



Agency Guide to Amazon Pay™ Collections

July 1, 2019



This version of the Agency Guide to Amazon Pay™ Collections supersedes all previous versions.

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1 Introduction

This document provides information to federal agencies regarding the use of Amazon Pay™ accounts as a payment method for their Pay.gov collections application.

1.1 Related Documents

Related and supplemental agency guides and reference manuals are available on the Pay.gov Agency Documentation site at <https://qa.pay.gov/agencydocs/> or by request from Pay.gov Customer Support.

1.2 Requirements and Assumptions

Readers of this document should first read the *Pay.gov Services Overview* in order to become familiar with the terminology and some of the procedures referenced in this guide.

2 Amazon Pay Overview

2.1 Background

Your agency can choose to accept Amazon Pay as a payment method for your collections applications using the following services:

- Pay.gov Hosted Forms
- eBilling
- eBilling Online
- Pay.gov Hosted Collection Pages

2.2 What are Amazon Pay Payments?

Accepting payments from Amazon Pay accounts provides a way for your agency's customers to make online payments online funded by any payment method accepted by Amazon.

Customers benefit by restricting exposure of their financial details.

- How a payment is funded is not shared with your agency. Only the payment amount is shared.
- Customer financial data is stored in one place — Amazon. Your agency does not need to store and secure that data.
- Customers can employ a wide variety of funding options, whether or not they are directly accepted on Pay.gov. These include credit and debit cards, bank accounts, or the customer's Amazon Pay account balance.

Note: Customers cannot use Amazon Gift Cards for payments to agencies.

From the perspective of an agency:

- Amazon Pay transactions are conducted very much like payments made using methods such as ACH or plastic card.
- Payments can be accepted regardless of how they are funded.
- Details of funding are separated from actually conducting the transaction.
- All Amazon Pay transactions through Pay.gov are executed in US Dollars.

2.3 Restrictions

It is not available for agency Pay.gov cash flows using services not listed in section 2.1.

2.4 Browser Requirements

2.4.1 Agencies

Agencies do not communicate directly with Amazon Pay and so there are no additional browser requirements beyond those set for Pay.gov.

2.4.2 Agency Customers

Agency customers are required to use browsers that support Secured Sockets Layer (SSL) 3.0 or higher, and are advised to use current versions of Web browsers that support anti-phishing technologies.

Customers must have cookies turned on in order to use Amazon Pay.

2.5 Payment Security

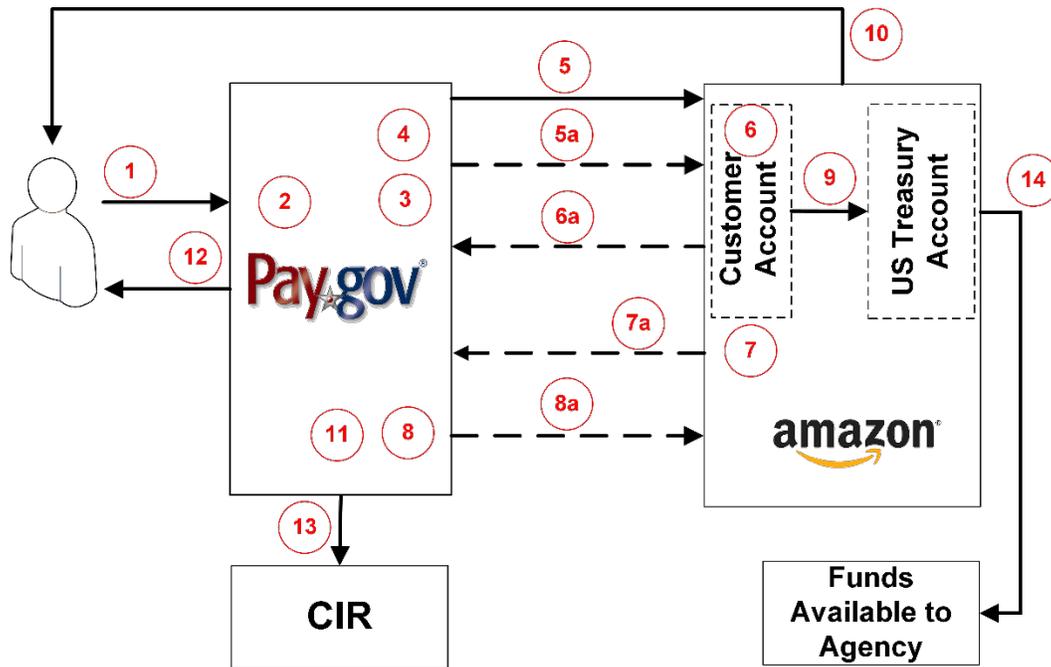
Communication with Amazon Pay is handled by Pay.gov. Pay.gov's security standards and features apply.

