



Guide to ACH Credit Collections for the Forms Service

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This version of the Pay.gov Guide to ACH Credit Collections supersedes all previous versions.

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Revision History

Date	Author	Description
July 17, 2017	Walter Rowinsky FRB Cleveland	Initial Version
October 16, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.2 (changed title; added section 4; updated sections 2, 3, and 4).
April 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.4 (updated sections 2, 3 and 5).
July 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.9 (removed references to CCP).
January 30, 2020	Walter Rowinsky FRB Cleveland	Updated section 8.3 with new ACH Credit Status.

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1 Introduction

This document provides an overview of Pay.gov ACH Credit transactions only. For information about ACH Debit transactions see the *Guide to ACH Debit Collections*.

1.1 Related Documents

Detailed documents describing Pay.gov services and functions can be found at <https://qa.pay.gov/agencydocs/>. These documents are intended for agency users and technicians.

Information about Pay.gov's Public (customer) user interface is available in the online help at <https://pay.gov/public>.

2 ACH Credit Overview

Important! ACH Credit is available only for transactions with businesses. It is not available to individuals.

Like ACH Debit, ACH credit is an electronic funds transfer from a customer's bank account. However, no actual payment is made on Pay.gov. Instead the customer essentially promises to pay from an ACH account within a restricted period of time.

An ACH Credit transaction is created through either of two Pay.gov services:

- the Hosted Forms Service
- the ACH Credit Web Service

ACH Credit cannot be used for any other Pay.gov service.

Generally, ACH Credit is used for infrequent, high-dollar transactions.

2.1 ACH Credit for Pay.gov Hosted Forms

Agencies can request creation of a Pay.gov hosted form cash flow application with ACH Credit as the payment method. Only private forms can use ACH Credit as the payment method, and ACH Credit will be the only payment method allowed.

To create a transaction, the customer completes and submits a form on Pay.gov's public website. Then, instead of a payment page, Pay.gov displays instructions the customer must follow to complete their payment. The instructions include information the customer must submit to their bank to initiate the ACH funds transfer.

Pay.gov records transaction details and the "promise" to pay. That information is available to agencies in Pay.gov online reports and transaction searches.

Later when the payment processing is completed via the Credit Gateway, Pay.gov records the payment status as complete and makes that information available in reports, activity files, and transaction searches.

2.2 ACH Credit Web Service

See the *ACH Credit Web Service Technical Reference* for detailed information.

2.3 Restrictions

- ACH Credit is only available to agencies identified by the U. S. Treasury as candidates for ACH Credit.
- ACH Credit may be used only for transactions with businesses.
- Only cash flow applications using Pay.gov's Forms Service or the ACH Credit Web Service can be configured for ACH Credit.
- Customers are required to contact their financial institution to provide instructions and arrange their ACH payment.
- After a Pay.gov Hosted Forms or ACH Credit Web Service transaction is created, customers must contact their financial institution and complete their payment within 60 calendar days.

- Forms Service Restrictions:
 - Only private forms can be used for ACH Credit
 - If configured for a Forms Service cash flow application, ACH Credit is the only payment method available. It cannot be combined with other payment methods.
 - Customers must sign in to a Pay.gov account before opening a Pay.gov form accepting ACH Credit.
- ACH Credit Web Service Restrictions:
 - Only the ACH Credit payment method can be used for the web service.

2.4 Supported ACH Accounts

The customer’s account used for ACH Credit is not seen by Pay.gov. Customers can use any ACH account their bank allows for ACH Credit transactions.

2.5 Pay.gov Services Supporting ACH Credit Collections

Table 1: ACH support by service

ACH Transaction	TCS Single	TCS Batch	Hosted Collection Pages	TCS Plastic Card	ACH Credit Web Service	Forms	eBilling	eBilling Online Application	eBilling Online Web Service	Create Transactions
ACH Credit	No	No	No	No	Yes	Yes	No	No	No	No
Cancel ACH Credit	No	No	No	No	Yes	No	No	No	No	No

Note: Pending ACH Credit transactions create though the Forms Service can be canceled only by the customer through the Payment Activity function in their My Account section of the public website.

