



Pay.gov 8.3 Release Notice

August 21, 2023



1 Introduction

This document introduces the new features included in Pay.gov release 8.3. 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 8.3 are August 21, 2023 through September 1, 2023. Any agency issues not identified by September 1, 2023 will not be addressed until the next Pay.gov release.

The Pay.gov 8.3 production release is scheduled for September 16, 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 August 21, 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. *Pay a Form* on the Agency Collections website enables agency users to create transactions on behalf of customers without having to use forms on Pay.gov's public website.
4. Collections API is a cloud-based service that enables agencies to submit non-interactive ACH Debit and Plastic Card collections to Pay.gov. The Collections API's 24/7/365 availability minimizes downtime interruptions. All submitted transactions require authentication for enhanced security.
5. *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.
6. 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.
7. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
8. 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.
9. The *Reporting Service* provides online and downloadable reports, which allow agencies to reconcile transactions with reports from other financial applications such as the Collection Information Repository (CIR) or plastic card settlement agents.
10. *Activity Files* are not available through the Reporting Service. They are available only using the Activity File Service, Activity File Servlet, or system-to-system download. A separate machine account (Pay.gov MGA role) is required for download.

There are a number of Activity Files, each having information about different transactions and payment methods taking place on a given day. Agencies can use Activity Files to reconcile their collection transactions.

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 8.3 Enhancements and Changes

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

3.1 Collections API

- Plastic Card performance enhanced.

3.2 Single Sign On Enforced

3.2.1 Public User Options (www.pay.gov)

- As of 9/15/2023, customers with a Pay.gov account can only sign in using a US Government-approved single sign on service. This has been mandated for enhanced security.
- Pay.gov customer accounts can be linked to a new Login.gov account, a new ID.me account, or to a customer's existing Login.gov or ID.me account.
- When linking their Pay.gov account to Login.gov or ID.me customers must provide their email address. The email address can be used with only one Login.gov or ID.me sign on.
Users will be able to view additional information by reviewing the Single Sign On section under the Pay.gov Help page or by clicking the Learn More button after logging in to Pay.gov.
- Once linked, the customer must always use their Login.gov or ID.me credentials to sign in to Pay.gov. The customer's Pay.gov username and password are no longer valid.
- Once a Pay.gov account is linked to a single sign in service the password reset function on Pay.gov is no longer available. Customers must go to Login.gov or ID.me to reset their password or perform other sign in account maintenance.

Customers who do not have Pay.gov accounts do not need a Login.gov or ID.me account. They can continue to make payments as a guest on Pay.gov.

3.2.2 Agency User Options (www.pay.gov/myagency)

- Agency users must sign in to the Agency Collections (myagency) website using their PIV/CAC credentials. Agencies needing an exception should contact the Pay.gov Agency Implementation Team (Clev.eGov.Agency.Implementation@clev.frb.org)
- Once linked, the agency user must always use their PIV/CAC card.
- New agency users must first sign in with the Pay.gov username and password given to them, and then associate the account with their PIV/CAC employee ID.
- Agency users accessing their account on the Public website (Pay.gov/home) must associate their account with Login.gov or ID.me.

3.3 Agency User Accounts with the AFF or AFL Role

3.3.1 Agency Users That Access Private Forms Through the Pay.gov Public Site

- Agency users who already have an ID.me or Login.gov account can connect to the Pay.gov public site (www.pay.gov). In order to maintain access to previously submitted information, users will need to connect their existing Pay.gov legacy account on the Pay.gov public site (www.pay.gov).

- Agency users that do NOT have an existing ID.me or Login.gov account will need to create an account on one of these platforms. In order to maintain access to previously submitted information users will need to connect the Pay.gov legacy account on Pay.gov's public site.

3.3.2 Agency Users That Access the Agency Collections (myagency) Site and Private Forms on the Pay.gov Public Site

- Agency users that access private forms on the Pay.gov public site (www.pay.gov) and also access the Agency collections site (<https://pay.gov/myagency>) must connect their accounts on the Agency Collections site first, before connecting on the Pay.gov public site.
- These users should hold off on connecting their accounts through the single sign on options (ID.me or Login.gov) until further instruction is received.

3.4 Reporting

- Activity Files are no longer available in the Reports function on the Agency Collections (myagency) website.

3.5 Activity Files

- Due to the change to a single sign on, activity files are no longer available on the Agency Collections website.
- Activity files can be systematically downloaded using the Activity File Service or Activity File Servlet. Agencies may also request files on an ad hoc basis using either method.
- Agencies needing to download activity files must have a separate Pay.gov account with the MGA role. Contact your Pay.gov Agency Implementation Specialist for more information.
- See the *Agency Guide to Activity Files* for detailed information on downloading.

3.6 Support for Special Characters in eMail Address Expanded

- The following additional special characters are now allowed in email addresses:

#		?
\$		^
& (must be encoded as & for some cash flow applications)		_
'		,
*		{

-	
/	}
=	~

- & must be encoded as & when sending requests for the following cash flow applications:
 - Collections Activity File – XML
 - Collections Activity File v2 -XML
 - Collections Activity File v3 – XML
 - Collections Activity File v4 – XML
 - eBilling Online Application
 - eBilling Online Web Service
 - eBilling Web Service Access Code Service
 - CIR Extracts

3.7 Forms Updated

- To accommodate the additional special characters in email addresses, . Pay.gov Forms will be updated in the evening of 8/28/2023, prior to the 8.3 production release.
- A new version of the agency forms will be published.
- The new form version number will appear in online reports available on the Agency Collections website, in Activity Files, and in Collection Information Repository (CIR) extracts.

3.8 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of August 21, 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) 624-1373, Option 2
- a. *Email address:* pay.gov.clev@clev.frb.org