When interacting with agency customers Amazon Pay employs Secure Sockets Layer (SSL) protocol with 128-bit encryption. Amazon Pay's use of anti-fraud technologies provides additional customer and transaction protection.

3 Transaction Flow and Timeline

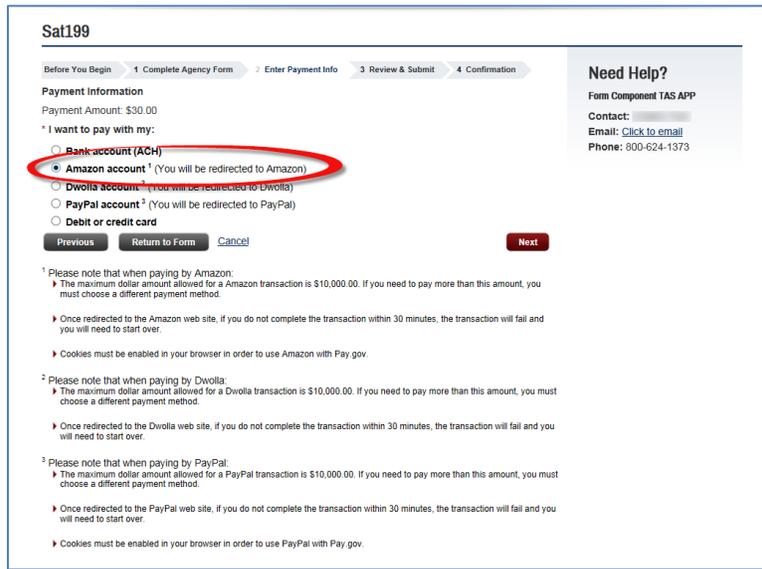
The flowchart in Figure 1 depicts the Amazon Pay transaction flow for Pay.gov-hosted forms. The primary difference from flows for other payment methods is that transaction data files for the Collection Information Repository (CIR) are created and forwarded by Pay.gov.

Figure 1: Amazon Pay transaction flow



1. A customer elects to make a payment to an agency.
2. The customer locates and opens the correct form on Pay.gov's public website.
3. The customer submits the completed form and is taken to Pay.gov's Enter Payment Info page to select a payment method. See Figure 2.

Figure 2: The Enter Payment Info page



4. The customer selects Amazon account and then clicks the Next button.
5. The customer’s browser is redirected to Amazon.
 - a. Pay.gov sends data to Amazon specifying the transaction amount and the Pay.gov Tracking ID.
6. The customer logs in to their existing Amazon account (or creates an account), then is redirected to a page where they can review their Amazon account information and, if the option is available to them, select their Amazon funding method (plastic cards, ACH, Amazon account balance).
 - a. The customer clicks Continue and is redirected to the confirmation page on Pay.gov.
7. Amazon ensures the payment amount is available for the transaction.
 - a. Amazon sends transaction information back to Pay.gov, including its Pay.gov Tracking ID and an Amazon Transaction ID.
8. The customer authorizes and submits the payment for the transaction.
 - a. Pay.gov sends information back to Amazon that triggers the completion of the transaction by Amazon.

Note: If a user cancels a transaction in Amazon they are returned to the Pay.gov forms search

9. Amazon credits the Treasury’s Amazon merchant account.
10. Amazon generates and emails a notification to the customer informing them that payment has been made.