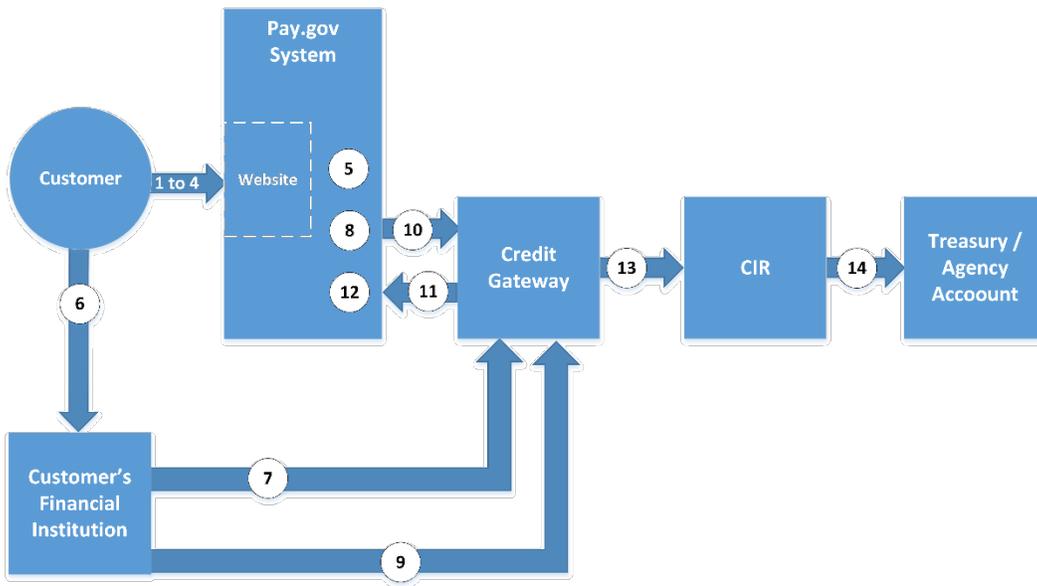
3 ACH Credit Hosted Form Transaction Flow

ACH credit is a two-part transaction.

First, the customer provides information about the account payment will be made from and promises that the funds will be transferred within 60 days. The customer does not authorize a funds transfer at the time of the transaction. Pay.gov's transaction confirmation provides instructions for completing the funds transfer.

Second, the customer must contact their bank to provide Pay.gov's instructions and to authorize the funds transfer. The bank then transfers the funds to the account in the instructions.

Figure 1: Typical ACH credit transaction



1. The customer signs in to their Pay.gov account.
2. The customer creates an ACH Credit transaction on Pay.gov's public website for an Agency cash flow application.
3. Pay.gov's payment page is skipped. Instead the customer is taken directly to the Review and Submit step.

Figure 2: Example Review and Submit page

- After submitting, the customer is presented with their confirmation. The confirmation provides instructions for completing the transaction.

Note: The customer can print the confirmation and instructions web page or choose to have the confirmation and ACH Credit instructions emailed to them. For email, the message created includes both html and plain text versions. Which version is displayed in the customer’s browser is determined by their email client’s configuration.

Figure 3: Example ACH Credit transaction confirmation

Payment Confirmation - ACH Credit Demo

Before You Begin | 1 Complete Agency Form | 2 Enter Payment Info | 3 Review & Submit | **Confirmation**

In order to complete this transaction for Generic Cuke App Future Payment, provide the following ACH Credit instructions to your bank.

[Print Instructions](#)

ACH Credit Instructions

Generic Cuke App Future Payment

NACHA			
Record Type	Field	Data Element Name	Required Information
5	3	Company Name	Your bank must include the Payer Company Name
5	6	Standard Entry Class Code	CCD
5	9	Effective Entry Date	Your bank must include the intended Settlement Date
6	2	Transaction Code	22
6	3 & 4	Receiving DFI Identification (ABA routing #)	051036706
6	5	DFI Account Number	800000002001
6	6	Amount	\$33.00
6	7	Identification Number	250NQ8G1
6	8	Receiving Company Name	Testing 123

*ACH Debits are not permitted to this ABA routing number. All debits received will be automatically returned. In order to accept your payment, the information your Financial Institution provides must match the information above. Unmatched transactions will be returned to your Financial Institution.

Please direct questions to contactName_2001 at 812-455-9999 and app_2001@paygov.com.

Disclaimer: This content is confidential and should only be distributed on a need to know basis. The information provided is intended solely for the use of the individual or entities involved in processing an ACH Credit transaction.

Email Confirmation Receipt

Confirmation Receipts have been emailed to:
jhoney@clev.frb.org

[View this payment on the Payment Activity page.](#)

[View this form on the My Forms page.](#)

Need Help?

