Agency Guide to the eBilling Online Application

October 15, 2024

This version of the Agency Guide to the eBilling Online Application supersedes all previous versions.

Revision History

Date	Author	Description
March 15, 2015	Walter Rowinsky FRB Cleveland	Initial version
June 15, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.5 (all sections updated with new features).
August 10, 2015	Walter Rowinsky FRB Cleveland	Updated Step 3 to include TAS/BETC entry.
September 21, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.6 (updated section 3 – Step 4, sections 5, 6, 7, figures 20 and 22, and table 1; added new section 7.6 and figure 26).
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March 19, 2024	Walter Rowinsky FRB Cleveland	Updated section 3.3.
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October 15, 2024	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.9 (updated section 2.4).

Table of Contents

1 Steps to Creating an eBill (Summary)

Three separate processes must be completed to create a new ebill.

1. Setup optional ebill contents if any will be used.
   - Bill Logo
   - Header Comments
   - Footer Comments
   - Custom Line Item Fields
   - Access Code Email Additional Text
2. Create the ebill and customer.
3. Create the access code and payers.

1.1 Setup Optional eBill Contents (BIG Role)

Step	Sub step	Action	Instructions
1		**Sign in to eBilling Online website at** https://pay.gov/myagency/.	Section 6.3
2		**Click the eBilling link** on the Agency Collections (myagency) Services page.	Section 6.4
3		**Click Setup**.	Section 6.4
	a	(Optional) Select a logo.	Section 7.2
	b	(Optional) Select header comments.	Section 7.3
	c	(Optional) Select footer comments.	Section 7.4
	d	(Optional) Select custom line item fields.	Section 7.5
	e	(Optional) Select or edit text for access code email, or if none exists add new text.	Section 7.6

1.2 Create the eBill (BIG Role)

Step	Sub step	Action	Instructions
1		**Sign into the Agency Collections website** at https://pay.gov/myagency/.	Section 6.3
2		**Click the eBilling link** on the Agency Collections (myagency) Services page.	Section 6.4
3		**Select your application** if you have more than one.	Section 0

Step	Sub step	Action	Instructions
4		**Click Create Bill** in the menu.	Section 8
5		**Select or add a customer.**	Section 8.1
6		**Enter bill data.**	
	a	(Required) Enter an Agency Tracking ID.	Section 8.2.1
	b	(Required) Enter Billing Dates.	Section 8.2.2
	c	(Optional) Prevent Debt for Debt Payments.	Section 8.2.3
	d	(Optional) Add a logo.	Section 8.2.4
	e	(Optional) Add header comments.	Section 8.2.7
	f	(Optional, depending on agency requirements) Enter custom bill data / custom billing field.	Section 8.2.8
	g	(Optional) Add footer comments.	Section 8.2.9
7		**Add line items and classification data.**	
	a	(Required) Enter line item(s) and price.	Section 8.3
	b	(Optional) Enter customer line item data.	
	c	(Required only if TAS/BETC has been set up for the application) Allocate classification data, if TAS/BETC is used (	Section 8.4
8		**Complete and save the bill.**	Section 8.5
	a	Confirm the bill summary.	Section 8.5
	b	(If required by your agency) Add attachments.	Section 8.5.2
	c	Confirm bill creation (checkbox).	Section 8.5.2
	d	Create the ebill.	Section 8.5.2
	e	Review the ebill confirmation.	Section 8.5.2

1.3 Create an Access Code and Payers (BAG Role)

Step	Sub step	Action	Instructions
1		**Sign into the Agency Collections website at** https://pay.gov/myagency/	Section 6.3
	a	Click the eBilling tile or the eBilling link.	Section 6.4
	b	Select your application, if needed.	Section 6.5.1
	c	Click the Customers tile or the Bill Customers link in the menu.	Section 0
	d	Find the customer in the list.	Section 13.3
2		**Create a Payer and Access Code**	Section 14
	a	Enter the Access Code question and answer	Section 14
	b	Enter the Bill Payer name and email address	Section 14
	c	Select if sign in is required to view the bill.	Section 14
	d	Create the access code	Section 14
	e	Pay.gov automatically sends an email to the payer(s) that provides the access code and a link to their ebill.	
3		**Review the confirmation**	Section 14
4		**Add additional payers**, if needed	Section 14
	a	Click the Create another access code link.	Section 14
	b	Repeat the access code steps.	Section 14

2 Introduction

This document provides instructions for using Pay.gov's eBilling Online Application.

The eBilling Online Application allows you to

- create and manage one-time ebills issued to your agency's customers in real-time. These are single bills issued once or infrequently
- manage the ebills you created
- upload files containing data for multiple bills, which will be created and made available in real time upon receipt and validation by Pay.gov
- create and manage ebilling customers
- create payers for ebills
- manage payer access to ebills and billing accounts
- upload files containing data for multiple customers and access codes, which will be created and made available in real time upon receipt and validation by Pay.gov

2.1 What's an eBill?

An ebill is a request for payment of monies due that is issued to an agency customer.

An ebill created through Pay.gov has the following parts:

- a notice sent to your customer that a payment is due and instructions that the ebill can be found on Pay.gov
- ebill details available to your customer only on Pay.gov's public website
- an access code your customer must enter on Pay.gov to see their ebill
- a security question and answer, created by your agency; your customer must answer the question when entering the ebill's access code
- an associated collection payment page where the customer can enter the financial information used to pay the ebill

See section 18 for an explanation of eBilling concepts.

2.2 eBill Content

eBill content identifies who is being billed, what is being billed for, and can include additional information needed by a customer or by the agency.

eBills consist of standard content defined by Pay.gov and can include custom content defined by your agency (Figure 1 and Table 1).

Figure 1: Sample ebill preview

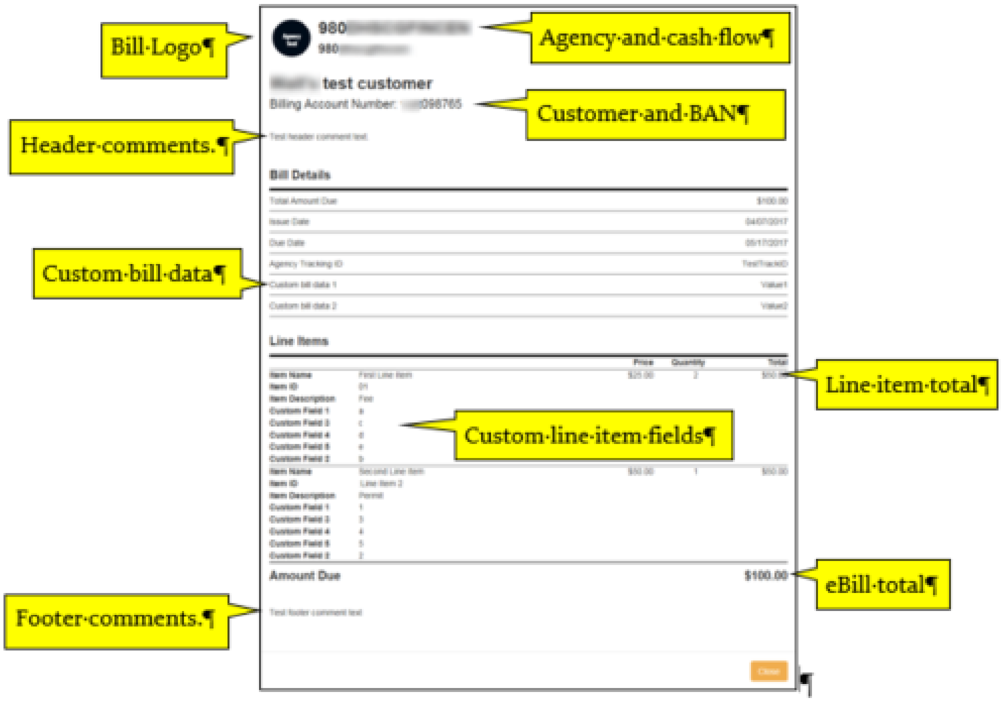


Table 1: eBill content

eBill Content	Content Type	Value Input
Customer / Account Number	Standard	Required
Agency Tracking ID / Invoice Number	Standard	Required
Billing Issue Date	Standard	Required
Bill Due Date	Standard	Required
Bill Logo	Custom	Optional
Header Comments	Custom	Optional
Custom Bill Data	Standard	Optional
Footer Comments	Custom	Optional
Line Item Name	Standard	Required
Line Item ID	Standard	Optional
Line Item Description	Standard	Optional
Line Item Price Per Item	Standard	Required
Line Item Quantity	Standard	Required

eBill Content	Content Type	Value Input
Custom Line Item Fields	Custom	Optional. Can be designated as required
Classification Data	Standard	Optional

See the major sections in this guide for details.

2.3 Paying a Bill

Customers and their bill payers receive an email notification when a bill is issued. The email includes the link needed to access the bill. Bills are also accessed via the customer's and payer's My Bills link on their My Account page, which opens after they sign in to Pay.gov.
Payment is made on a Pay.gov Payment Page. Depending on the configuration options selected by your agency, customers can pay the full bill amount or pay only selected line items.

2.3.1 Recurring Payments

If your cash flow is configured to allow, customers may have the option to set up recurring payments or set up automatic recurring (Autopay) payments.

2.3.2 Minimum to Maximum Payment Amounts

Your agency can request Pay.gov to configure your cash flow application to allow only a range of minimum to maximum payment amounts. Attempts to make payments outside the range will not be allowed.

2.4 Notifications and Reminders

- Pay.gov creates notifications when the bill data is submitted. This is the case even if a bill's issue date is a later date. For example, bill data is submitted on March 1 at 10:00 am with an issue date of April 1, the notice would be created and sent March 1.
- If you establish a new customer/BAN and create the access code, the customer will receive the access code email immediately or shortly after.
- Customers/payers that are required to sign in to Pay.gov and have linked their billing account number (BAN) to their account will be notified by email when new bills are ready to be viewed. The email includes a link to the bill.
- Pay.gov creates bill-ready emails three times a day: 6:15 am, 1:15 pm, and 10:15 pm. In most cases that means there will be a delay between the time the bill is created and when the bill-ready notice is created and sent. For example, for an ebill created at 10:30 am the bill-ready notice will not be created and emailed until after 1:15 pm.
- For subsequent bills, only customers who link their access code/BAN with a Pay.gov account will receive bill-ready notices.
- Customers/payers receive an email confirmation when a bill payment is made. This includes each recurring or automatic payment

- If bills are set up for automatic payment, customers/payers receive a reminder email ten days before the payment will be debited to their account.
- If recurring payments are set up, customers/payers receive a reminder email ten days before the payment is due.
- Agencies have the option to receive email notices when a bill is paid. Most often, this option is enabled by agencies that issue bills infrequently.

2.4.1 Recommendations

In order to ensure customers receive bill-ready notices for all their bills, Pay.gov agencies do one of the following:

- **Require users to sign in when creating the access code** — When customers receive the email notification with the access code, Pay.gov prompts them to log in or register through ID.me or Login.gov. ID.me and Login.gov will prompt customers to do multi-factor authentication by entering a code sent to them.
  If you are creating test bills and require sign in, contact your Pay.gov Agency Implementation specialist for instruction on how to bypass certain steps. Pay.gov further recommends agencies use ID.me for test bill accounts.

OR

- **Send a new access code with each eBill created** — If you do not want to require customers to register or sign in to Pay.gov, send them a new access code and they will receive that email immediately. If a customer decides to register on Pay.gov and links their access code/BAN with a Pay.gov account, they may receive two emails from Pay.gov regarding the eBill.

  If you are not billing customers frequently, Pay.gov recommends this option because customers that have not signed in for 13 month will have their accounts deleted.

2.4.2 Recommendations

In order to ensure customers receive bill-ready notices for all their bills, Pay.gov agencies do one of the following:

- **Require users to sign in when creating the access code** — When customers receive the email notification with the access code, Pay.gov prompts them to log in or register through ID.me or Login.gov. ID.me and Login.gov will prompt customers to do multi-factor authentication by entering a code sent to them.
  If you are creating test bills and require sign in, contact your Pay.gov Agency Implementation specialist for instruction on how to bypass certain steps. Pay.gov further recommends agencies use ID.me for test bill accounts.

OR

- **Send a new access code with each eBill created** — If you do not want to require customers to register or sign in to Pay.gov, send them a new access code and they will receive that email immediately. If a customer decides to register on Pay.gov and links their access code/BAN with a Pay.gov account, they may receive two emails from Pay.gov regarding the eBill.

  If you are not billing customers frequently, Pay.gov recommends this option because customers that have not signed in for 13 months will have their accounts deleted.

3 Application Configuration Settings

3.1 Paid eBill Notification

In ebilling cash flow application configuration, agencies have the option to receive email notices whenever an ebill is paid.

3.1.1 Paid eBill Notification eMail Bounceback

Pay.gov keeps track of undeliverable paid ebill email notices. Agencies can view this information through the online Email Exceptions report. See the *Pay.gov Agency Guide to the Reporting Service* and the *Agency Guide to Activity Files* for details.

3.2 Unpaid Bill Reminder

Ten days prior to the due date of an unpaid bill, Pay.gov automatically emails a reminder to the customer that their bill is still unpaid. No configuration is needed.

Figure 2: Sample pending bill reminder

THIS IS A TEST TRANSACTION

This is a courtesy email to inform you that you have a bill that is due in 10 days.
You may sign in to your account at http://[redacted] and click on the My Bills link, then go to the Pending tab. If you have any questions regarding this payment, please contact [redacted] at [redacted] or [redacted]@paygov.com.

Application Name: app_2001
Agency Tracking ID: 777777
Transaction Amount: $16.00
Payment Due Date: 05/31/2018

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY.

3.2.1 Automatic Bill Payment

In configuration, you can enable automatic bill payment for your ebilling cash flow application.
Customers and their designated bill payers will receive a reminder email ten days before each payment is due.

3.2.2 Agency Customers

Enablement by the agency allows customers to:

- self-enroll in automatic bill payment, which means that Pay.gov will automatically create payment transactions for all bills issued for their BAN if the bills are not manually paid beforehand. Enrolled customers do not have to take any action to pay their bills
- modify enrollment information at any time, including changing the payment account used for ebills
- cancel enrollment at any time

3.2.3 Agency Users

Enablement allows agency users having access to the eBilling Online Customers page to:

- view which customers are enrolled in automatic bill payment
- cancel a BAN's enrollment

If the option is selected in configuration, your agency users could:

- Enroll customers BANs in automatic bill payment at their request, instead of the customer self-enrolling
- Modify a BANs enrollment information, at their request.

For information and instructions, see the *Guide to Automatic Bill Payment (Autopay)*.

3.3 Multi Bill Pay

> ***Note:*** Customers must sign in to their account if they wish to view and pay multiple bills. Entering an access code without signing in allows a customer to view and pay only one specific bill.

- Agencies using the 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 submitted for settlement is reduced, and the customer will have to separately pay the unpaid bills.

3.4 Access Code Email Delay

By default, access code emails are sent to customers immediately when they are created. If an access code is created before the associated ebill is created, the ebill may not be available for the customer to view and pay at the time they receive the email.

To avoid this situation, can request Pay.gov to configure their ebilling application to delay sending the access code email until after the associated ebill is created.

4 Validation

4.1 Billing Account Number Duplication Prevention

Pay.gov validation prevents billing account numbers (BANs) from being added in both uppercase and lowercase versions. For example, Pay.gov recognizes AAA as being the same as aaa and returns an error.

This prevents duplication and assigning different customers the same BAN. In reports, searches for AAA would also return aaa.

5 Roles Needed to Create an eBill

Only agency users granted the following Pay.gov roles can create ebills.

- BIG (Bill Generator)
- BAG (Bill Access Generator)

5.1 BIG Role Responsibilities (Bill Generator)

The BIG role is responsible for

- setting up optional bill content: logo, header, footer, custom line item fields, access code email additional text
- creating ebills
- creating custom bill data
- entering TAS/BETC classification data
- creating customers and accounts
- managing customers
- copying existing ebills and editing them to create new ebills
- canceling ebills
- creating batch files for uploading multiple ebills
- creating batch files for uploading multiple customers
- informing the BAG role when payers and access codes are needed for a customer account

5.2 BAG Role Responsibilities (Bill Access Generator)

The BAG role manages access codes and ebill payers. This includes

- viewing customers
- creating ebill payers for customer accounts as requested by the BIG role, or as needed for existing customers
- managing payers
- deleting payers
- creating access codes
- resending access codes, if needed by a payer
- canceling access codes

5.3 Role Functions

The functions that can be performed be each role are listed in Table 2.