11. Pay.gov completes the transaction in its system. Both the transaction information captured in Pay.gov and the transaction information received from Amazon is recorded.
12. If the customer has supplied an email address, Pay.gov generates and sends them an email confirmation.
13. On the following day (second day)
 - a. Amazon moves the payment funds from the customer's account to the Treasury's Amazon account.
 - b. Pay.gov creates and forwards transaction information data files to the CIR that includes all Amazon transactions occurring on the previous (first) day.
14. By the end of the second day, funds held in the Treasury's Amazon account are transferred and made available to agencies. Any transactions that are being held for review or that have not been settled by their plastic card or ACH settlement agent are not included.

3.1 Canceling an Amazon Pay Transaction

Only customers can cancel their Amazon payment, but must do so before they authorize it.

After being redirected to Amazon from Pay.gov's payment page:

- they can click the cancel link on Amazon's account log in page
- they can click the cancel button on Amazon's Authorize Payment page

In either case the customer is returned to the list of forms that includes the form used for their transaction. No customer or financial data concerning the canceled transaction will be kept by Amazon or Pay.gov.

Customers should not use their Web browser's back button to interrupt or cancel a transaction once they are on Amazon's website. Clicking the back button results in a Pay.gov error message. The customer would then need to start their payment over again by opening and filling out the agency form again.

3.2 Transaction Limitations

3.2.1 *Transaction Amount*

Each Amazon Pay transaction is limited to a maximum of \$10,000.00.

Note: A customer may conduct multiple transactions of up to \$10,000.00 each, as their account funding permits. There is no cumulative daily or periodic limit set by Amazon.

3.2.2 *Transaction Timeouts*

Customers must complete the Amazon Pay part of a transaction within 30 minutes. Pay.gov sees time spent on Amazon Pay's site entering payment information as inactive time.

If a customer returns to Pay.gov from Amazon Pay after Pay.gov has timed out, the customer’s session is terminated. The customer will see an error message and their transaction will not be committed. Transaction data will not be kept by Amazon or Pay.gov and the incomplete transaction will not appear on Pay.gov reports.

The customer must start their transaction over again.

3.2.3 Partial (Split) Payments

Amazon Pay cannot be used in partial (split) payments.

For example, payment from a transaction cannot be split between a credit card account and an Amazon balance.

3.2.4 Recurring Payments

Amazon Pay cannot be used to set up recurring payments.