Generic Cuke App Future Payment

Contact: contactName_2001
Email: [Click to email](#)
Phone: 812-455-9999

- Pay.gov stores information about the transaction with a Pending status.
- The customer contacts their bank, provides Pay.gov’s instructions, and authorizes an electronic funds transfer.
- The customer’s bank sends a NACHA file for the funds transfer to the Credit Gateway. The file includes the transaction’s Pay.gov tracking ID.
- Based on the tracking ID, Pay.gov adds TAS/BETC and CCF information as needed.
- The customer’s bank transfers funds to Credit Gateway.
- Pay.gov reports transaction details, including TAS/BETC and CCF information, to the Credit Gateway.
- The Credit Gateway settles the payment and reports the settled status to Pay.gov.
- Pay.gov updates the matched transaction’s payment status to Settled.
- The Credit Gateway reports the payment settlement to the CIR.

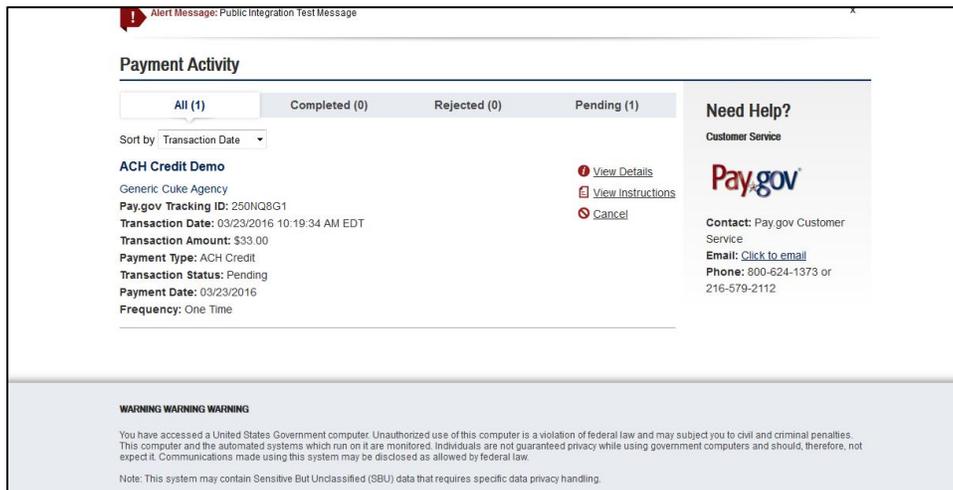
14. The payment funds are made available to the Treasury and agency account.

4 Viewing an ACH Credit Transaction

4.1 Customers

Business customers can view their ACH Credit transactions in the Payment Activity section of their My Account page on Pay.gov's public website.

Figure 4: Example Payment Activity page with ACH Credit transaction



4.2 Agencies

Agencies can view ACH Credit transaction details in Pay.gov and CIR reports. See sections 8 and 13.

5 Customer Responsibilities

The business customer is solely responsible for completing their ACH Credit payment.

The business customer is responsible for ensuring their bank supports ACH Credit payment.

After creating their ACH Credit transaction on Pay.gov, the business customer must:

- Print a copy of the confirmation with the ACH Credit instructions.
- Contact their bank and provide the instructions.
- Complete the ACH Credit payment within 60 calendar days of creating the transaction on Pay.gov.

6 ACH Credit Payment Limits

The ACH Credit payment amount cannot exceed \$99,999,999.99 per transaction.

Otherwise, the payment amount is only restricted by the amount available in the ACH account

7 Canceling ACH Credit Transactions

Only Pending ACH Credit transactions can be canceled and only by the customer.

Customers must sign in to their Pay.gov account where they can view and cancel pending transactions in the Payment Activity section of their My Account page.

8 Reporting

8.1 ACH Credit Transactions in Pay.gov Reports

The ACH Credit payment type allowing agencies to retrieve summary information and transaction details from the following:

- Transaction Search
- Forms Search Query
- Forms Activity File
- Collections Search Download CSV
- Financial Summary – Month Results

See the *Agency Guide to the Reporting Service* for more information on reports and activity files.

8.2 CIR

As collections are processed by the Credit Gateway, transaction data is simultaneously sent to the CIR. ACH detail and voucher data for the current settlement date is available after 9:00 a.m. ET.

8.3 ACH Credit Status

Agencies can specify a status when searching for ACH Credit transactions.