Table 2: eBilling Online Application role functions

Role	Create one-time ebill	Batch upload ebills	Batch upload customers	Attach file to ebill	Create customer and BAN	View Customer	Create bill header, footer, and sign in	Create custom line item fields	Create access code email additional text	View ebill information and status	Cancel unpaid ebills	Add or delete ebill logos	Create payers	Create access code & question /answer	create access code batch file	Send notice wit access code	Cancel access code	Resend access code
BIG Bill Generator	X	X	X	X	X	X	X	X	X	X	X	X						
BAG Bill Access Generator						X							X	X		X	X	X

6 eBilling Online Application Site Navigation

6.1 eBilling Online Application Web Addresses (URL)

Environment	Address
Agency Testing	https://qa.pay.gov/myagency/
Production	https://pay.gov/myagency/

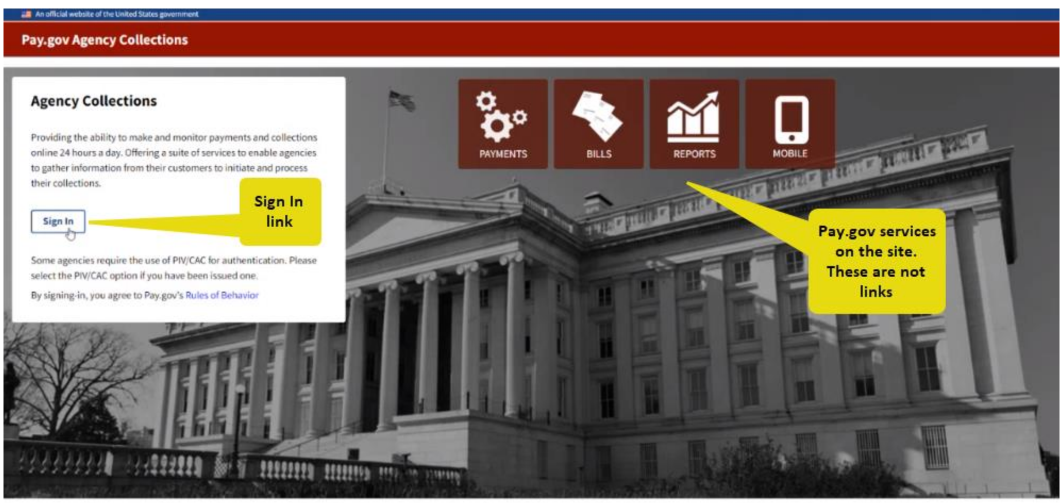
6.2 Site Navigation

> ***Important!*** Do not use your browser's back and forward buttons to move through the eBilling Online Application. Using either button may cause you to lose your work.

6.3 myagency Website Home Page

eBilling Online is accessed through Pay.gov's myagency (Agency Collections) website. The home page shows the services available on the site and allows you to sign in (Figure 3).

Figure 3: Example myagency (Agency Collections) home page



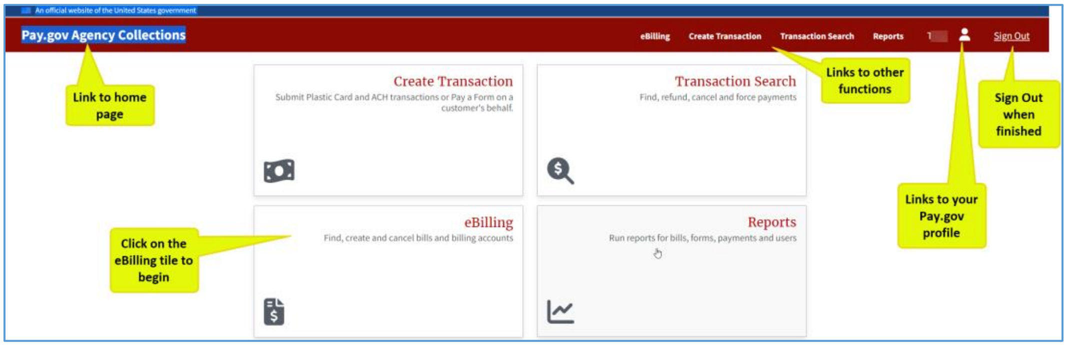
Clicking on the Sign In link takes you to the single sign on page where you will use your PIV/CAC card. (Other sign in credentials may be allowed by some agencies.)

6.4 Agency Collections Services Page

1. After you sign in, the agency collections (myagency) services page opens. It includes tiles showing the Pay.gov services allowed for your role(s).
2. Click the eBilling tile to start your session.
3. Other links to functions your role(s) permit may also be shown in the gray bar near the top.

4. The sign out link appears at the top of all pages. Click it when finished with eBilling Online.

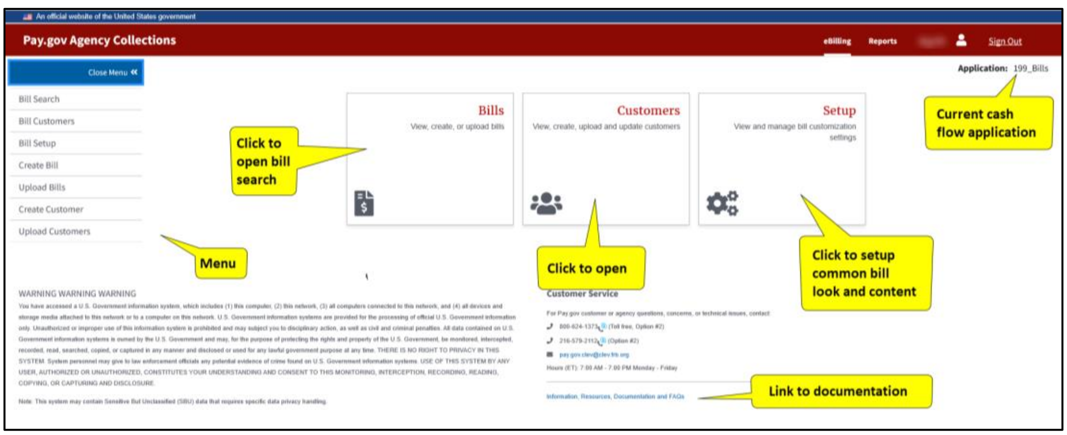
Figure 4: Agency Collections (myagency) page



6.5 eBilling Page

Clicking on the eBilling tile opens the eBilling Online landing page. The links on the page may differ according to your role and permissions.

Figure 5: Example eBilling Online home page



Links on the page include:

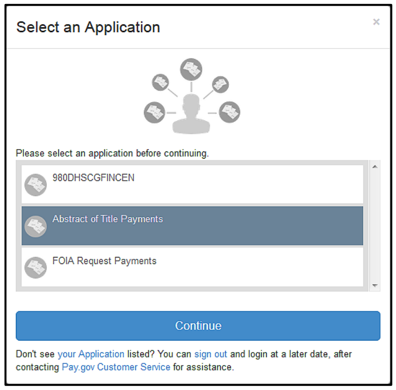
- eBilling functions on the menu
- Bills opens the Bill search page
- Customer opens the Customer list page.
- Setup opens the page used to create common bill contents
- The application name shows the current cash flow application, and may allow you to pick another application
- Information, Resources, Documentation and FAQs opens a page where you choose the information, instructions, and technical references you need for Pay.gov services

6.5.1 Select your eBilling Application

1. If you have more than one ebilling application, the Select an Application dialog opens immediately (Figure 6: Select an Application dialog).

2. Highlight the application the ebill will be created for.
3. Click Continue.

Figure 6: Select an Application dialog

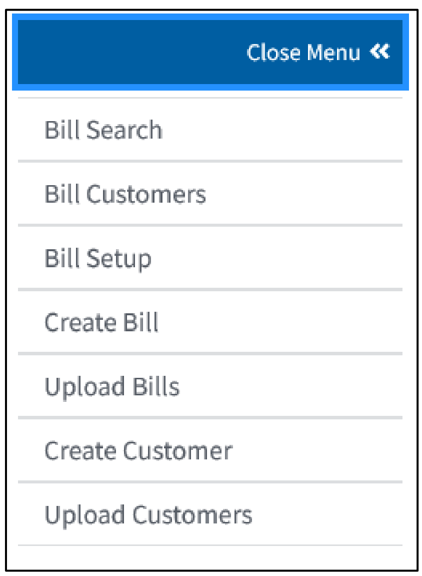


6.6 Menu

All eBilling Online Application pages include a menu on the left-hand side that allows you to select ebilling functions available to your role. Different choices are displayed for the BIG and BAG roles.

The menu is expanded on the first page of any function but collapsed on following pages. Click the menu button to expand or collapse it.

Figure 7: Example eBilling Online menu for BIG role



6.7 Search

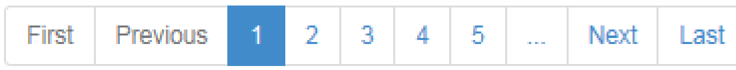
List pages (those showing ebills, customers, or payers) have a search field at the top. To find specific items, enter one or more characters in the field. The list automatically changes to show only items with those characters.

For example, entering AB for the first two characters in a Pay.gov ID limits the list to only ebills with an ID beginning with AB.

6.8 Multiple Pages

If more than one page is needed to show the information returned by the eBilling Online Application, the pages will have a bar at the bottom with links to move through the pages.

Figure 8: Page navigation bar



6.9 Information

Click the "I" symbol when it appears next to a heading or input field to see available values or what can be entered.

6.10 Signing Out

Important! To ensure site security always sign out when finished.

6.11 Inactivity Sign Out

After 15 minutes of inactivity the system will automatically sign you out. You will need to sign in again to continue.

Uncompleted ebills or access codes may be lost, and you will need to start over.

6.12 Support Contact Information

Contact information for Customer support can be found at the bottom of most Pages on the eBilling Online website.

BIG Role

7 Setup

Use setup to add and manage custom content that can be used later in your cash flow application's ebills.

- Custom content is used in addition to the standard content available for all ebills.
- Custom content does not replace standard content.
- The logo, header, and footer custom content are not automatically included in an ebill. It must be selected each time an ebill is created.
- Active custom line item fields are automatically included when an ebill is created.
- Access code email additional text is used to provide agency-specific information or instructions to the access code email Pay.gov sends to a customer.

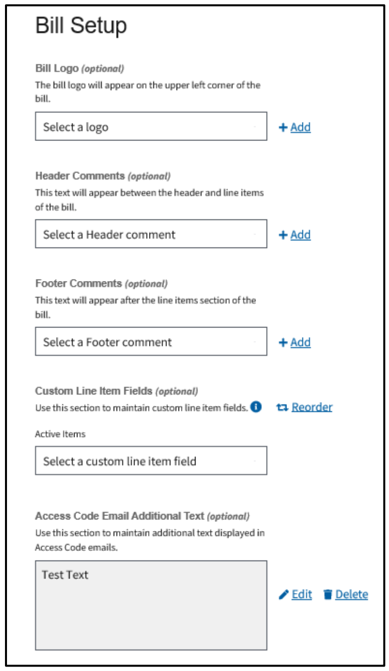
Table 3: Custom content setup

Content	Actions Allowed
Bill Logo	Add, Delete, Activate, Deactivate
Header Comments	Add, Edit, Delete
Footer Comments	Add, Edit, Delete
Custom Line Item Fields	Add, Deactivate, Activate Delete if not previously used in an ebill.
Access Code	Add, Delete
Additional Email Text	Add, Delete

7.1 Setup Page

1. Click the Setup link at the top of most eBilling Online Application pages.
2. The Setup page opens (Figure 9).

Figure 9: Setup page



7.2 Bill Logo (Optional)

A logo is any image your agency chooses to appear on your ebills, such as your agency seal. After it is added to your cash flow application, it must be selected each time an ebill is created. It will appear in the upper left-hand corner of the online ebill.

7.2.1 Prepare the Logo

You must use an existing logo image file, or create one, before you can add it for use with you ebills.

The image:

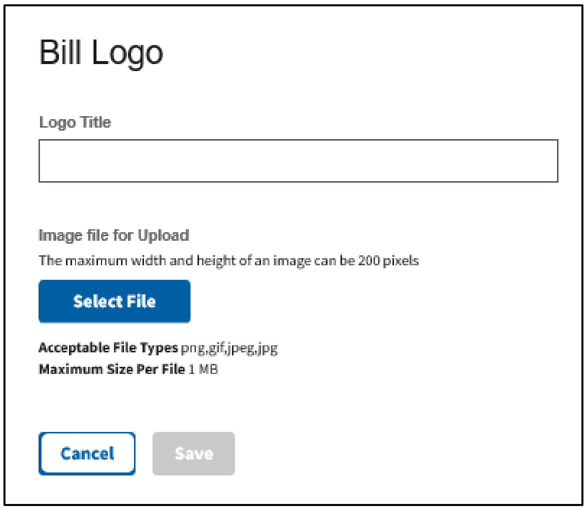
- must be a .png, .jpg, or .gif format file
- must be no larger than 200 pixels wide and 200 pixels high
- file size must be one megabyte or smaller

7.2.2 Add the Logo

If the logo has already been added to eBilling Online, click inside the Bill Logo field and then select it from the list.

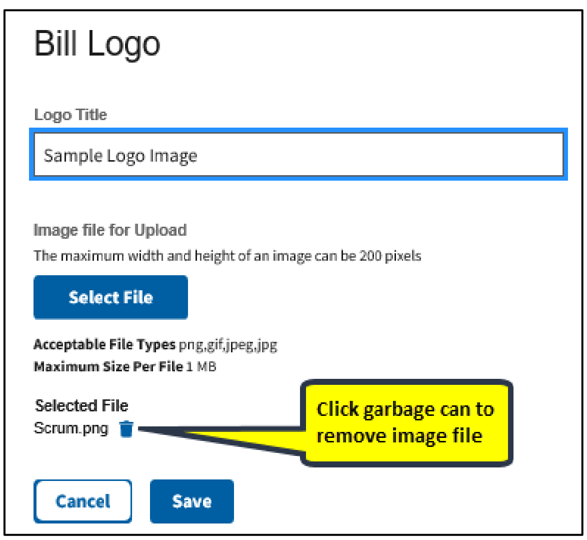
1. If you need to add a new logo image, click the + **Add link**.
2. The Bill Logo page opens.

Figure 10: Bill logo upload page



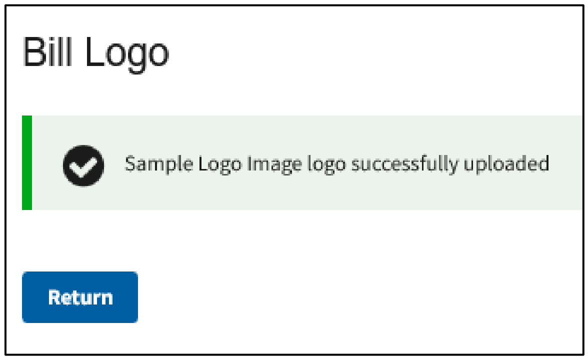
3. Enter a logo title, 40 characters or less.
   The title is required. It identifies the logo when it is selected.
4. Click Select File.
5. Navigate to the location of the logo image file on your system.
6. Highlight the file.
7. Click Open (Windows PCs).
8. The file name of the image is displayed on the Bill Logo page.

Figure 11: Bill Logo page with selected image file



9. Click Save (the button is disabled until the title is entered and the image is selected).
10. If you wish to select a different image, click the garbage can next to the file name
11. A success message is displayed.

Figure 12: Sample Bill Logo upload success message



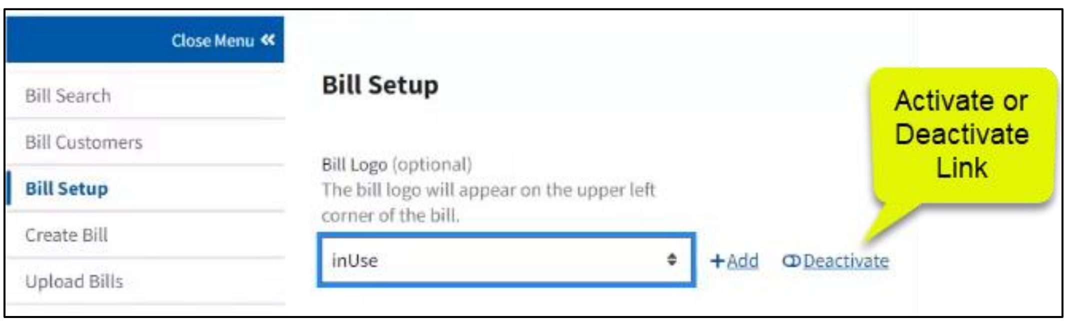
> ***Note:*** To use a different image instead, click Change Logo, then browse for the new image file.

12. Click Return to go back to the Bill. The logo title appears in the bill logo field.

7.2.3 Activate or Deactivate a Logo

After it is added, a bill logo must be activated to be used.

Figure 13: Link to activate or deactivate bill logo



To activate a logo:

1. Select the logo from the dropdown list in the bill logo field.
2. Click the activate link to the right of the field.

To deactivate a logo:

1. Select the active logo from the dropdown list in the bill logo field.
2. Click the deactivate link to the right of the field.

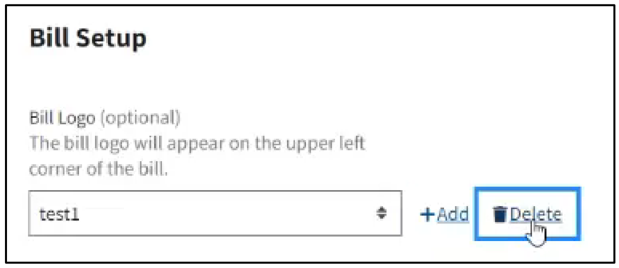
> ***Note:*** Only activated logos are listed in the dropdown for a new bill.

7.2.4 Deleting a Logo

> ***Note:*** Only logos that have not already been used for a bill can be deleted. Logos that have been used for any bill can only be activated or deactivated.

1. On the Bill Setup page, click inside the Bill Logo field.
2. Select (highlight) the logo from the list.
3. Click the Delete link to the right of the field.

Figure 14: Deleting a bill logo



4. Click Delete.
5. The Delete Logo? confirmation dialog is displayed.
6. Click OK.

7.3 Header Comments (Optional)

Header comments provide additional information on an ebill, such as instructions or information about your agency.