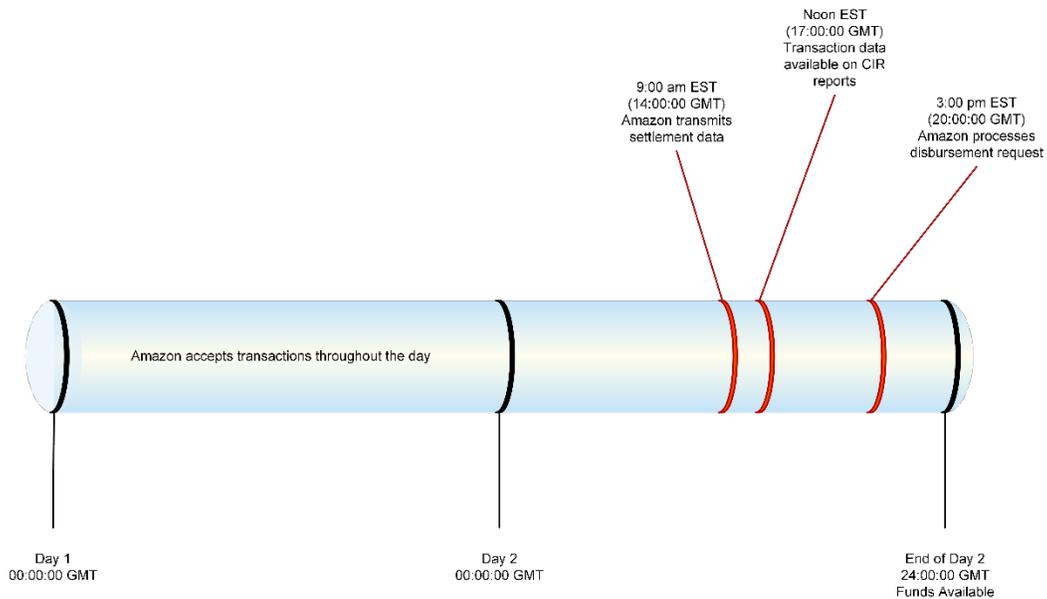
3.2.5 Deferred Payments

Amazon Pay cannot be used for deferred payments.

3.3 Processing Availability and Settlement

Amazon Pay is available twenty-four hours a day, 365 days a year.

Figure 3: Amazon Pay processing and settlement timeline



1. The reporting period for Amazon transactions occurring during a day is from 00:00:00 GMT to 24:00:00 midnight GMT.
2. As soon as a transaction is completed the customer’s account is debited and the Treasury’s Amazon account is credited.

3. At approximately 9:00 am EST (14:00:00 GMT) on the following day Amazon transmits settlement data for the previous day's transactions to Pay.gov.
4. Pay.gov then creates the corresponding agency debit and credit vouchers.
5. After the debit and credit vouchers are completed, Pay.gov creates and transmits transaction files to the CIR and makes Amazon transaction data available to for agency viewing in Pay.gov online reports.
6. At approximately noon EST on the second day transaction data is available on CIR reports. Contact the CIR call center at CIR@pnc.com for details on availability.
7. At 3:00 pm EST (20:00:00 GMT) on the second day Amazon processes a disbursement request to transfer funds to the Treasury's Amazon account.
8. Between noon (17:00:00 GMT) and the end of the second day Amazon transaction data becomes available on Pay.gov online reports.
9. By the end of the second day transaction funds are moved from the Treasury's Amazon account and made available to agencies.

3.3.1 Settlement Exceptions

Occasionally, Amazon Pay may hold transactions, for a fraud check for example.

The transaction status for held payments is Pending.

Agencies can see the reason for the delay by retrieving the Amazon Transaction Detail through the following reports:

- Amazon Transaction Query
- Collection Search Query
- Forms Search Query

The Pending Reason Code and Forms Detail provide the information.

Generally, the transaction will be settled or rejected by the next day.

4 Amazon Pay Collections Implementation

4.1 Process

Amazon Pay is included as part of the Digital Wallet payment method, which can be selected for new applications or added to your existing applications using Pay.gov Forms, eBilling, eBilling Online , the eBilling Online Web Service, or Hosted Collection Pages

Begin by contacting your Treasury Bureau of the Fiscal Service liaison to amend your Agency Configuration Template (ACT) with the correct collection configuration.

New agencies should follow the implementation steps listed in the *Pay.gov Services Overview*.

Agencies do not need to set up accounts with Amazon. Amazon Pay transactions for all agencies are reported to a single Treasury account in the CIR. CIR reports show transactions by ALC.

Note: Agency customers need to set up or use their own accounts with Amazon.com in order to use this payment method.

5 Searching for Amazon Pay Transactions

Use Transaction Search on the MyAgency (Agency Collections) website to search for Amazon transactions.

You are able to view transaction details, transaction history, and may be able to perform Actions such as cancel or refund.

See the *Guide to the Transaction Search* for instructions.

6 Amazon Pay Refunds

Important! Agencies can only request Amazon Pay refunds. Amazon Pay determines whether to approve and issue the refund or to reject it.

Note: Use Transaction Search to request Amazon Pay refunds. See the *Guide to the Transaction Search* for instructions.

