill is eligible.

**Note:** The customer must have at least two bills in their Pending tab, and one of them must be from an application allowing Multi Bill Pay for the “Pay All” section and button to be displayed.

- The payment page for the bills shows the total amount to be paid, and payment methods accepted by the selected bills are shown.
- The payment review and authorize page lists the bills that have been selected, the total amount of the payment, and the payment method chosen.

**Important!** This does not mean that all selected bills will be paid. Only the selected bills that allow the chosen payment method will be paid. Paid and unpaid bills will be listed on the transaction’s confirmation page.

- After the transaction is submitted, Pay.gov’s confirmation page lists which bills were paid and which were not. All bills not accepting the selected payment method will be shown with a failed payment. The amount of the payment actually submitted for settlement is reduced, and the customer will have to separately pay the unpaid bills.

#### 4.4 Transaction Search

- A Payer ID search criteria has been added to the Transaction Advanced Search for the ACH Debit payment type.

#### 4.5 Password Reset — Public Website

- When creating a new password, or a new answer to their security question, customers can choose to see the password/answer as they are entering it. They can either check a “Show” box before they begin entering to view the password/answer as it is being typed, or they can enter the entire password/answer and then check the box to view it.
- If they do not check the “Show Password” checkbox their password will be hidden as dots.

#### 4.6 Documentation

##### 4.6.1 Updated

- *Hosted Collection Pages Technical Reference* — Added instructions for designating PayPal Credit as the default payment method.
- *Billing Agreement Web Service Technical Reference* — Added instructions for designating PayPal Credit as the default payment method.
- *Agency Guide to the eBilling Web Services* — Added the bulk bill payment option.

- *Agency Guide to the eBilling Online Application* — Added the bulk bill payment option.
- *Agency Guide to the eBilling Online Web Service* — Added the bulk bill payment option.
- *Web Services Data Elements and Types, Return Codes, and Country Codes* — Added the funding\_source element for PayPal Credit.

## 5 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.

### 5.1 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)