Header comments consist of:

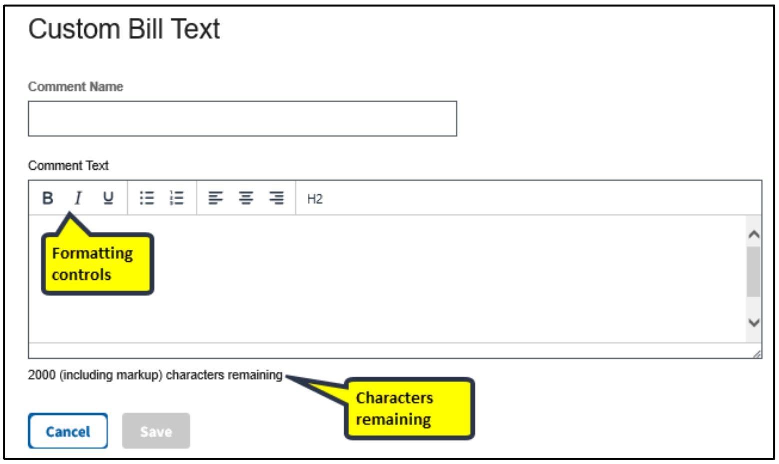
- a name, identifying the comment and allowing reuse with other ebills
- the comment text; 2000 characters or less.

7.3.1 Add Header Comments

If the header comments have already been added to eBilling Online, click inside the Header Comments field and then select the comments from the list.

1. On the Bill Setup page, click the Header Comments + **Add** link**.**
2. The Custom Bill Text page opens

Figure 15: Header comments custom bill text page.



3. Enter a Comment Name, 40 characters or less.
   - The name must be different from any other header comment name used for your cash flow application. (It can be the same as a Footer Comment name.)
4. Enter the comment text. You can format the text (bold, bullets, etc.) using the formatting controls.
   - The comments must be 2000 characters long or less.
   - The number of characters available is shown below the text field
   - Formatting decreases the number of characters available.

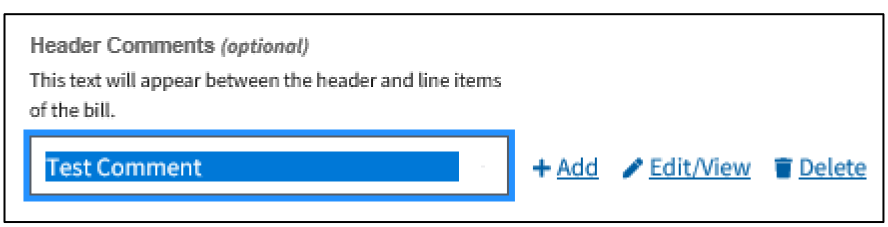
5. Click Save. (The button is disabled until both the Comment Name and some Comment Text are entered.)

7.3.2 Deleting Header Comments

You can delete existing header comments.

1. On the Bill Setup page, click inside the Header Comments field.

Figure 16: Deleting a header comment



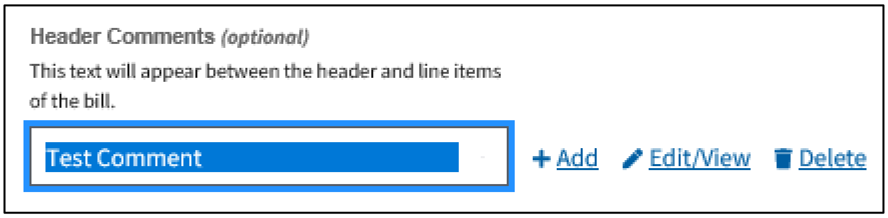
2. Select (highlight the logo from the list.
3. Click the Delete link to the right of the field.
4. The Delete Header? confirmation dialog is displayed.
5. Click OK.

7.3.3 *Editing Header Comments*

> ***Important!*** You can edit comment text only before it is used on a bill. Once used, it cannot be edited. It can be saved with a different name and that version edited.

1. The header comments field will already contain a comment name if any exist.

Figure 17: Editing a header comment



2. If needed, click inside the Header Comments field, and select a header from the list.
3. Click the **Edit/View** link.
4. Make your changes,
5. Click **Save**.

7.3.4 *Copying Header Comments to Create a New Comment*

You can edit an existing header comment and save it with a new name to create a new comment.

1. The header comments field will already contain a comment name if any exist.
2. If needed, click inside the Header Comments field, and select a header from the list. Click the **Edit / View** link.
3. Change the comment name.
4. Change the comment text.
5. Click **Save**.
6. The comment with the new name is added to the dropdown list.
7. The original comment is still in the list. For example, if Comment2 is edited and saved with the name Comment3, both Comment2 and Comment3 appear in the list.

7.4 Footer Comments (Optional)

Footer comment text is shown in the bottom part of the ebill. It could be used to provide agency contact information or disclaimer text.

Footer comments consist of:

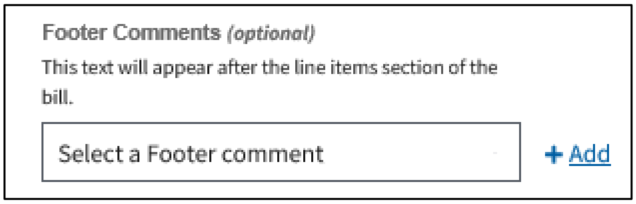
- a comment name, identifying the comment and allowing reuse with other ebills.
- the comment text

7.4.1 Add Footer Comments

> If the Footer comments have already been added to eBilling Online, click inside the Header Comments field and then select the comments from the list.

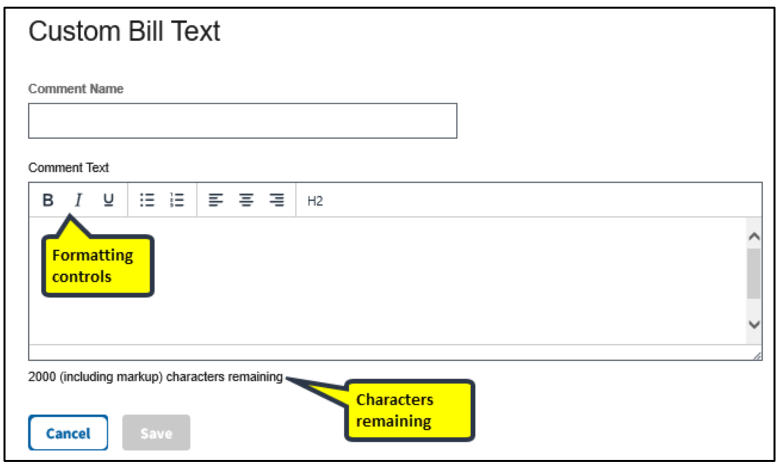
1. On the Bill Setup page, click the Footer Comments + **Add** link**.**

Figure 18: Adding footer comments



2. The Custom Bill Text dialog opens

Figure 19: Header comments custom bill text dialog.



3. Enter a Comment Name, 40 characters or less.
   - The name must be different from any other footer comment name used for your cash flow application. (It can be the same as a Header Comment name.)
4. Enter the comment text. You can format the text (bold, bullets, etc.) using the formatting controls.
   - The comments must be 2000 characters long or less.
   - The number of characters available is shown below the text field
   - Formatting decreases the number of characters available.

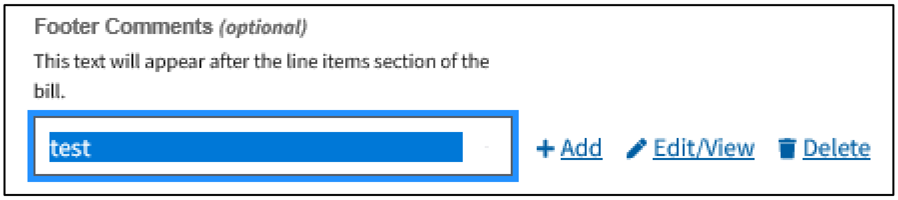
5. Click Save. (The Save button is disabled until a Comment Name and some Comment Text is entered.)

7.4.2 Deleting Footer Comments

You can delete existing footer comments.

1. The footer comments field will already contain a comment name if any exist.

Figure 20: Deleting a footer comment



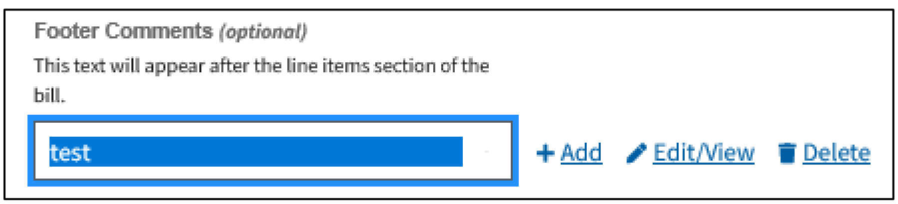
2. If needed, click inside the field to open the dropdown list. Then click (highlight) the comment name to delete.
3. Click the Delete link.
4. The Delete Comment? dialog opens.
5. Click OK to confirm.

7.4.3 Editing Footer Comments

> ***Important!*** You can edit comment text only before it is used on a bill. Once used, it cannot be edited. It can be saved with a different name and that version edited.

1. The footer comments field will already contain a comment name if any exist.

Figure 21: Editing a footer comment



2. If needed, click inside the filed to open the dropdown list. Then click (highlight) the comment name to edit or view.
3. Click the **Edit / View** link.
4. Make your changes,
5. Click **Save**.

7.4.4 Copying Footer Comments to Create a New Comment

You can edit an existing footer comment and save it with a new name to create a new comment.

1. The footer comments field will already contain a comment name if any exist.
2. If needed, click inside the field to open the dropdown list. Then click (highlight) the comment name to copy or view.
3. Click the **Edit / View** link.
4. Change the comment name.
5. Change the comment text.

6. Click **Save**.
7. The comment with the new name is added to the dropdown list.
8. The original comment is still in the list. For example, if Comment2 is edited and saved with the name Comment3, both Comment2 and Comment3 appear in the list.

7.5 Custom Line Item Fields

Line items list the items or services being billed for.

> ***Note:*** Custom Line Item Fields are not line items. Instead, they are optional fields, created by you, that are used to capture additional information you require for the line items in a bill.

The standard fields for all line items are:

- Item Name
- Item ID (optional)
- Description (optional)
- Price Per Item
- Quantity

Adding custom line item fields allows you to expand the information gathered for each line item included in a bill. Custom line item fields are automatically shown when you create line items for a bill.

For example, a custom line item field could explain how many units are included in an item (single, box, dozen, etc.), or could be used to gather or show other information needed by your agency. (If the custom line item field shows that an item is made up of 12 units and the quantity is 12, then the line item is for 144 units.

7.5.1 Requirements and Restrictions

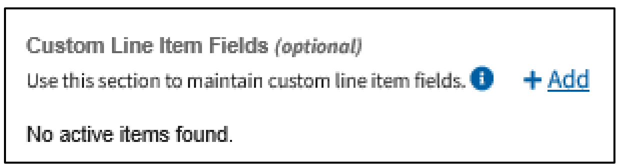
- Custom line items must be created and managed in the Setup step of the eBilling Online Application. When you create a bill, the custom line item fields are shown in the line item step.
- Initially only up to five custom line item fields can be created.
- The label for a custom line item field cannot be longer than 40 characters.
- Custom line item fields can be active or inactive. When created they are automatically active, but can be deactivated later, at which time you can create/add a new, active, custom line item field.
- Only custom line item fields that have not yet been used in an ebill can be deleted. Once used in an ebill, a custom line item field can only be deactivated in Setup.
- All active custom line item fields are automatically included when you create an ebill.
- All active custom line item fields are automatically included in the template used to upload batches of ebills (section 11).

- If you deactivate a custom line item field, you can create a new active field. For example, you already have 5 active fields. You deactivate one of them. You can create a sixth field, and that will be active.
- A custom line item field could be designated to accept any text entered or be restricted to selections from a dropdown list.
- Custom line item field data can be designated to be viewable customers or hidden so it is available only to agency users viewing ebill details in the eBilling Online Application or Pay.gov reports.
- Text entered in a custom line item field cannot be longer than 256 characters.
- Labels for custom line item field dropdown items cannot be longer than 256 characters.
- Custom line item fields are displayed in the order they are created but can be reordered later.

7.5.2 Adding a Custom Line Item Field

1. On the Bill Setup page, click the Custom Line Item Fields + **Add** link.

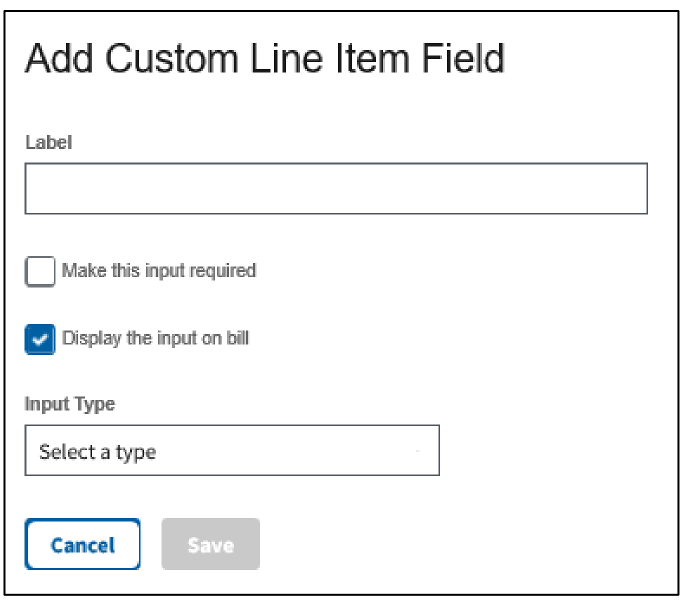
Figure 22: Adding a custom line item field



> ***Note:*** Once you have five custom line item fields the + **Add** link disappears.

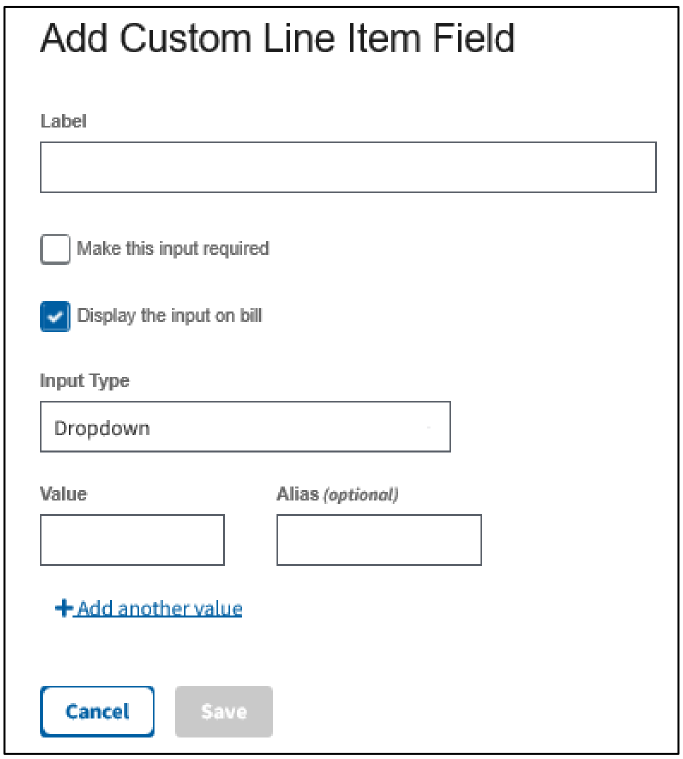
2. The Add Custom Line Item Field page opens.

Figure 23: Add custom line item field page



3. **Required**. Enter a unique label for the line item, 40 characters maximum. The label cannot be changed once saved.
4. **Optional**. Check the box to **Make this input required**. Otherwise, it may be blank when the ebill is created.
5. **Optional**. You have the choice to show the field to a customer on their bill or hide it. To hide it, uncheck the box **Display the input on bill.** If hidden, the field and the data it contains will still be viewable by agency users in the eBilling Online Application's "View Bills" function.
6. **Required**. **Input Type** – click inside the field and select dropdown or text. If text, the field will accept up to 256 characters of text.
   If dropdown, fields for entering a value and alias appear.
   Enter the value of the dropdown choice, up to 256 characters.

Figure 24: Entering dropdown values



7. **Optiona**l. Enter a short alias up to 20 characters long. This will prefix the dropdown value to make it easier to find.
8. To create another dropdown value, click + **Add another value.**
9. Click **Save**. (The Save button is disabled until data is entered into all required fields.)
10. To create another custom line item field, click + **Add** again**.**

7.5.3 Deactivating a Custom Line Item Field

Only active custom line item fields are included in an ebill. When created, a custom line item field is automatically active.

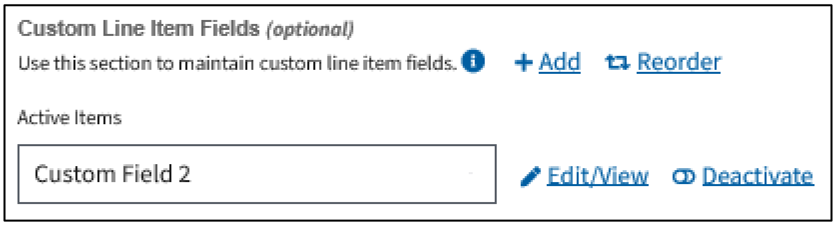
A field can be deactivated only after it has been used in an ebill.

Deactivating and activating allows you to have more than five custom line item fields available and swap them as needed for your ebills.

> ***Note:*** You can have only five custom line item fields active at any time. If you deactivate one of the five, you can then add a new field

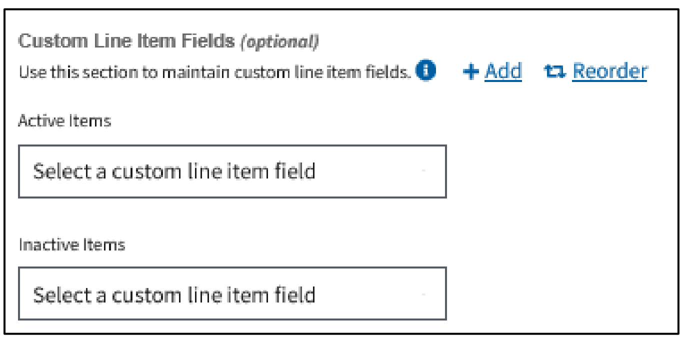
1. Click inside the Active Items field and select (highlight) the field to be deactivated.