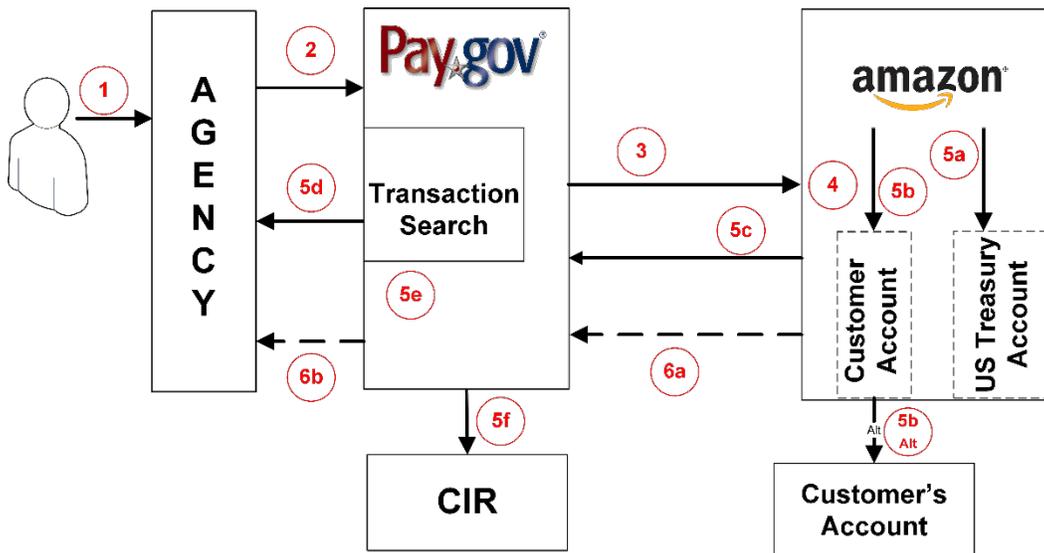
6.1 Conditions

Agencies need to be aware of the following conditions affecting Amazon refunds

- refunds must be requested within 60 days of the transaction.
- refunds processed through Transaction Search are only requests to Amazon. Amazon is responsible for determining if the refund is eligible (time limit, amount) and for issuing the credit to the original payment method used.
- partial refunds may be requested
- multiple partial refunds may be requested for the same Amazon transaction. However, the sum of all requested refunds may not exceed the total amount of the original transaction

6.2 Refund Processing

Figure 4: Amazon refund flow



1. The customer contacts an agency to request a refund.

2. Agency personnel input and submit the request through Transaction Search.
3. Pay.gov forwards the request to Amazon.
4. Amazon processes the request
5. If the refund request is approved
 - a. Amazon debits the US Treasury Account
 - b. Amazon issues a credit to the account originally used for the transaction (the customer's Amazon account or their funding account).
 - c. Amazon notifies Pay.gov that the refund has been approved.
 - d. Pay.gov displays a confirmation.
 - e. An SF 5515 voucher is processed and issued for the refund.
 - f. The refund amount and information is sent to the CIR
6. If the refund is rejected by Amazon, a message is displayed stating that the refund has been rejected.

7 Amazon Pay Disputes

All disputes are initiated through Amazon by the customer. A dispute is a case where a customer has an issue with the payment that is not just a request for a refund.

7.1 Time Limits

A dispute must be resolved within 20 days, which is within the resolution time frames requirement set for both plastic card and ACH.

7.2 Dispute Processing

1. The customer contacts Amazon disputing a transaction.
2. Amazon records the dispute in their system.
3. Amazon puts a hold on the current day's receipts equal to the amount of the disputed transaction.
4. Pay.gov monitors the Amazon system and when a dispute is entered Pay.gov contacts the affected agency with the dispute information.
5. The agency determines whether to contest the dispute or to issue a refund.
6. If the agency authorizes a refund, Pay.gov processes the refund as described in section 6.
7. If the agency contests the dispute, Pay.gov acts a middleman to gather documentation regarding the transaction from the agency and forwards it to Amazon.
8. Amazon adjudicates the dispute.
9. If the dispute is resolved in favor of the customer, Amazon transfers the amount of the funds on hold to the customer's account.
 - a. Pay.gov issues a debit voucher (5515) for the amount of the disputed transaction.
10. If the dispute is resolved in favor of the agency, Amazon releases the funds on hold to the Treasury's Amazon account. No additional deposit ticket (credit voucher) is created for the transaction.