Table 2: ACH Credit status

Payment Status	Description
Canceled	ACH Credit transaction has been canceled by the customer.
Completed	ACH Credit transaction has been completed by the customer and the processing bank.
CompletedDiffAmt	ACH Credit transaction has been completed, but the amount actually paid is different from the amount specified when the transaction was created (the amount paid from a customer's account). \ Pay.gov reports show the original amount this status. The amount actually paid is only available on CIR reports.
Expired	ACH Credit transaction was never completed by the customer.
Pending	ACH Credit transaction has been initiated on Pay.gov and is awaiting completion by the customer and the processing bank.

9 Refunds

Refunds for ACH Credit transactions are handled by your agency, which determines if the refund is to be granted. Typically, if the refund is granted, your agency cuts a check to the customer.

10 Standard Entry Class (SEC) Codes

Each ACH transaction has a Standard Entry Class (SEC) code that identifies a specific payment application. The code incorporates type of payment (credit or debit), account nature (consumer or corporate), and record format.

ACH Credit transactions have the following SEC Code (Table 3).

Table 3: SEC codes for ACH Credit transactions

SEC code	Customer	Definition
CCD	Corporate	Credits or debits where funds are distributed or consolidated between corporations. Used for Treasury transactions because they do not qualify as consumer transactions.

11 ACH Addenda Support

The NACHA file specification for ACH settlement provides for an addendum record that can contain additional information about the transaction. Pay.gov enables one of the custom collection fields for a transaction to be defined as an ACH addenda field.

The information entered in this field will be passed to the financial institution, along with the transaction information in the ACH settlement file, as the addenda. The financial institution can add the addenda information to their customer's statement. Even though the custom collection field may contain up to 255 characters, only the first 80 characters in the field will be forwarded as the addenda field.

Your agency must designate a field to be used as the addenda in the ACT in order to use this feature.

12 ACH Payment Processing Considerations

12.1 Originating Depository Financial Institution (ODFI):

ACH Credit collections are processed through the U.S Treasury Bureau of the Fiscal Service's Credit Gateway. Credit Gateway is operated by a commercial bank designated by the Bureau of the Fiscal Service.

Credit Gateway processes ACH Credit transactions under ABA number

041736702.

For more information on Credit Gateway, see

https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/crGtwy/rvnColl_crgtwy.htm

12.2 Trace Number

A trace number is a unique number assigned to every ACH entry (payment) by the ODFI, which identifies that entry within a specific ACH file. The first eight digits are the transit/routing number used by Credit Gateway. The last 7 digits are sequence numbers assigned by the transaction's originator.

12.3 Company ID:

Every ACH batch contains a company ID number in accordance with NACHA requirements.

13 Reconciling ACH Credit Collections

13.1 Reconciling Pay.gov ACH Collections with the CIR

Pay.gov provides a number of tools (for example the Collection Voucher Report) that your agency can utilize in your reconciliation process. The reconciliation process consists of comparing/balancing transactions entered on the Pay.gov website with the entries in CIR reports.

- All Credit Gateway vouchers are entered in the CIR under ABA **041736702**.

Credit Gateway deposit/voucher ticket numbers are based on a combination of the day of the month and a sequence number.

13.2 Balancing

Contact the CIR at CIR.customersupport@clev.frb.org to determine how to use CIR reports to compare and balance transactions entered on the Pay.gov website. Any automated reconciliation process should also be reviewed to ensure that Pay.gov entries are correctly entered into the application.

13.3 Out-of-Balance Situations

If you have questions regarding report balancing, or you encounter a situation where you believe you are out of balance, please contact Pay.gov Customer Support.

14 Testing

Testing for Forms using ACH Credit and for the ACH Credit Web Service transactions is performed in Pay.gov's agency testing environment at <https://qa.pay.gov/public>.

See the *Agency Guide to Testing Applications* for details.

Agencies can view results for ACH Credit transactions in:

- Transaction Search
- Forms Search Query
- Forms Activity File
- Collections Search Download CSV
- Financial Summary – Monthly Results

Important! No settlement or settlement emulation of ACH Credit transactions is available in the agency testing environment.

15 Customer Support

15.1 Contact Information

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

Phone: (800) 624-1373
Option 2 for Pay.gov support
Option 3 for CIR support

Email Address

Pay.gov: pay.gov.clev@clev.frb.org

CIR: CIR.customersupport@clev.frb.org