Figure 25: Deactivate custom line item field



2. If the field can be deactivated, the Deactivate link appears to the right.
3. Click **Deactivate**.
4. Click **OK** to confirm.
5. The field is moved to the Inactive Items list.

Figure 26: Custom line item fields active and inactive item lists



6. The deactivated custom line item field is now in the Inactive Items list and has been removed from the Active Items list.

> ***Note:*** If you have less than five active custom line item fields, you can now add a new field or activate an inactive field.

Inactive custom line item fields can be edited or viewed.

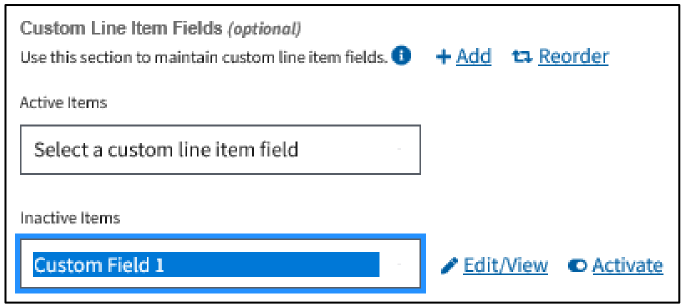
7.5.1 Activating a Custom Line Item Field

Only active custom line item fields are included in an ebill. When created, a custom line item field is automatically active.

Only five custom line item fields or less can be active at a time. Keep this in mind when activating inactive custom line item fields.

1. Click inside the Inactive Items field and then select (highlight) the field to be activated.

Figure 27: Activate an inactive custom line item field



3. If the Custom Line Item Field can be activated, the Activate link appears to the right.
4. Click **Activate**.
2. Click **OK** to confirm.
3. You return to the Bill Setup page and a confirmation message is displayed at the top.
4. The newly activated custom line item field is added to the bottom of the selection list and will appear last when you create a line item. You can reorder it, if needed.

7.5.2 Reordering Custom Line Item Fields

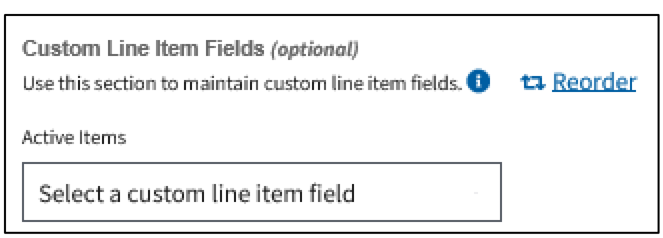
When displayed on a bill or in the batch upload template (section 11), custom line item field are listed in the same order they were created, unless you reorder them.

Reordering can only be done in Setup.

Changing the order does not affect ebills issued before the change. They will display custom line item fields in the original order.

1. Click the **Reorder** link.

Figure 28: Reorder custom line item fields

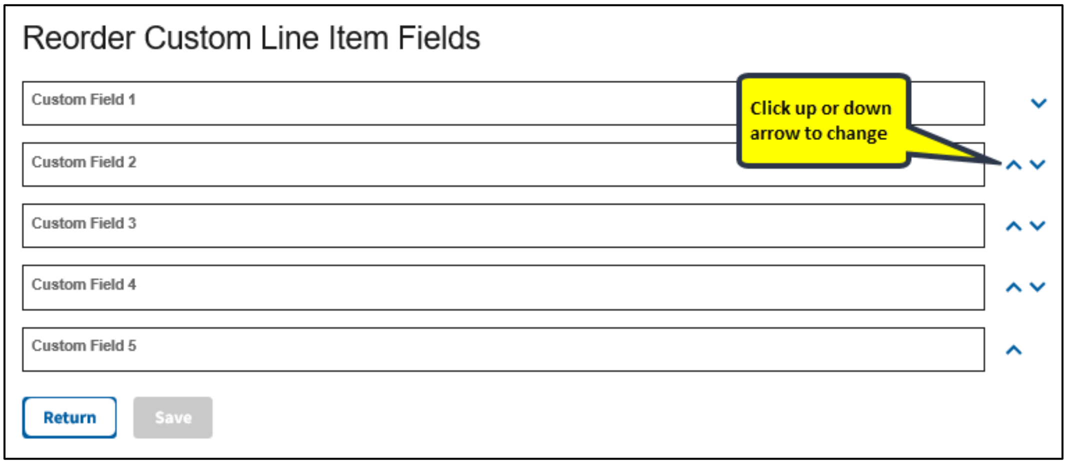


> ***Note:*** If five custom line item fields are active, only the Reorder link will be shown. If less than five fields are active, both the

Add and Reorder links are shown. These instructions show reordering if all five fields are active.

2. The Reorder Custom Line Item Fields page opens.

Figure 29: Reorder custom line item fields dialog



3. Click the arrows to the right of a field value to move it up or down.
4. Click **Save**. (The Save button is disabled until a field's order is changed.)

7.5.3 Edit a Custom Line Item Field

Editing a custom line item field can only be done in Setup.

You cannot

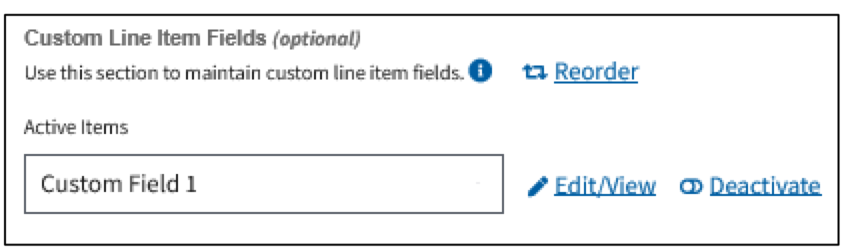
- change the label of the custom line item field.

You can make the following changes:

- whether or not input is required
- whether or not the input is displayed on a customer's ebill
- the input type
- change, add, or delete dropdown values

1. Click inside the Custom Line Items field and then select (highlight) the field to be edited from the dropdown list

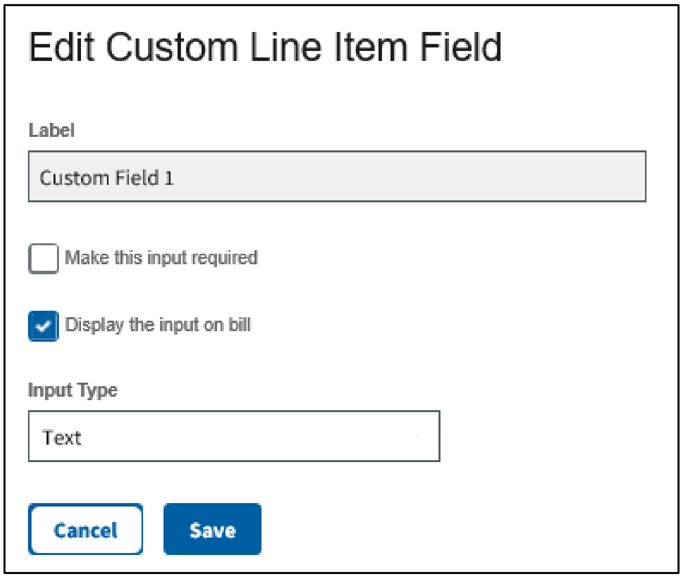
Figure 30: Selecting custom line item field to edit



2. Click **Edit/View**.

3. The Edit page opens.

Figure 31: Edit custom line item field page



4. The label cannot be changed.
5. Change a setting or the text.
6. Click **Save**.

> ***Note:*** Both active and inactive custom line item fields can be edited or viewed.

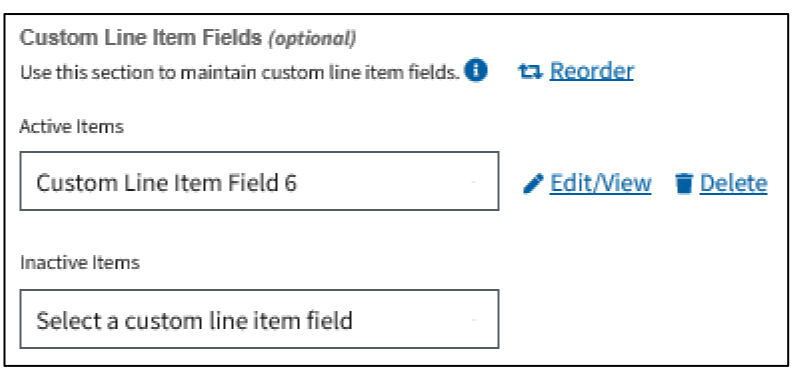
7.5.4 Delete a Custom Line Item Field

You can only delete custom line item fields that have not yet been used in an ebill. If already used, they can only be deactivated.

Custom line item fields can be deleted only in Setup.

1. Click inside the Custom Line Items Fields Active Items or Inactive Items field and select (highlight) the field to be edited from the dropdown list.

Figure 32: Selecting custom line item field to edit



2. The Delete link appears to the right of the field if the Custom Line Item Field can be deleted.
3. Click **Delete**.
4. Click **OK** to confirm the delete.
5. You are returned to the Bill Setup page. A message at the top confirms the deletion.

7.6 Access Code Email Additional Text (Optional)

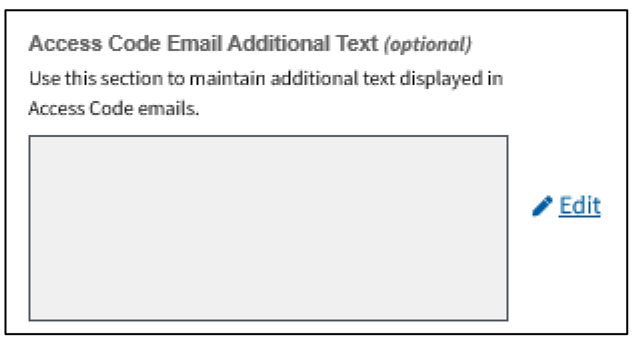
If additional text is added to access code email it is shown in the second-to-last paragraph. The additional text could provide agency-specific information or instructions.

Each eBilling Online cash flow application can have only one block of additional text or have none. If additional text has been added in set up, it will be used in all your eBilling Online cash flow application's access code emails.

7.6.1 Add Access Code Email Additional Text

1. Click the Edit link to the right of the Access Code Email Additional Text block.

Figure 33: Access Code Email Additional Text section

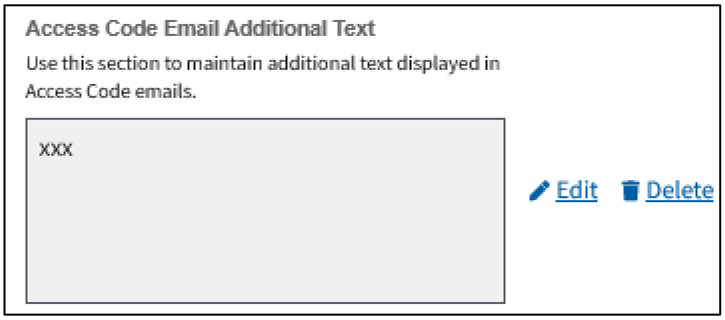


2. Cancel and Save links appear to the right of the block.
3. Enter up to 2,000 characters of text in the block.
4. Click **Save**.

7.6.2 Deleting Email Additional Text

You can delete additional text. It will no longer be included in access code emails.

Figure 34: Deleting email additional text

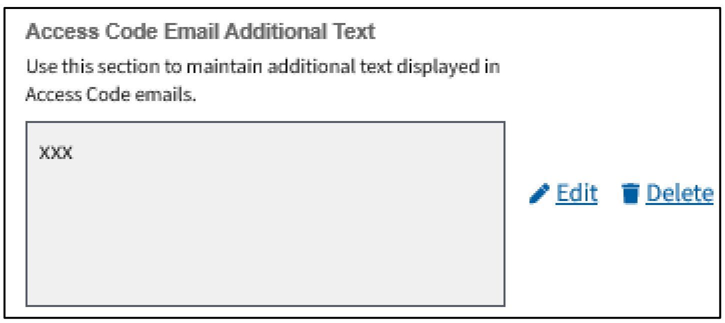


1. Click the **Delete** link.
2. The Delete Access Code Additional Text? dialog opens.
3. Click **OK** to confirm.
4. The text is deleted and will no longer appear on Access Code emails.

7.6.3 Editing Email Additional Text

You can edit additional text at any time. All subsequent access code emails for your cash flow application will include the edited text.

Figure 35: Editing email additional text



1. Click the **Edit** link.
2. Change the text in the block.
3. Click **Save**.

8 Creating a New eBill

1. If needed, Click Setup and select or add options for your ebill.
2. Click Create Bill on the Menu.
3. To create an ebill you will:
    a. Add the customer (section 8.1).
    b. Enter ebill data (section 8.2).
    c. Enter data for one or more line items (section 8.3).
    d. Enter line item classification (TAS/BETC) data, if needed (section 8.4).
    e. Review and submit the ebill and add attachments, if needed (section 8.5).
    f. Request the BAG role to create at least one payer and access code for the customer, if necessary.

The steps are shown across the top of the Create Bill pages. The current step is bolded and underlined. A checkmark next to a step indicates you have completed it.

Figure 36: Create bill steps

8.1 Select or Add Customer

A customer is the individual, business, or other entity being billed. Creating or adding a customer consists of entering the customer's name and a unique billing account number (BAN). See section 18 for an explanation of BAN and other ebilling concepts.

> ***Note:*** A customer is the account being billed. Anyone with access to the account is referred to as a payer. Any payer can pay the ebill. Payers with access to the ebill are created by the BAG role after you have created the ebill.

You will either:

- Select an existing customer from a dropdown list (section 8.1.1).
- Search for an existing customer (section 8.1.2)
- Add a new customer (section 8.1.3)

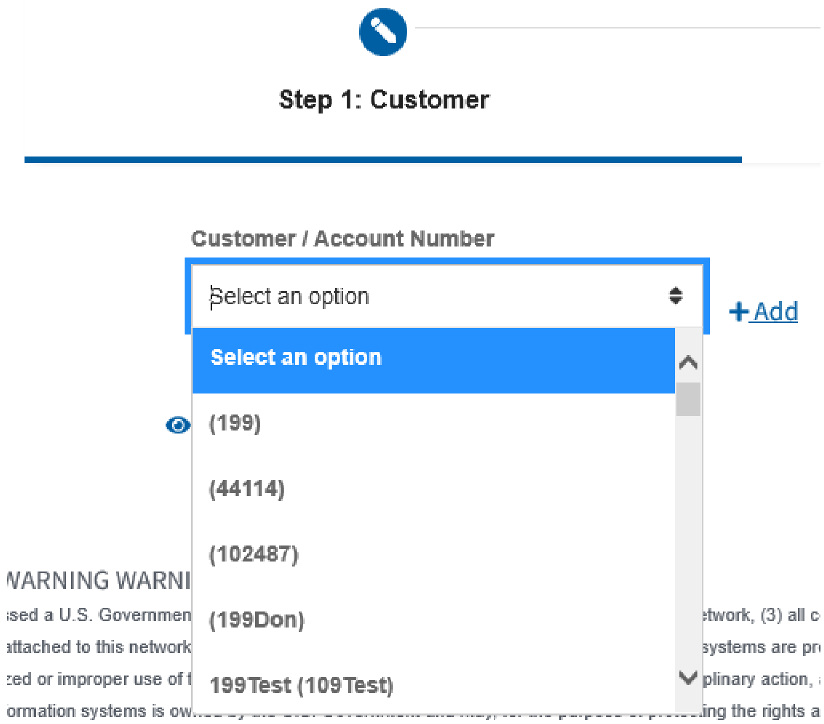
8.1.1 Selecting a Customer

Follow these steps if the customer has already been created for the eBilling Online cash flow application

1. Click inside the input field.
2. Click on the **customer** in the list

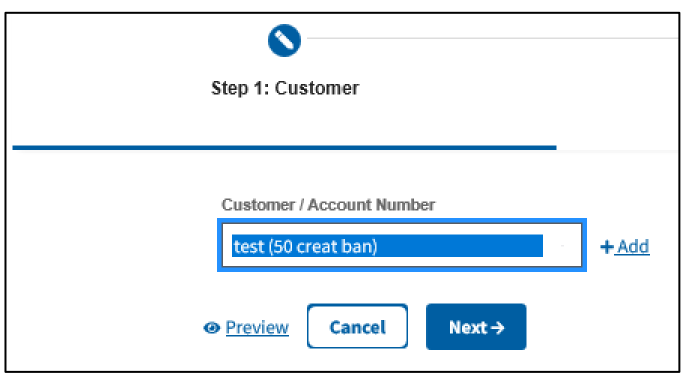
3. A list of customers is shown in the input field.

Figure 37: Selecting a customer



4. Click on a customer in the list.
5. Click **Next** to go to start entering Bill Data.

Figure 38: Example of selected customer



8.1.2 Searching for a Customer

1. **Enter** all or part of the customer’s name in the input field.
2. A selection list opens showing only customers that match your entered information.
3. Click on the **customer** in the list.
4. The customer is shown in the selection field.

5. Click **Next**.

8.1.3 Adding a New Customer

If the customer is not included in the selection list, you can add them.