8 Pay.gov Amazon Reports

This section provides a short summary of the reports containing Amazon data.

8.1 Overview of Reports Containing Amazon Data

Note: For detailed information on accessing and interpreting reports containing Amazon data see the *Agency Guide to the Reporting Service and Activity Files* available on the Pay.gov documentation website at <https://qa.pay.gov/agencydocs/>.

Amazon data is included on the reports and activity file listed in Table 1. You can utilize these sources in your reconciliation process.

Access reports at <https://www.pay.gov/myagency/>.

Table 1: Reports including Amazon data

Report Name
Billing Search
Collections Search CSV Download
Financial Summary
Forms Search
Digital Wallet Activity File
Transaction Search (see the <i>Agency Guide to Transaction Search</i>)

Your role determines the reports and details available to you.

8.2 Amazon Data

Depending on your role you may be able to view transaction details either by clicking on links in a report or via Transaction Search.

Depending on the report Amazon data available may include:

- Pay.gov Tracking ID
- Agency Tracking ID
- Original Amazon Transaction ID
- Amount
- Date of the transaction
- Amazon Effective Date
- Amazon Collection Status
- Classification Data
- Transaction History

The Amazon transaction ID is unique within the Amazon system.

Figure 5: Example Amazon transaction search results

Reports Overview > Report Criteria > Forms Search Results > Transaction Search Results

Amazon Transaction Search Results
Created 11/28/2016 11:33 AM

Agency: SAT199 Application: 199_Form Component TAS APP ALC#2: 0000380103

Pay.gov Tracking ID :	Agency Tracking ID :	Transaction Amount :	Transaction Date (ET) :	Transaction Type :	Collection Status :
25Q2HNCDC	74964210776	\$157.32	11/09/2016 5:22:46 AM	Sale	Settled

10 25 50 100

Figure 6: Example Amazon transaction detail

Reports Overview > Report Criteria > Forms Search Results > Transaction Search Results > Transaction Detail

See as: PDF CSV

Amazon Transaction Detail
Created 11/28/2016 9:49 AM

Agency: SAT199 Application: 199_Form Component TAS APP

Transaction Information

Pay.gov Tracking ID:	25Q2HNCDC	Amazon Transaction ID:	E01-4214850-0119195-C765861
Agency Tracking ID:	74964210776	Pending/Reason Code:	
Transaction Type:	Sale	Transaction Code:	
Transaction Status:	Settled	Transaction Code Description:	Username: Public
Transaction Amount:	\$157.32	Reason for Refund:	
Transaction Date(ET):	11/09/2016 5:22:46 AM		

Classification Data

Label	SP	ATA	AID	BPGDA	EPGDA	A	MAIN	SUB	Credit BETC	Debit BETC	Amount
Special Tax Rule 299	98	799	899	2013	2019	X	0098	344	CREDU	BETSU	\$0.32
Federal Excise Tax	99	899	999	2014	2015	A	8900	788	CRBDA	ABCDL	\$150.00
Foreign Goods Import Tax	77	777	765	2012	2019	M	8977	766	CRSAS55	EPS00K	\$7.00

The Amazon Transaction ID identifies the transaction in the Amazon system. The Status is the Amazon status (see Table 2). The Voucher Number in a Transaction History section is the deposit ticket (Credit or Debit voucher) number that corresponds to the voucher number in CIR reports.

8.3 Amazon Collection Payment Status

Table 2 lists the statuses possible for a processed Amazon transaction. Some statuses may be rarely returned. Not all statuses will be included on a specific Pay.gov report.

Table 2: Amazon transaction status codes

Status	Description
Waiting	Pay.gov is waiting for a response. Seen only in the transaction history detail. This status is momentary, only lasting approximately one minute when the transaction is first submitted to Amazon.
Submitted	The Amazon transaction was completed successfully on Pay.gov and is awaiting settlement from Amazon.
Pending	The transaction was input and submitted on Pay.gov but was not yet authorized at the time Amazon transmitted settlement data to Pay.gov.
Settled	Pay.gov has received a response from Amazon that the payment has been completed successfully.
Denied	The payment has been denied by the funding source or could not be processed.
Disputed	Amazon reports that the transaction is in dispute.

