



Pay.gov 8.1 Release Notice

April 3, 2023



1 Introduction

This document introduces the new features included in Pay.gov release 8.1. 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 8.1 are March 20, 2023 through March 31, 2023. Any agency issues not identified by March 31, 2023 will not be addressed until the next Pay.gov release.

The Pay.gov 8.1 production release is scheduled for April 1, 2023.

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 March 14, 2023.

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. Transactions are collected and processed by the core collection service. Transactions are submitted by any of the Pay.gov services listed below. The core service validates and manages submitted payment data, forwards it to the appropriate payment processor, and responds with information required by the service used and the agency cash flow application.
2. The *Create Transactions* function on the myagency web site enables agencies to manually enter transactions in Pay.gov.
3. The Collections API is a cloud-based service that enables agencies to submit non-interactive ACH Debit collections to Pay.gov. The Collections API 24/7/365 availability minimizes downtime interruptions. All submitted transactions require authentication for enhanced security.
4. *Pay.gov Web Services* allow agencies to send non-interactive and interactive collection transactions to the core 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.
5. 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.
6. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
7. 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.
8. 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 8.1 Enhancements and Changes

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

3.1 Single Sign In Option Added for Public Website

3.1.1 Options

For enhanced security, customers and agency users signing in to Pay.gov can continue using their current Pay.gov sign in username and password or to link their Pay.gov account to a US Government-approved single sign in service.

- Pay.gov accounts can be linked to ID.me.
- Customers and agency users can create a new ID.me sign in account or they can link their Pay.gov account to an existing account if they have one.
- Once linked, the customer or agency user must always use their ID.me credentials to sign in to Pay.gov. The customer's or agency user's Pay.gov username and password are no longer valid.

- The same ID.me sign in can also be linked to other US Agency or service accounts to provide secure sign-in.
- Customers and agency users creating a new Pay.gov account have the choice to create a Pay.gov username and password, create an ID.me account, or link to their existing ID.me account.
- Once a Pay.gov account is linked to ID.me the password reset function on Pay.gov is no longer available. Customers and agency users must go to ID.me to reset their password or perform other sign in account maintenance.
- **Agency users creating a new Pay.gov public website account first create a Pay.gov account with their username and password and then have the option to associate the account with ID.me.**

3.1.2 Additional Instructions

- Instructions are available at the public website's sign in link.

3.2 Single Sign In Option Added for Agency Collections (myagency) Website

3.2.1 Agency User Options

- **Agency users who access Activity Files should not link their Agency Collections (myagency) account to ID.me, or PIV/CAC. They should continue to use their Pay.gov username and password. Additional information will be provided at a future date.**
- Agency users with an existing Pay.gov username and password can continue using them to sign in. Optionally, they can link their Agency Collections (myagency) account to a new or existing ID.me sign in or their PIV/CAC.
- Once linked, the agency user must always use their ID.me sign in or PIV/CAC to sign in to Pay.gov. Their Pay.gov username and password are no longer valid.

3.3 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of April 3, 2023.

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: 8:00 am to 7:00 pm Eastern Time
Monday through Friday, closed bank holidays

Phone: (800) 624-13a3, Option 2

Email address: pay.gov.clev@clev.frb.org