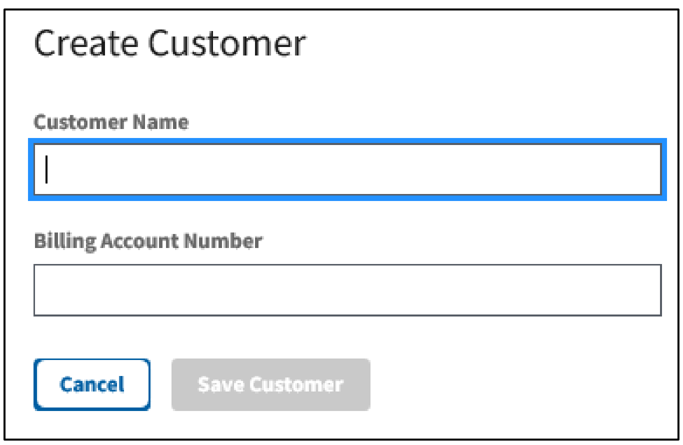
> ***Note:*** You can also create a customer for your application without creating a new ebill (section 10).

1. Click + **ADD** (Figure 38).
2. Enter the **name** identifying the customer (Figure 39).
3. Enter a unique **Billing Account Number (BAN)**, as assigned by your agency.
   a. Use only ASCII characters.
   b. 40 characters maximum.

> ***Important!*** Each customer must have a unique BAN. You will be warned if the BAN is already in use or is a duplicate (Pay.gov recognizes the uppercase and lowercase versions as the same BAN (AAA is the same as aaa).

4. Click **Save Customer**.

Figure 39: Create New Billing Customer form



5. The success message is displayed.
6. Click **Return**.
7. The new customer is selected in the field and is added to the dropdown list.
8. Click **Next** to start entering Bill Data.

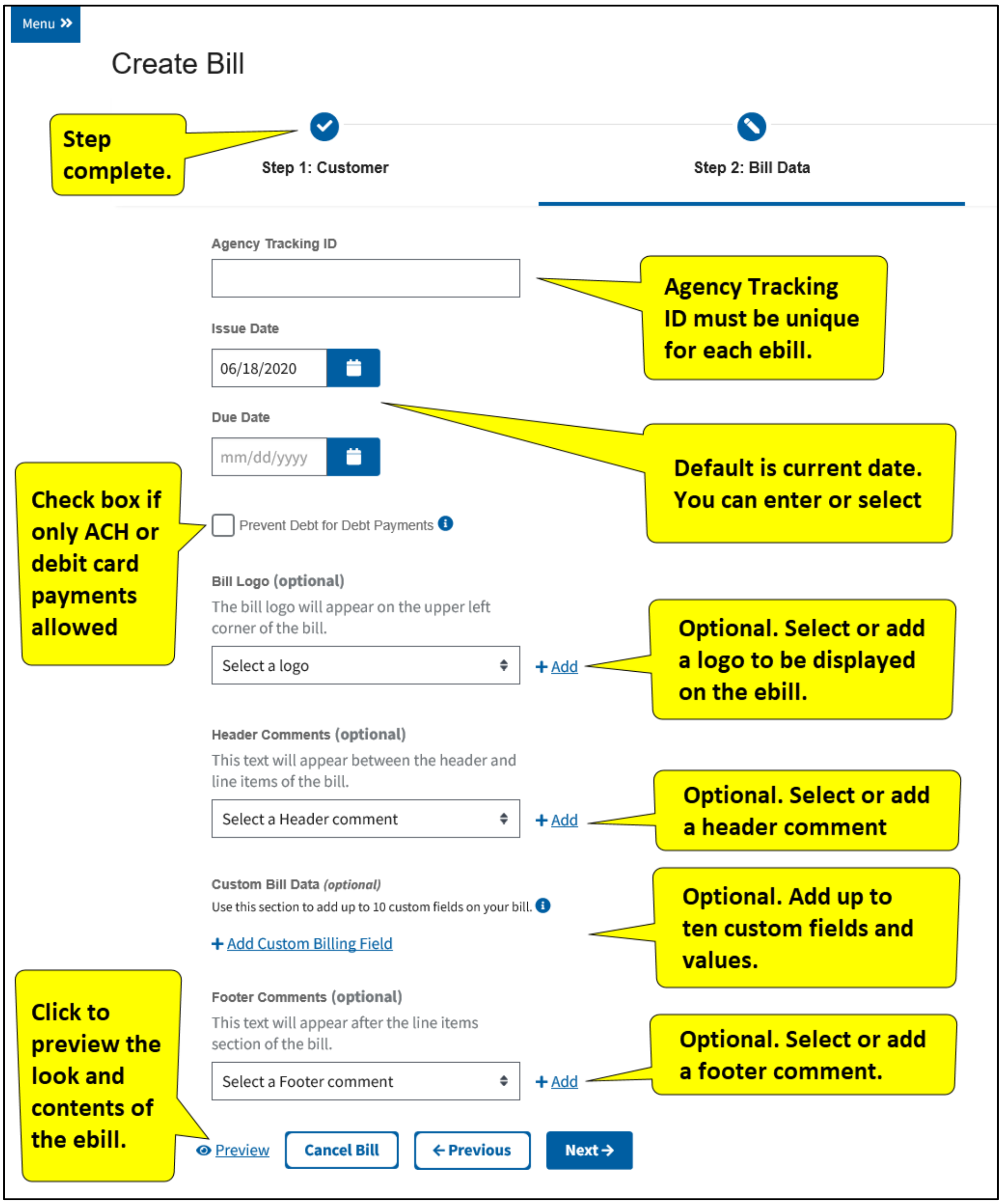
> ***Note:*** Payers may need to be added for a new customer. They are created by the BAG role when the access code is created

8.2 Enter Bill Data

In this step you create:

- the information on the ebill
- the look of the ebill

Figure 40: Enter bill data page



8.2.1 Enter the Agency Tracking ID (Required)

The agency tracking ID is a unique identifier for the ebill, such as an invoice number.

- It can be any combination of letters and numbers
- It is created by your agency.
- It must be unique within your agency. It can be used for only one transaction of any kind.
- It is used to track both the ebill and its associated payment.

8.2.2 Enter or Select the Billing Dates (Required)

Issue date — the date the ebill becomes effective. The default is the current date.

> ***Note:*** The issue date is not necessarily the date the ebill is created. Instead, it is the ebill's effective date chosen by your agency. As such, it is for your agency's records and use.
>
> However, Pay.gov sends the notification email and makes the ebill available on the public website on the same day it is created.

Due date — the date by which the ebill must be paid.

8.2.3 Prevent Debt for Debt Payments

Check this box if only ACH debit or debit card payments will be accepted for this bill. For example, credit card payments may not be accepted if the ebill is for an outstanding debt, such loan repayment.

8.2.4 Select or Add a Logo

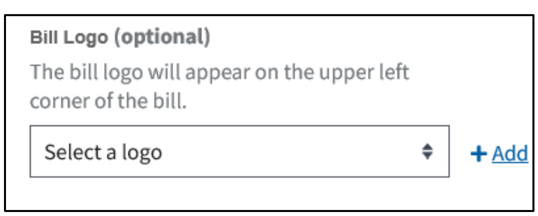
A logo can be any image supplied by your agency to appear on your ebills, your agency seal for example. If selected, it will appear in the upper left-hand corner of the online ebill.

Before it can be used, the logo must be uploaded to, and available in the eBilling Online Application.

You can:

- Select a logo from the list.
- Search for an existing logo.
- Add a new logo file.
- Delete a logo.
- Use the same logo file for any ebill you create.

Figure 41: Select, search, or add logo



8.2.4.1 Selecting a Logo from the List

1. Logos on the list have already been uploaded to the eBilling Online Application.
2. Click inside the field to display the list.
3. Click a logo title to select it.
4. The logo title is shown in the field and the logo is added to the ebill.

8.2.4.2 Searching for a Logo

1. **Enter one or more characters** of the logo title in the field.
2. The resulting list shows only logo titles matching your entry. To refine the search, enter more characters.
3. **Select** a logo title.
4. The logo is added to the ebill.

8.2.4.3 Adding a New Logo

If a logo has not been added in Setup, you can add it in this step.

1. Click + **Add** to the right of the field.
2. Follow the instructions in section 7.2.
3. Once added, the logo title appears in the search field and will be displayed on the ebill.

8.2.5 Deselecting a Logo

After selecting a logo, you can choose not to use it.

1. After a logo has been selected, the **Clear** link appears.
2. Click **Clear** to deselect the logo.
3. The logo title is removed from the search field.
4. The deselected logo is still available on the list.

8.2.6 Updating a Logo

You can change the image file for a logo in one of two ways:

- Uploading a different file at the time the logo is added but before it is saved.
- Deleting the logo and then adding a new one using the same title.

Uploading a different file when adding a logo

1. **Add** the logo.
2. On the Bill Logo Preview, click **Change Logo.**
3. **Browse** for and select the new image file.
4. Click **Open.**
5. Click **Next**.
6. On the Bill logo preview page click Save.

Deleting an existing logo and replacing it with a new one

1. Delete the existing logo in Setup (section 7.2.3).
2. Add a new logo but enter the old title.

8.2.6.1 Deleting a Logo

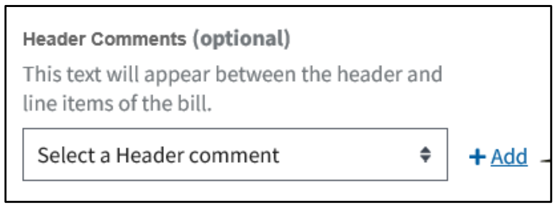
A logo can be deleted only in Setup. See section 7.2.3.

8.2.7 Select or Add Header Comments (Optional)

Header comment text is shown near the top of the ebill. For example, you could include instructions or additional information about your agency.

8.2.7.1 Selecting a Header Comment

Figure 42: Select or add header comments



1. Click inside the field to display a list of available header comment names.
2. Click a **name** to select it.
3. The comment name is shown in the search field.

8.2.7.2Searching for a Header Comment

1. **Enter one or more characters** of the existing header comment name in the search field.
2. The list changes to only show names matching the search. You can refine your search by entering more characters.
3. In the list, click the name of the header comment to use.
4. The header comment name appears in the search field and is added to the ebill.

8.2.7.3Adding a New Header Comment

If header comments have not been added in Setup, you can add them in this step.

1. Click + **Add** to the right of the field.
2. Follow the instructions in section 7.3.1.
3. Once added, the header name appears in the search field and its text will be displayed on the ebill.

8.2.7.4 Editing Header Comment Text

> ***Important!*** You can edit comment text only before it is used on an ebill. Once used, it cannot be edited.

Figure 43: Edit header comments

1. **Select** the comment.
2. The Clear and Edit/View links appear.
3. Click **Edit/View**.
4. Change the information in the Comment Name or Comment Text fields.
5. Click **Save**.

8.2.7.5 Deselecting a Header Comment

You can clear your comment selection.

1. After a comment is selected or added, the Clear and Edit/View links appear above the search field.
2. Click **Clear** to deselect the comments
3. The comment name is removed, and the search field is blank.
4. The comment name remains in the selection list. It remains available to be selected for another ebill.

8.2.7.6 Deleting a Header Comment

Header comments can be deleted in Setup. See section 7.3.2.

8.2.7.7 Copying and Saving a Comment to Create a New One

See section 7.3.4.

8.2.8 Create Custom Bill Data (Optional)

Custom bill data is information you can include on an ebill to capture and display additional details about the bill, such as the customer name or a permit number (see Figure 1).

Custom bill data:

- Must be created separately for each ebill, unless an ebill is copied and used to create a new one (section 9.8).
- Is viewable by customers and agency users when they open and issued ebill on Pay.gov's public website.
- Does not accompany an ebill payment through processing.
- Is forwarded by Pay.gov to the CIR, so it is available in reports can be used for your agency's reconciliation process.

You can:

- Add up to ten pairs of labels and their values. For example, a "Permit" label and its permit number value.

- Change the order in which custom bill data appears on the ebill.
- Edit existing custom bill data.
- Delete custom bill data.

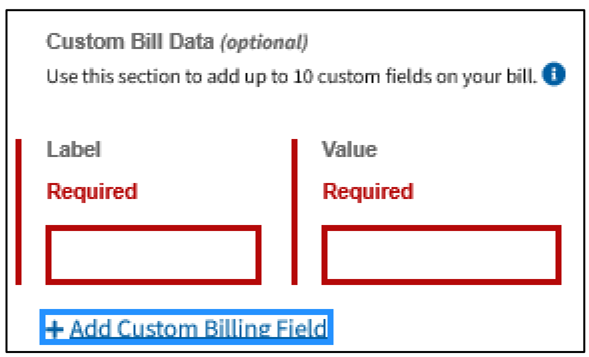
8.2.8.1 Adding Custom Bill Data

You determine what custom bill data should be included in an ebill and add it as the ebill is created. If two ebills will have the same custom bill data, you must add the data to each bill separately.

- Custom Bill Data is optional and can be left blank.
- Custom Bill Data consists of pairs of labels and values.
- Each ebill can have up to ten custom bill data labels and their values.
- Each custom field label must be 40 characters or smaller.
- Each custom field value must be 40 characters or smaller.
- Use only the ASCII character set for custom field labels and values.

Figure 44: Custom bill data section on the Create Bill page

Figure 45: Expanded custom bill data section



1. Only one blank label and value row is displayed at first.
2. Enter a **Label** for the custom field (required if a value is entered).
3. Enter a **value** for the custom field (required if a label is entered).
4. Click + **Add** Custom Billing Field to add another field. You can add up to a total of ten pairs of labels and values.
5. Custom bill data is shown on the ebill in the same order it was added unless the order is changed.

8.2.8.2 Changing Custom Bill Data Order

You can change the order in which custom bill data is shown on an ebill.be changed.

1. Click an **up arrow** to move a label and value towards the top of the list (Figure 44).

2. Click a **down arrow** to move a label and value towards the bottom of the list.

8.2.8.3 Deleting Custom Bill Data

You can delete custom bill data only before the ebill is created.

1. Click the **trashcan** to the right of the label and value you are deleting.

8.2.8.4 Editing Custom Bill Data

You can edit custom bill data labels and values only before the ebill is created.

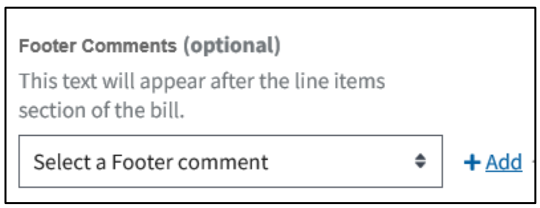
1. Click on the **label** or value text to be edited.
2. **Enter new text** or overtype existing text.

8.2.9 Select or add Footer Comments (Optional)

Footer comment text is shown in the bottom part of the ebill. For example, you could include agency contact information or disclaimer text.

8.2.9.1 Selecting a Footer Comment

Figure 46: Adding or selecting footer comments.



1. Click inside the search field to display a list of available footer comment names.
2. Click a comment **name** to select it.
3. The comment name is shown in the search field and its text will be displayed on the ebill.

8.2.9.2 Searching for Footer Comments

1. **Enter one or more characters** of the existing comment name in the search field.
2. The resulting list shows only names matching the search. You can refine your search by entering more characters.
3. In the list, click the **name** of the footer comment to use.
4. The footer comment name appears in the search field and its text is added to the ebill.

8.2.9.3 Adding New Footer Comments

If header comments have not been added in Setup, you can add them in this step. Follow the instructions in section 7.4.1.

After adding, the footer comment name is added to the selection list, appears in the search field, and will be displayed on the ebill.

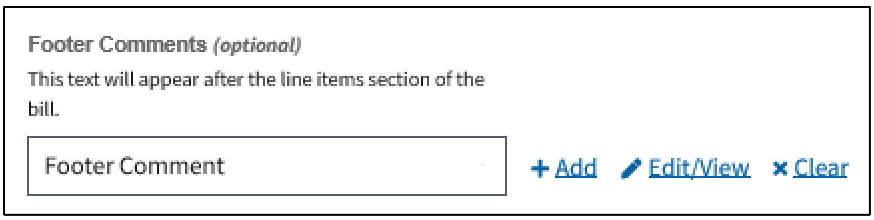
8.2.9.4 Editing Footer Comment Text

> ***Important!*** You can edit comment text only before it is used on a bill. Once used, it cannot be edited. It can be saved with a different name and that version edited.

1. **Select** the comment.
2. Click **Edit/View**.
3. Change the information in the Comment Name or Comment Text fields.
4. Click **Save**.

8.2.9.5 Deselecting a Footer Comment

Figure 47: Deselecting a header comment



1. After a comment is selected, the **Clear and Edit/View** links appear above the search field.
2. Click **Clear** to deselect the comments
3. The comment name is removed from the search field.
4. The comment name remains in the selection list. It can be selected for another ebill.

8.2.9.6 Deleting a Footer Comment

Footer comments can be deleted only in Setup. See section 7.4.2.

8.2.9.7 Copying and Saving a Comment to Create a New One

See section7.4.4.

8.2.10 Save Bill Data

1. Click **Next**.
2. The Line Items Page opens.

8.3 Enter Line Item, Price, and Classification

A line item is a description of what is being billed for, the quantity, and the price per item. A bill can include as many different line items as needed.

You must enter at least one line item for the ebill.

> ***Note:*** You can enter up to 300 line items for an ebill.