Status	Description
Unknown	The response from Amazon is unknown

9 Amazon Pay Reconciliation

9.1 Amazon Voucher Numbers

Voucher (deposit ticket) numbers for Amazon Pay transactions are assigned by Pay.gov. This differs from the voucher numbers assigned to other payment types, which are assigned by the respective settlement agent. Pay.gov assigns Amazon voucher numbers at the ALC+2 level. The voucher number assigned by Pay.gov is the same as the Amazon transaction voucher number on CIR reports.

9.1.1 Voucher Number Format for CIR Reporting

Amazon voucher numbers are six digits long and start with a zero (0) or a one (1).

Voucher Type	Begins with	Day of Month	Sequence Number
Settled sale	1	2 digits for day of the month	3-digit sequence number for the day
Refund	0	2 digits for day of the month	3-digit sequence number for the day

Voucher numbers are assigned in sequence every day, for each batch, and the same agency application shares the same sequence.

For example: If two batches of Amazon transactions are processed on 12/31, the resulting vouchers look like:

"T0006", CREDIT, "app1" ==> "131001"

"T0006", CREDIT, "app1" ==> "131001"

"T0006", CREDIT, "app2" ==> "131002"

"T1106", DEBIT, "app1" ==> "031001"

"T1107", DEBIT, "app1", ==> "031001"

"T1107", DEBIT, "app2", ==> "031002"

Agencies may not request ranges or custom numbering for Amazon voucher numbers assigned to their transactions.

9.2 Manual Reconciliation using Online Reports

Open the Reports dashboard in the Agency Collections website

<https://pay.gov/myagency/>.

1. Select Collection Vouchers and select Amazon as the Payment Type, then generate the report.
2. Compare the following items from the Collection Vouchers Report and your CIR reports:
 - The voucher (deposit ticket) number on the Amazon Transaction Search report should match the voucher number on the CIR report.

- Total dollars on the Amazon Transaction Search report should match the amount field in on the CIR report.

9.3 Reconciling Pay.gov Amazon Collections with the CIR

The reconciliation process consists of comparing/balancing transaction entries on Pay.gov reports with the entries on CIR reports. All vouchers for Amazon transactions are entered in the CIR under ABA 121000248 and CAN number 010058.

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

9.4 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.

10 Impact on Other Pay.gov Services and Functions

10.1 Forms Processing

Forms processing is not affected by the addition of Amazon.

10.1.1 Form Status and Form Collections Status

A form with an associated Amazon collection will have two status categories: one detailing the processing of the form and the other indicating the state of the collection. Refer to Table 2 for Amazon transaction status codes.

10.2 Transaction Search

Through Transaction Search on the Agency Collections website you can:

- search for Amazon Pay transactions and view their details and history
- request refunds for settled Amazon Pay transactions
- force previously authorized Amazon Pay transactions

11 Testing Amazon Payments

Test Amazon Pay payments in Pay.gov's <https://qa.pay.gov/public/> testing environment. Testing does not replicate your customer's experience. Testing skips redirecting the user to Amazon. Instead, the test payment is submitted to Pay.gov's Amazon emulator, which works in the background and, based on the payment amount, returns either an error message or advances the user to a Review and Submit page to finish the transaction.

11.1 Submitting a Test Payment

1. Enter form and payment amount information as required by your application. To simulate a payment or system problem, enter an amount from Table 3. Use any other amount to simulate payment acceptance.
2. On the Enter Payment Info page, select Amazon Account and then click Next.
3. Click OK on the message that warns of the redirect to Amazon. This triggers submission to the emulator; no redirect to Amazon takes place.
4. If you submit a payment amount from Table 3:
 - a. An error message appears on the page: "We are sorry we have encountered an error in your request."
 - b. The message does not specify the type of error.
5. If you submit a different amount:
 - a. The Review and Submit page is displayed.
 - b. Check the box to authorize the payment.
 - c. Click Submit Payment.
 - d. The payment Confirmation page is displayed.