8.3.1 Add Line Items

1. After you click Next in Bill Data, the Create Line Item dialog opens.
2. **Click Add Line Item**.

Figure 48: Adding a line item

3. The Enter Line Item page opens.

Figure 49: Create line item page that includes custom line item fields

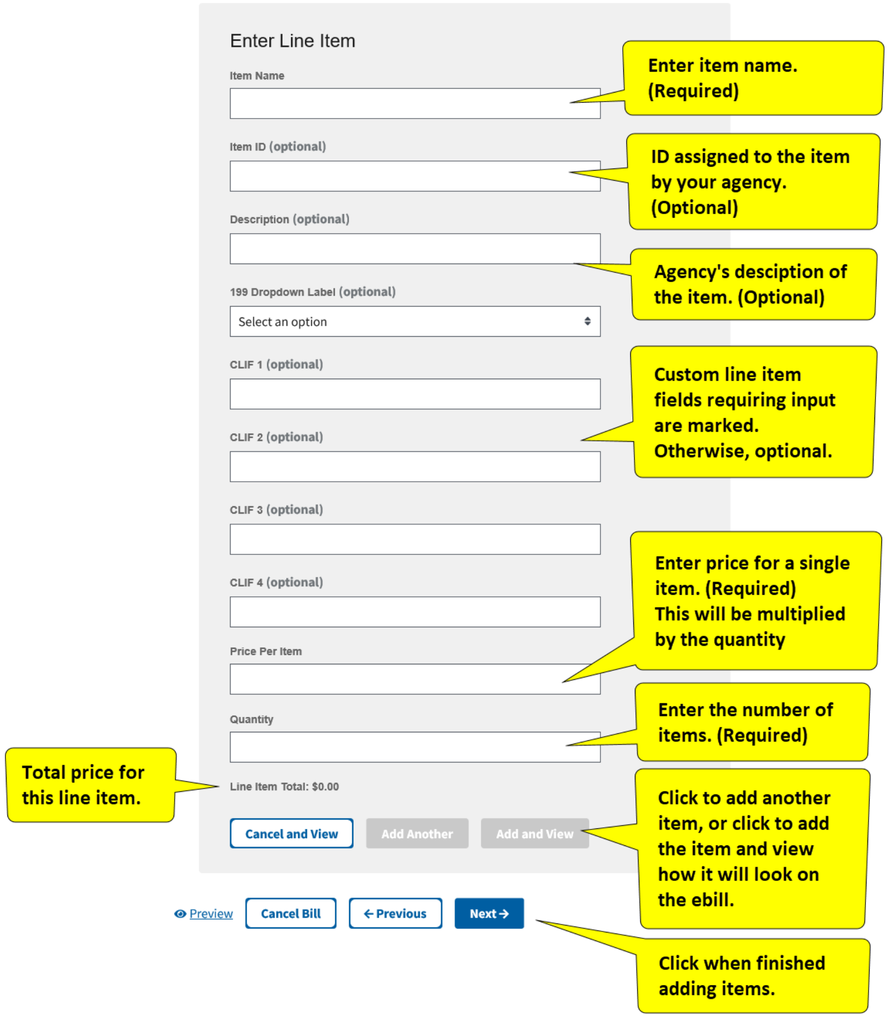


Table 4: For each line item enter the following information

Field	Description
Item Name Required	Enter the Item Name. This is the name used by your agency to identify the item.
Item ID Optional	Enter the item ID assigned by your agency, if any.
Description Optional	Enter a Description. You can add additional information about the item; the dates a permit is valid, for example.
Custom Line Item Fields Can be either optional or	Fields and their labels are created in Setup. You enter or select values. These fields are used to supply additional information about the item.

Field	Description
required, as marked.	
Price Per Item Required	Enter the Price for a single item. The eBilling Online Application automatically calculates the item total by multiplying the price per item by the quantity. For example, if one permit costs $50 and the quantity is two, the total amount for the line item calculated by eBilling Online is $100.
Quantity Required	Enter a quantity. This is the number of the same kinds of items being billed for. For example, if the ebill is for two entrance permits, the number in the Quantity field is 2. You must enter at least the number 1.
Line Item Total	Automatically calculated and displayed. (Price X Quantity.)
Cancel and View	Deletes the line item being created and displays the line items already added.
Add Another	Adds the entered line item and opens a blank page where you can add another line item.
Add and View	Adds the entered line item and opens a page where you can immediately view it on a completed line item page. You can then **Edit/View** the item or **Delete** it. If you will enter classification data (TAS/BETC). Click the **Allocate Classification Data** link.
Preview	Click to see a preview of how the online ebill will look.
Cancel Bill	Cancel creating the entire ebill.
Previous	Go back to the previous step. You may lose
Next	Click when finished adding line items. Up to 300 line items can be added to a bill.

8.3.2 Completed Line Items Page

When you have finished creating line items the completed line items page opens. The page:

- shows all line items with their calculated totals (Price x Quantity)
- by default, shows only the line item fields Pay.gov requires (custom line item fields and optional fields are viewable by clicking on the Edit/View link)
- shows the calculated total for the entire ebill
- allows you to view the optional and custom line item fields
- allows you to edit a line item
- allows you to delete a line item

Figure 50: Completed line item page with two items, calculated quantity and total

Link	Description
Add Line Item	Click to create another line item for the ebill.
Allocate Classification Data	Link opens a page used to allocate the bill total to accounting classifications (TAS/BETC). See section 8.4
Item Name	Click to display all line item fields for only this item. See section 8.3.3.
Edit/View (Pencil)	View all line item fields and edit them.
Delete (Trashcan)	Delete the line item. See section 8.3.4.
Preview	Preview the ebill as it will look to the customer.
Cancel Bill	Cancel creating the ebill.
Previous	Go to the previous step.
Next	Go to the next step.

8.3.3 Viewing and Editing Line Items

You can view and edit line items one-at-a-time.

1. Click the Edit/View link.
2. The Update Line Item page opens (similar to the Create Line Item page). All fields and their values are shown.
3. To edit, change any value, then click Update to return to the completed line item page.
4. Click view and edit the next line item, if needed.

8.3.4 Deleting a Line Item

1. Click the **Delete** link.
2. Click **Yes** to confirm.
3. The line item is deleted.
4. The line item page is refreshed without the deleted item.

8.4 Add Classification Data (TAS/BETC)

> ***Note:*** Your cash flow application must be configured to use TAS/BETC allocations before you can add them to an ebill. To configure TAS/BETC contact your Pay.gov Agency Liaison by email at pay.gov.clev@clev.frb.org. See the *Agency Guide to TAS/BETC Classification* for more information on using accounting classification.

Classification data is used to allocate the total amount of the ebill to accounting categories.

If your cash flow application allows allocating transactions to one or more accounting classifications categories (TAS/BETC) you will see the **Allocate Classification Data** link next to Add Line Item.

> ***Important!*** If accounting classification is used enter an amount next to each allocation label and must allocate the entire ebill total among your TAS/BETC classifications.

You must:

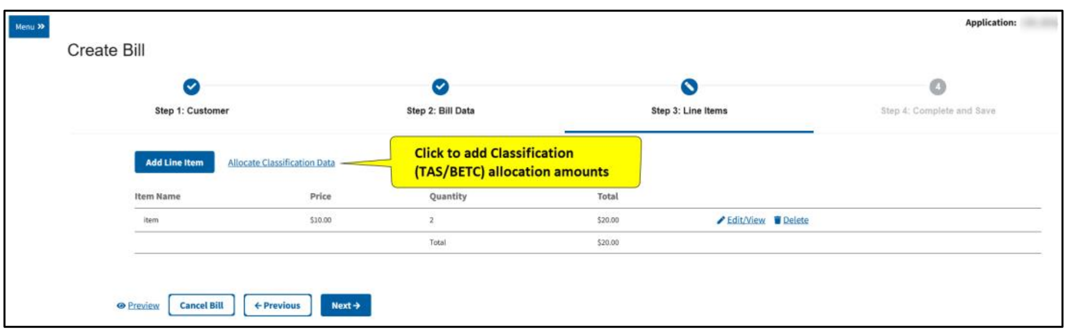
- enter the amount for each classification label listed. If TAS/BETC is used, the amount must be greater than zero.

You can:

- edit (change) the allocated amounts after submitting them, but you must do this before completing and submitting the ebill.

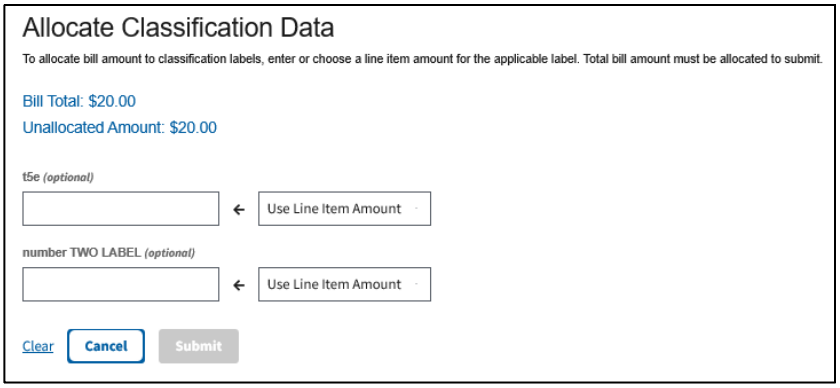
8.4.1 Entering Classification Data

Figure 51: Completed line items page with two items and calculated total



1. Click the **Allocate Classification Data** link.
2. The Allocate Classification Data dialog opens (Figure 52).

Figure 52: Allocate classification data dialog



3. The labels column (TAS) lists all the allocations you must supply.
4. **Enter a dollar amount** in the amount field for each TAS label. Or you can select an amount from the Use Line Item Amount dropdown list. For example, the dropdown may show the amount of each line item and a choice to assign whatever amount is still unallocated. The dollar amount must be greater than zero (0).
5. The Unallocated Amount changes to show the amount you still need to allocate.
6. Click **Submit** when finished.
   The Submit button is disabled until the entire Bill Total is allocated. See the Unallocated Amount to see if any amount still must be allocated.

> ***Note:*** A message is displayed if the allocation is over the total bill amount.

7. You return to the completed line item page, which now has a link that allows you to edit or view classification data.
8. Click **Next** to go to Complete and Save

> See the Agency Guide to TAS/BETC Classification for additional information.

8.4.2 Editing Classification Data

1. On the completed line items page, click the **Edit/View Classification Data** link.
2. The Allocate Classification Data page opens. The amounts are already filled in.
3. Type over the amount you want to change.
   You may need to change other amounts so that the allocated amounts equal the ebill total.
4. Click **Submit**.
5. On the Line Items page, click **Next** to go to Complete and Save.

8.5 Add Attachments and Create the eBill

In this step you:

- Add attachments to the ebill, if needed
- Authorize the ebill
- Create the ebill

The Complete and Save page opens after you have finished adding line items.

Figure 53: Complete and Save page

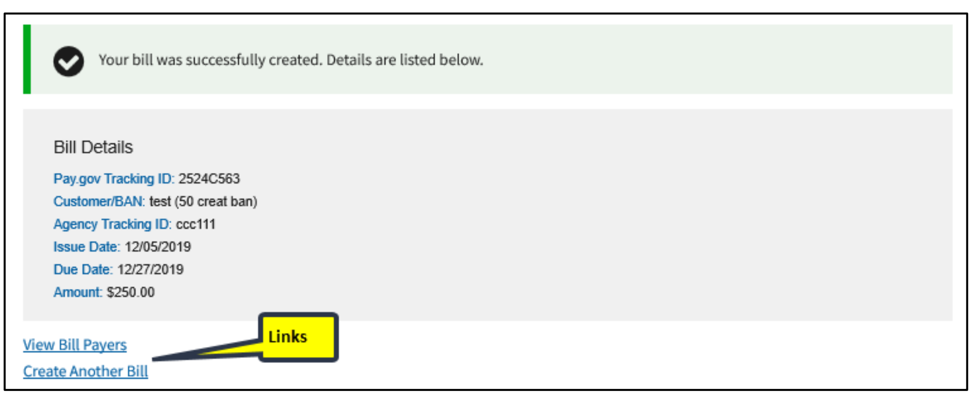
8.5.1 If You Will Not Add Attachments:

1. Check the box next to “I understand by creating this bill …”
   The bill cannot be created unless this box is checked.
2. Click **Create Bill**.

> ***Other Actions:*** Click **Previous** to return to the previous step; the existing data will still be entered.
> Click **Preview** to view the ebill as the customer will see it.
> Click **Cancel** to stop creating the bill and delete the information you’ve entered.

3. A success page opens, displaying bill information and links to create another bill or view the bill payers, and the left-hand menu.

Figure 54: Create bill success page



8.5.2 Bill Confirmation

You are done creating the ebill.

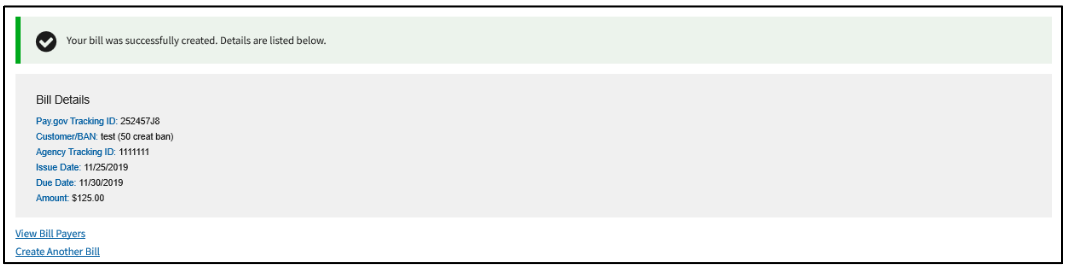
Pay.gov creates a tracking ID and confirms the ebill has been created.

- Payers must either have an access code for the ebill or have their Pay.gov account already associated with the ebill's BAN.
- If payers are already assigned, they will be listed on the confirmation.
- If no payers are assigned, an agency user with BAG role must create them and create their access code. See section 13.3.

1. **Confirm** the information in the ebill summary.
2. If needed, **request payers be created** for the ebill.

> ***Note:*** Only agency users with the BAG role can create payers (section 14).

Figure 55: Example Create Bill Confirmation



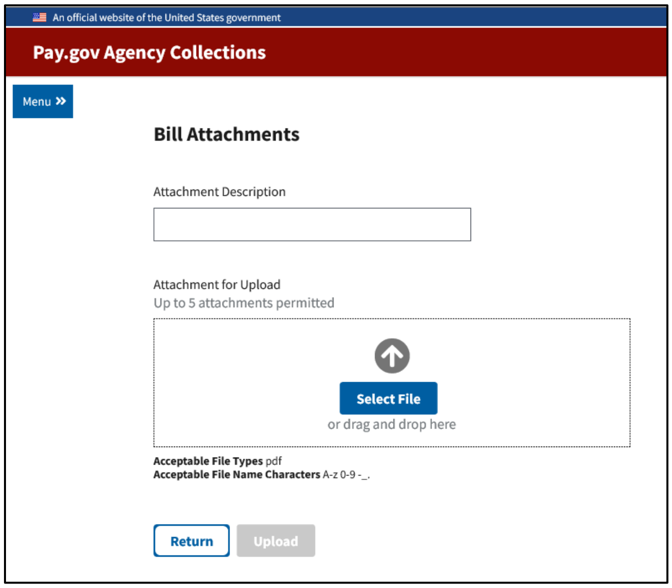
8.5.3 If You Will Add Attachments

You must create PDF attachment files ahead of time, and they must already be available on your system or a shared location.

> ***Important!*** Only Portable Document Format (PDF) files can be uploaded and attached to an ebill.
> U to 5 files can be attached.
> The total combined file size of all attachments cannot exceed 30MB.
> The Bill Attachments page displays how many megabytes remain available each time an attachment is added.

1. Click the **Add an attachment** link (Figure 53 above).
2. The Bill Attachments page opens.

Figure 56: Bill attachment dialog

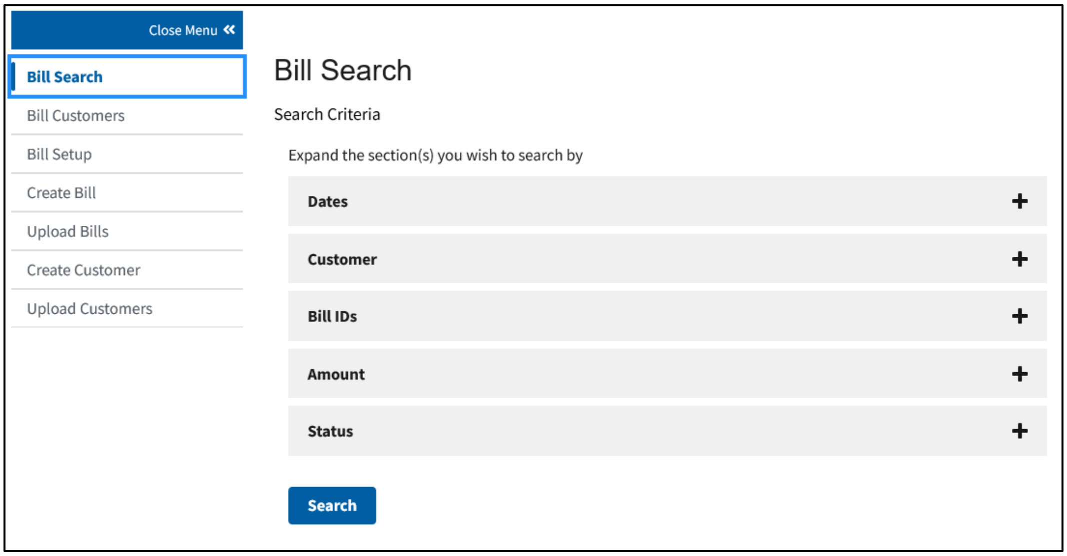


3. **Enter a short Attachment Description.** The description will appear on the ebill.
4. Click **Select File** (Figure 56). You can browse for a file by clicking the Select File button or drag and drop a file name in the box.
5. Click **Upload**.
   The Upload button is inactive until you enter the description and select the file.
6. Repeat the steps to add up to 5 attachment files.
   Each time you add an attachment the Maximum File Size decreases showing how much you have remaining for other attachment files.
7. When you are finished click **Return**.
   You are returned to the Complete page to authorize and create the ebill.

9 Searching, Viewing, Copying, Canceling eBills

1. Open the eBilling home page.
2. Click the **Bill Search** in the left-hand menu.
3. If needed, select a billing cash flow application.
4. The Bill Search page opens.

Figure 57: Bill Search page



5. If needed, click a **+** sign to open any of the criteria bars and enter information to limit (filter) your search.
   If you do not enter any criteria, all bills for the application will be returned. However, if too many bills are found you will see an error message and must filter the search to limit the results.
6. Click **Search**.
7. The Bill Search results page opens.

9.1 Filtering Your Search

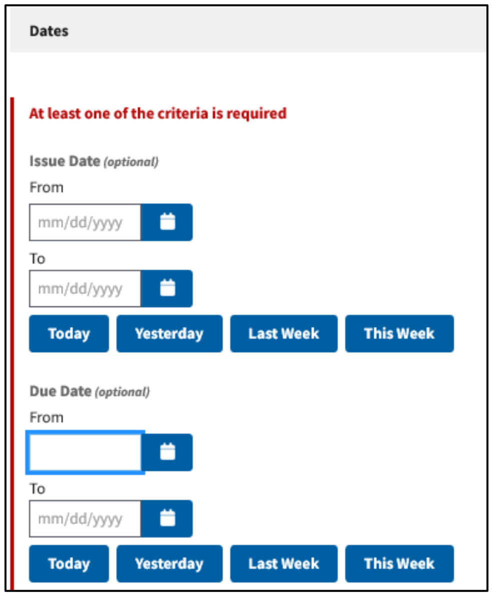
You can filter your search by a single criteria or multiple criteria.

Note:	If you search using multiple criteria, the Search button is disabled until all criteria is entered or selected.

9.1.1 Filtering by Date

- **Dates** — enter or select a range of Issue Dates in the From and To fields.
  You can click one of the buttons to automatically enter recent dates.
  -And/Or-
  Enter or select a range of Due Dates in the From and To fields.
  You can click one of the buttons to automatically enter recent dates.

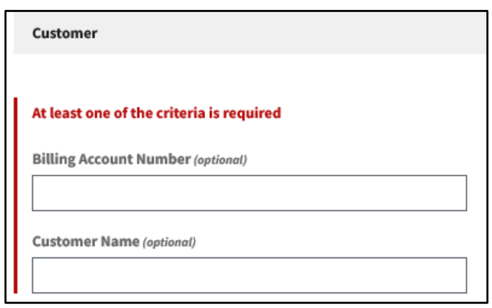
Figure 58: Filtering by Date



9.1.2 Filtering by Customer

- **Customer** — retrieve only ebills issued for a specific customer.
  Enter the Billing Account Number (BAN).
  -Or-
  The Customer Name.

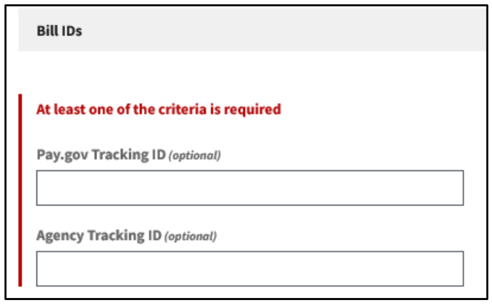
Figure 59: Filtering by customer



9.1.3 Filtering by Bill IDs

- **Bill IDs** — retrieve a specific ebill.
  Enter the Bills Pay.gov Tracking ID.
  -Or-
  The Agency Tracking ID your agency assigned to the bill.

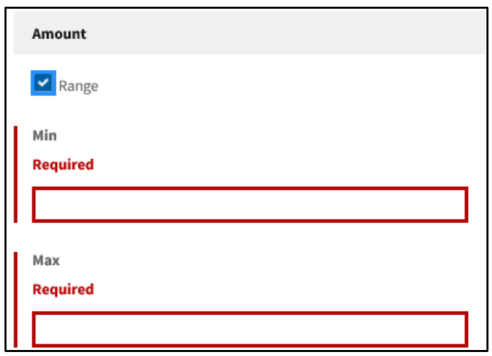
Figure 60: Filtering by bill ID



9.1.4 Filtering by Amount

- **Amount** — retrieve only ebills with a specific amount or within a range of amounts.
  Enter a single amount
  -Or-
  Enter a range of minimum to maximum amounts.

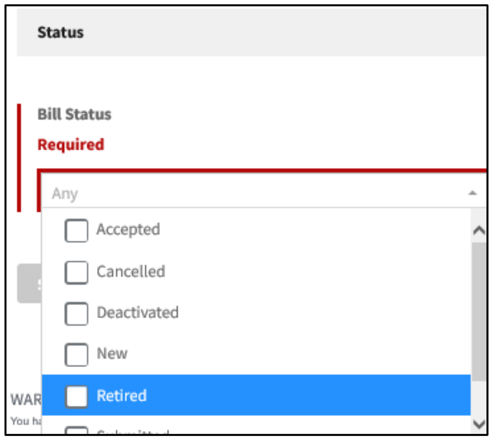
Figure 61: Filtering by amount



9.1.5 Filtering by Status

- **Status** — retrieve only ebills with one or more specified statuses.
  The default for all searches is to retrieve any status, but you can limit the search by checking one or more statuses.

Figure 62: Filtering by bill status



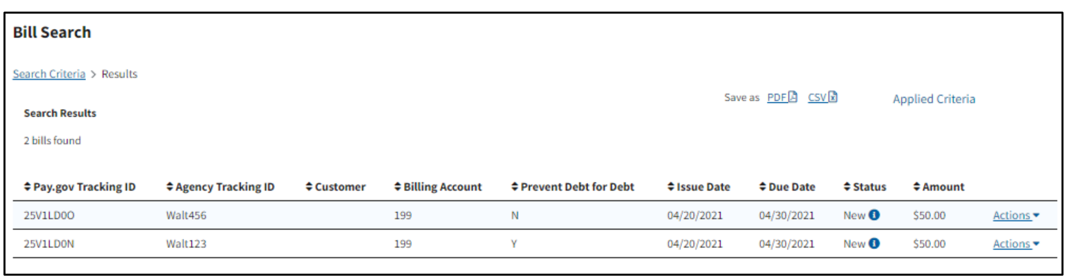
9.2 The Bill Search Results Page

> ***Note:*** Information on the Bills list can be filtered but not sorted or edited. Also, line item details for an ebill are not available through this list.

The bills page summarizes each ebill issued for your selected application and search criteria.

- The total number of ebills available in the list is shown at the top of the page.
- The list may be broken up across several pages.
- You can filter to limit or specify the ebills listed.
- You can select an action to view ebill details, copy it to create a new ebill, or cancel it.
- Click the Applied Criteria link to view/change the criteria searched by.

Figure 63: Sample Bills page



Click a column heading to change the order in which bills are displayed, ascending or descending.

Table 5: Bill page column descriptions

Column	Description
Pay.gov Tracking ID	Unique ID assigned to the ebill by Pay.gov.
Agency Tracking ID	Unique ID your agency assigns to the ebill when it is created.
Customer	The customer being billed. (Not the payer.)
Billing Account	The customer's billing account number (BAN) the ebill was created for.
Prevent Debt for Debt	This column only appears if bills can allow payment with debt instruments such as credit cards. The values in the column can be Y if the bill cannot be paid with a debt instrument (debt for debt prevention is turned on, or N if a debt instrument can be used.
Issue Date	The date the ebill is effective. This is not necessarily the date the ebill was created and on which the notice was sent to the customer. This date is for agency records and use. Pay.gov creates ebills and send notices when the bill data is submitted.
Due Date	The date by which the ebill must be paid.
Status	• **New** — a new ebill needing to be paid. • **Viewed** — the ebill has been accessed and viewed by a payer, but not yet paid. • **Cancelled**— the ebill was canceled by your agency. It is no longer active and cannot be paid. • **Submitted**— the customer submitted a payment. (The payment may or may not have been processed as yet.) • **Deactivated** — applied to any bill that has passed its Bill Last Active date if that date was supplied when the bill was created. The bill is rendered unpayable. • **Retired** — the bill has been replaced (overlayed) with a new bill. The retired bill cannot be paid, but its replacement can be paid. • **Accepted** — the bill has been fully or partially paid.
Amount	The dollar and cents amount billed. All ebill amounts are in US Dollars.
Actions	A link opening a list of actions that may be taken on the ebill. Listed actions may differ between bills, depending on their status.

> ***Note:*** The bills list does not show custom bill data or custom line item field data. View the ebill to see these.

9.3 Actions

1. Click on an ebill's Actions link to see the actions you can take. The list of actions will differ depending on the ebill and its status.
2. Click on the desired action.

Figure 64: Example ebill actions

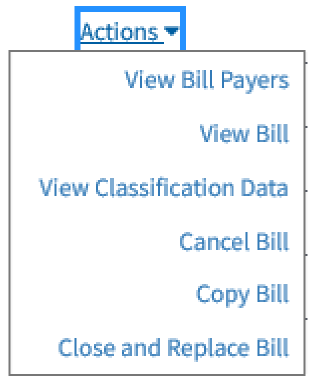


Table 6: Actions

Action	Description
View Bill Payers	View all payers assigned to the account for a bill. See section 9.4.
View Bill	View the ebill as it will be seen by the customer/payer. See section 9.5.
View Classification Data	View the TAS/BETC classifications and amounts assigned to a bill. See section 9.7.
Cancel Bill	Cancel an existing ebill so it can no longer be paid, and its access code is invalid. See section 9.6.
Copy Bill	Copy an existing bill so the data can be modified and used for a new bill. See section 9.8.
Close and Replace Bill	Close an existing, unpaid, bill and create a new one with new data to replace it. See section 9.9.

9.4 Viewing Bill Payers

> ***Note:*** Bill payers are not automatically assigned to a customer account when it is created. They are assigned by the BAG role in a separate step.

1. On the Bills Search Results page, click the **Actions** link for an ebill.
2. Click **View Bill Payers** to see a list of payers assigned to the customer account.

> ***Note:*** The View Bill Payers action is also available from Bill Customers on the left-hand menu.

3. If desired, change the order in which the payers are listed by clicking on a column heading.
4. Payers listed are grouped by how they access their ebills. The columns and information differ for each group. If the payer list extends to multiple pages, links to the pages are shown at the bottom of the page

- **Access Code Bill Payers** — payers who can enter the ebill's access code and answer the security question each time they view the ebill. They are not required to sign in to Pay.gov. Once the ebill has been paid the access code is invalid and this payer is removed from the group. Access Code Bill Payers may sign in to Pay.gov before entering the Access Code after which they are added to the list of Registered Bill Payers and deleted from this group.
- **Registered Bill Payers** — payers who have associated their Pay.gov account with the ebill's customer account (BAN). They automatically have access to all the customer's ebills, current and future, when they sign in.

Figure 65: Sample View Bill Payer's page

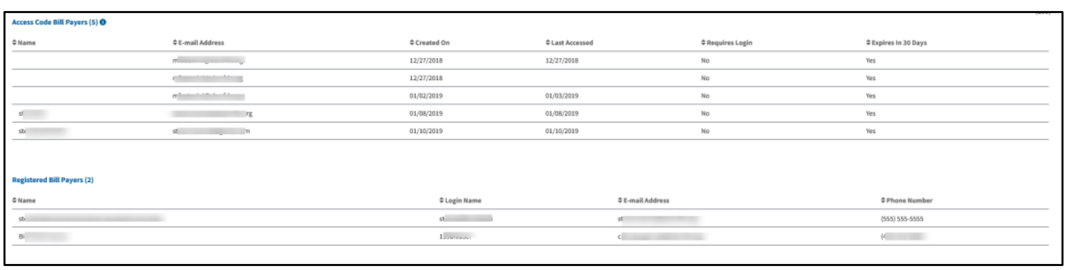


Table 7: Access code bill payers page column descriptions

Column	Description
Name	The payer's name entered by the BAG role when they were created.
E-mail Address	The payer's email address.
Created On	The date the payer was created.
Last Accessed	The date a payer last accessed the ebill.

Requires Login	Whether or not the payer must sign in to Pay.gov before they can view the ebill.
Expires in 30 Days	Whether or not the ebill's access code expires within the next 30 days.

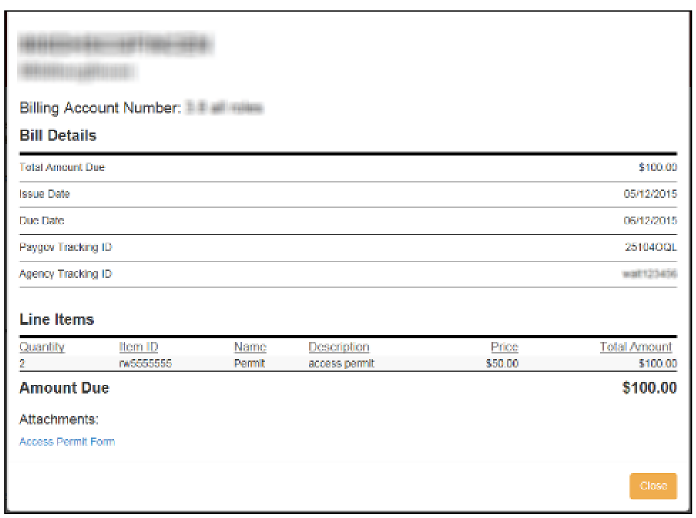
Table 8: Registered bill payers column descriptions

Column	Description
Name	The payer's name entered by the BAG role when the payer was created.
Login Name	The payer's username they enter when signed in to Pay.gov.
E-mail Address	The payer's email address.
Phone Number	The payer's phone number.

9.5 View Bill

1. On the Bill Search Results page, click the **Actions** link for an ebill.
2. Click the **View Bill** action.
3. The completed ebill is displayed. You cannot change any information on it.
4. Click **Close** to return to the Bills page.

Figure 66: Example online ebill page.



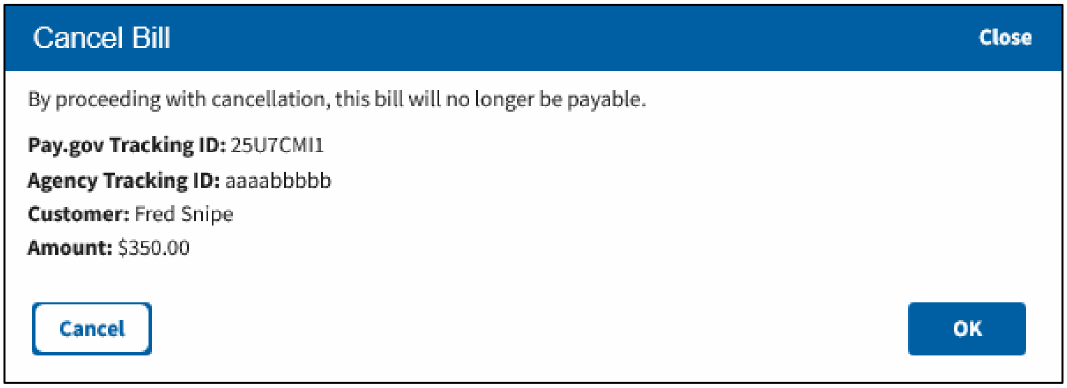
9.6 Canceling an eBill

> ***Important!*** Only ebills that have a New or Viewed status can be canceled. This action is not available for ebills with any other status.

1. On the Bill Search Results page, click the **Actions** link for an ebill.

2. Click the **Cancel Bill** action.
3. Click **OK** to confirm canceling.

Figure 67: Cancel ebill dialog

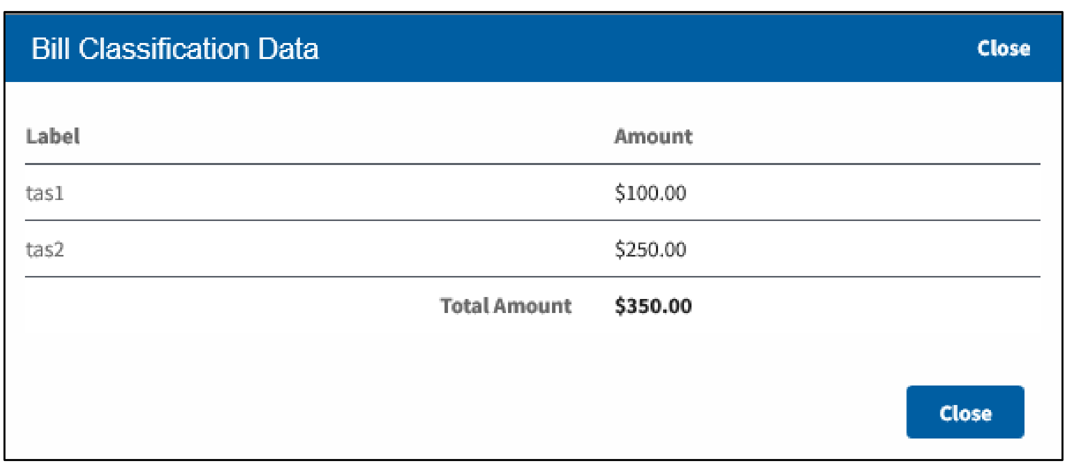


4. Access codes for the ebill become invalid.
5. The ebill can no longer be paid.
6. The ebill's status is changed to Cancelled.
7. The canceled ebill is still listed on the Bills page with its new status.

9.7 View Classification Data

1. On the Bill Search Results page, click the **Actions** link for an ebill.
2. Click the **View Classification Data** action.
3. All classifications (Label) and the amounts assigned are listed. They cannot be changed.
4. Click **Close** to return to the Bills page.