11.2 Emulator Values Table

Use the payment amounts in Table 3 to generate an Amazon payment or system error.

Table 3: Amazon Pay Error Simulation by Amount (10 to 99 cents)

Error Code	Amount	Description
CHECKOUT_COMM	0.10	Communication aborts
CHECKOUT_TIMEOUT	0.11	Communication times out
CHECKOUT_NOT_FOUND	0.12	Service not found (404)
CHECKOUT_SYSTEM_ERROR	0.13	Internal server error (500)
CHECKOUT_API_ERROR	0.14	Response indicates failure
CHECKOUT_USER_CANCEL	0.15	User cancels checkout
CHECKOUT_BAD_SIGNATURE	0.16	Returns a hacked signature
AUTHORIZE_COMM	0.20	Communication aborts
AUTHORIZE_TIMEOUT	0.21	Communication times out
AUTHORIZE_NOT_FOUND	0.22	Service not found (404)
AUTHORIZE_SYSTEM_ERROR	0.23	Internal system error (500)
AUTHORIZE_API_ERROR	0.24	Response indicates error
AUTHORIZE_REJECTED	0.25	Authorize status (Declined/AmazonRejected)

Error Code	Amount	Description
AUTHORIZE_FRAUD	0.26	Authorize status (Declined/TransactionTimedOut)
AUTHORIZE_OLD_ORDER	0.27	OrderReference in Closed State (Over 180 Days Old)
CAPTURE_COMM	0.30	Communication aborts
CAPTURE_TIMEOUT	0.31	Communication times out
CAPTURE_NOT_FOUND	0.32	Service not found (404)
CAPTURE_SYSTEM_ERROR	0.33	Internal system error (500)
CAPTURE_API_ERROR	0.34	Response indicates error
CAPTURE_REJECTED	0.35	Capture status (Declined/AmazonRejected)
CAPTURE_FRAUD	0.36	Capture status (Declined/TransactionTimedOut)
REFUND_COMM	0.40	Communication aborts
REFUND_TIMEOUT	0.41	Communication times out
REFUND_NOT_FOUND	0.42	Service not found (404)
REFUND_SYSTEM_ERROR	0.43	Internal system error (500)
REFUND_API_ERROR	0.44	Response indicates error
REFUND_REJECTED	0.45	Refund status (Declined/AmazonRejected)
REFUND_FRAUD	0.46	Refund status (Declined/TransactionTimedOut)
DELAYED_SETTLEMENT	0.50	Delayed Settlement (Reports Mismatch)
SETTLEMENT_DISPUTE	0.80	Settlement Dispute
SETTLEMENT_CHARGEBACK	0.81	Settlement Chargeback
SETTLEMENT_ADJUSTMENTS_CR	0.82	Settlement Adjustments Credit
SETTLEMENT_ADJUSTMENTS_DR	0.83	Settlement Adjustments Debit
SETTLEMENT_ADJUSTMENTS_CR_NO_TRANS	0.84	Settlement Adjustments Credit without Transaction
SETTLEMENT_ADJUSTMENTS_DR_NO_TRANS	0.85	Settlement Adjustments Debit without Transaction

11.3 Viewing Test Payment Results

Note: Successful Amazon Pay transactions entered in the Pay.gov QA test environment appear on CIR reports the next day. Amazon Pay transactions that generate errors are not included on CIR reports.

After noon the day after it was submitted, your test transaction(s) will be included on reports retrieved from the Pay.gov QA test environment. Reports show the status and can be used for reconciliation. See section 5 for report descriptions.

12 Known Issues

None.

13 Customer Support

13.1 Pay.gov Contact Information

Hours: 7:00 am to 7:00 pm Eastern Time

Monday through Friday, Closed Bank Holidays

Phone: (800) 624-1373

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

13.2 CIR Contact Information

For questions or additional information regarding the Collections Information Repository (CIR) reports or schedules, contact CIR directly at CIR@pnc.com.