Figure 68: View Classification Data response

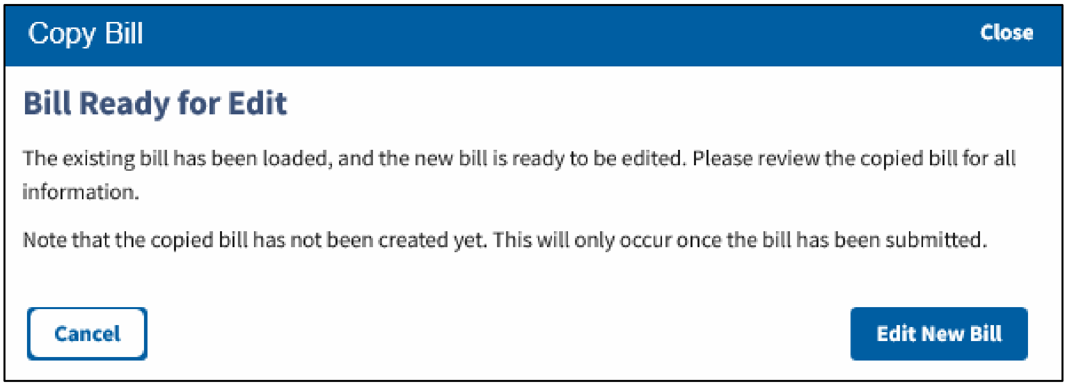


9.8 Copying an eBill

Save time when creating a new ebill by copying an existing ebill and then editing the copy.

1. On the Bill Search Results page, click the **Actions** link for an ebill.
2. Click the **Copy Bill** action.
3. The old ebill is copied but the new ebill is not yet created. Custom line item fields, if any, are included.

Figure 69: Copy Bill dialog



4. Click **Edit New Bill**.
5. The Create Bill Customer page opens. All information on this page and subsequent pages is already filled in.

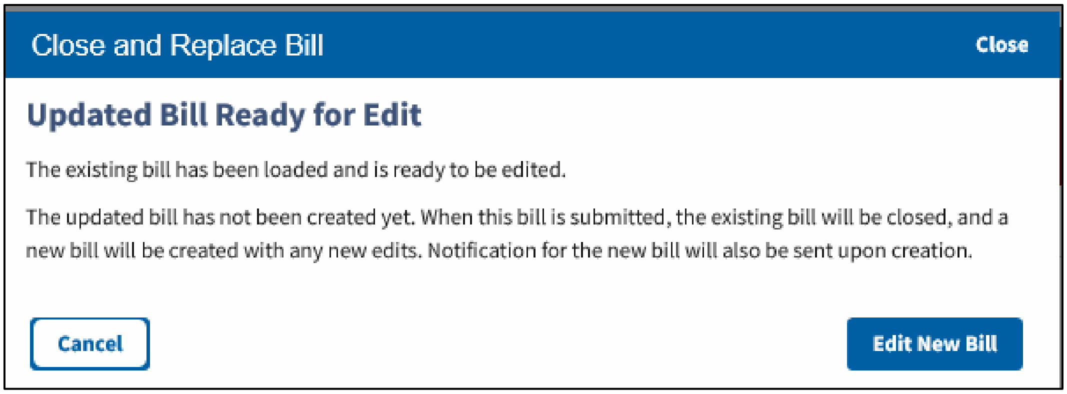
> ***Note:*** If the ebill includes custom line item fields, you will be alerted to any changes made since the copied ebill was created. For example, if a new field was added.

6. **Change any information** you need to.
7. Complete the Create Bill process as described previously.

9.9 Close and Replace Bill

Make an existing bill unpayable and replace it with a new bill. Data from the original bill is edited to create the new bill.

1. On the Bill Search Results page, click the **Actions** link for an ebill.
2. Click the **Close and Replace Bill** action.
3. The old ebill is closed but the new ebill is not yet created. Custom line item fields, if any, are included.



4. Click **Edit New Bill**.
5. The Create Bill Customer page opens. All information on this page and subsequent pages is already filled in.

> ***Note:*** If the ebill includes custom line item fields, you will be alerted to any changes made since the original ebill was created. For example, if a new field was added.

9.10 Unpaid eBill Access

Unpaid eBills are available for 18 months. After 18 months of inactivity unpaid ebills are no longer available.

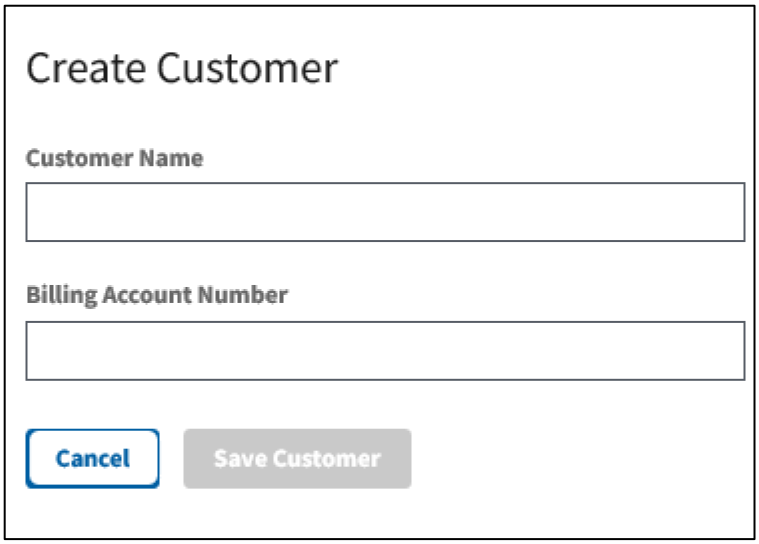
10 Creating a Customer Account without an eBill

Customer accounts can be created for a BAN without creating an ebill.

Note:	Each customer must have a unique billing account number. Pay.gov will warn you if you try to create a customer with a billing account number that is already being used.

1. Click **Create Customer** in the left-hand menu.
2. The Create New Billing Customer dialog opens.

Figure 70: Create new billing customer page



3. Enter the **customer name**.
4. Enter the **billing account** (BAN) for the customer.
5. Click **Save Customer**.
6. The customer is added to the customer list.

11 Uploading Batches of eBills

BIG Role

If you need to create more than one ebill at a time, the eBilling Online Application allows you to create eBills and Customers in small batches. This is done by entering ebill or customer information in template files and uploading the files in the application.

Separate files are used for ebill and customer batch upload.

11.1 Batch Upload Summary

1. Click **Upload Bills** in the left-hand menu.
2. **Download a template** from eBilling Online. You must use the current template to create the upload file.
3. **Enter** bill data.
4. **Save the file** in .csv format.
5. **Upload the completed template file**, which Pay.gov validates.
6. **Upload ebill attachments, if any.**
7. **Authorize** Pay.gov to create the ebills.
8. Pay.gov immediately creates the ebills.

11.2 Requirements and Limitations

> Note: You can view batch upload instructions by clicking the Instructions link on the Upload Bills page.

11.2.1 Billing Account Number, Access Code and Tracking ID

- Customers and their BANs must be in Pay.gov before they can be used in a batch ebill upload. See section 12 for instructions on creating new customers before creating an ebill.
- eBill access codes must be created separately by a user with the BAG role.
- Each ebill's Agency Tracking ID must be unique.

11.2.2 Bill Batch Upload Template

- Use only the current version of the batch upload template to create your ebill data upload file. Pay.gov updates it periodically.
- You must download a new template each time you add, edit, or deactivate a custom line item field.
- Any custom line item fields created for your cash flow application are included in the template.
- All required fields, including required custom line item fields, must have values.
- Required fields are identified be an asterisk (*).
- You must download a new template each time you add, edit, or deactivate a custom line item field.
- The template's version number does not change when you add custom line item fields.

- Pay.gov validates the template version in your upload file and accepts only files based on the current template version.
- Pay.gov validates that the template includes active custom line item fields, if any. Both the fields and their values must be correct.
- The template does not provide dropdown choices for custom line item fields. If dropdowns were created, a value matching a dropdown choice must be manually entered in the field.
- Your completed ebill data upload file must be saved as a comma separated value (.csv) file.
- The maximum number of bills allowed in a single file is 300.
- The .csv ebill data upload file cannot be larger than 2 MB.

11.2.3 Logo, Header, Footer and Classification Data

- Any logo, header comments or footer comments used must have been added in the eBilling Online Application before they can be used for a batch upload. See section 7.
- Only classification data (TAS/BETC) already set up for your cash flow application can be used.

11.2.4 Line Items

- Up to 300 LineItemData rows can be included for one ebill.

11.2.5 Custom Line Item Fields

- Any custom line item fields used must have been added to your online billing cash flow application before they can be used in a batch upload.

11.2.6 Attachment files

- Attachment files to be included with an ebill must be created separately before they are used in a batch upload.
- Up to four attachments can be included with each ebill.
- Only PDF files are allowed for attachments.
- Attachment PDFs cannot be larger than 2 MB each.
- Attachment files are uploaded separately after the completed ebill data batch file is uploaded.
- The attachment PDF file name in the ebill data upload file must match the name of the file to be uploaded. Attachment file names are not treated as case sensitive.
- Only one version of an attachment file needs to be uploaded, no matter how many ebills it will be used with.

11.2.7 Attachment Retention

- Pay.gov stores bill attachments for 60 calendar days from the date the ebill was created.
- eBill attachments are purged from Pay.gov after 60 days.
- After 60 days, customers must contact the agency to obtain information provided in the attachment.

11.3 Steps

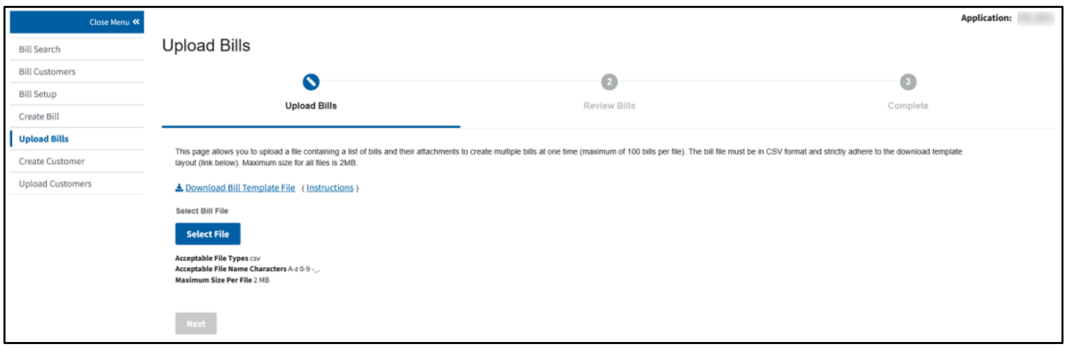
After signed in to the eBilling Online Application:

11.3.1 Download the template

1. Click **Upload Bills** in the left-hand menu.
2. The Upload Bills page opens, showing three major steps.
3. Click the **Download Template File** link.

> ***Important!*** You must use the current template version, which may change periodically. Pay.gov accepts only upload files made with the current. Download a new template file each time you create batch upload files.

Figure 71: Download template file link



4. Click **(Instructions)** for summary help.

11.3.2 Enter bill data

1. **Open or save** the template file
2. **Open the template** in your default CSV file editor.
3. Enter ebill data in the template.
   You can create your own data mapping to populate the template.
   If needed, expand the columns so all labels are visible. The samples below are open in Microsoft Excel. Cells have been highlighted to help explain their use.

Figure 72: Sample upload template without custom line item fields viewed in Microsoft Excel

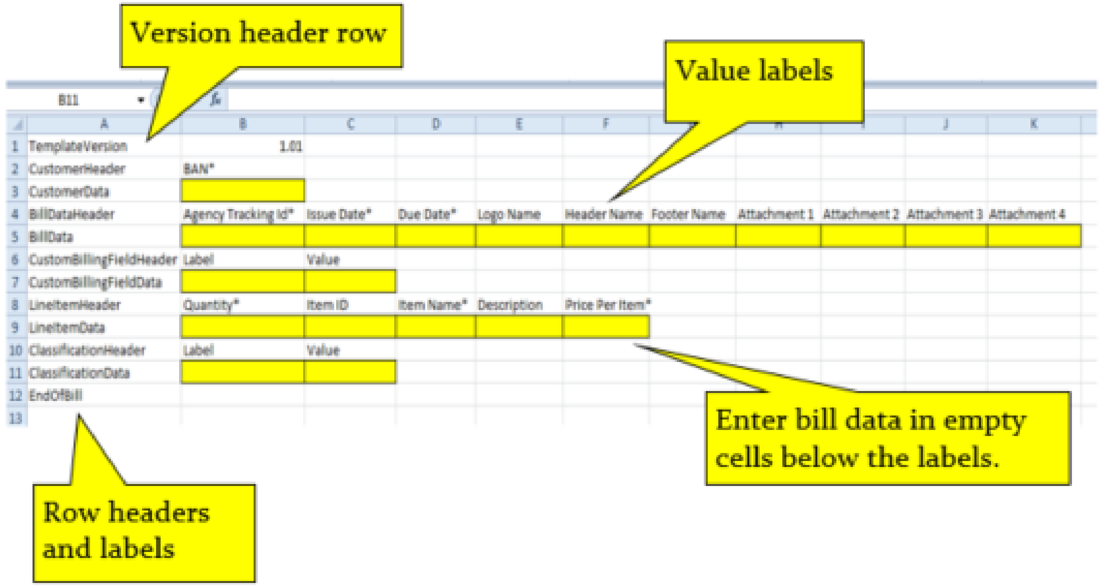
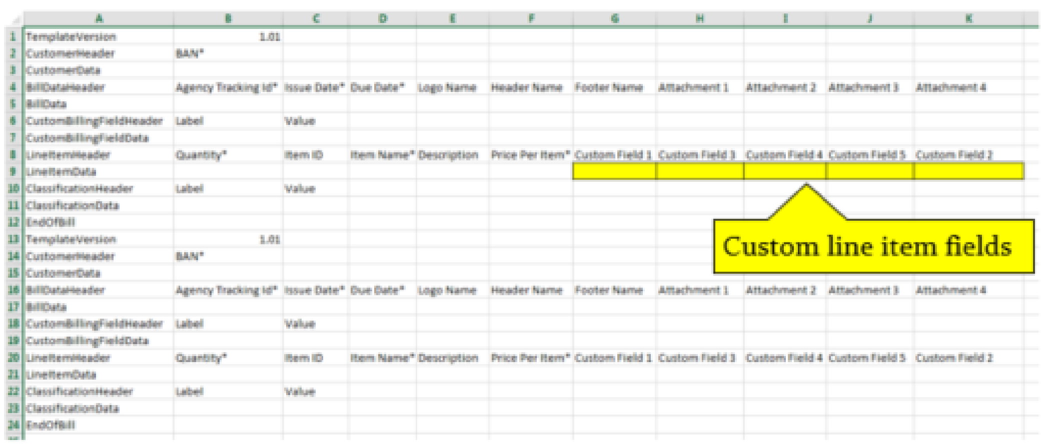


Figure 73: Sample upload template including custom line item fields (highlighted)



> ***Important!*** Do not change any of the row headers or labels. Do not change any of the value labels. Do not change row order.

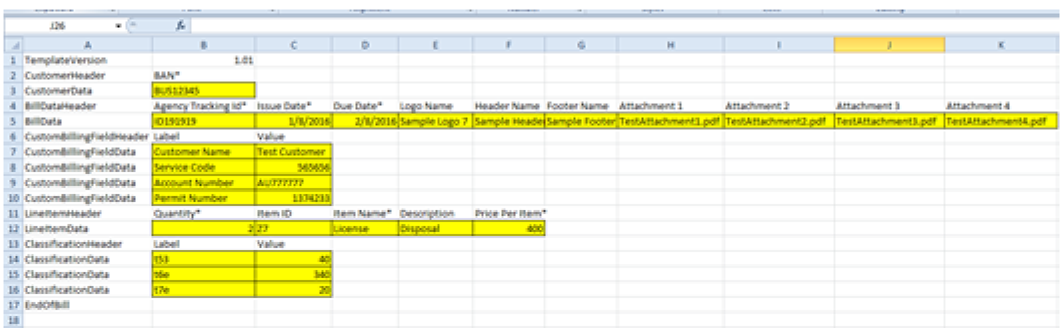
- eBill data may be entered only in the blank cell below a value label (cells highlighted above; your file will not be highlighted).
- You must enter data in cells under a value label that has an asterisk (*).
- Cells where a value is not required may be left blank.
- For the CustomBillingFieldData and ClassificationData rows, if you enter data in one cell you must enter data in the other.
- The completed batch upload file must end with only one EndOfBill label
- All other requirements for creating an ebill as described in this guide apply.

4. Enter **logo, header, and footer names** into the cells below their value label. Only logos, header comments and footer comments already added in the eBilling Online Application can be used.
5. **Enter attachment file names.**
6. Enter the exact name of the attachment PDF. For example, `attachment1.pdf`.
7. The attachment PDF file size must be 2 MB or less.
8. Attachment files are uploaded separately from the .csv file after the completed template file is uploaded.

> ***Note:*** Any attachment submitted for a bulk upload can be used for multiple ebills in the upload. You only need to upload it once.

9. Enter up to ten custom billing fields. (Leave this row blank if no custom fields are needed.)
10. Determine the number of rows you need.
11. Copy the CustomBillingFieldData row.
12. Insert the copied row below the original row as many times as needed.
13. Enter the custom billing field label and value in each row.

Figure 74: Batch upload template custom billing field rows and classification data rows added



	A	B	C	D	E	F	G	H	I	J	K
1	TemplateVersion	1.01									
2	CustomerHeader	BAN*									
3	CustomerData	BUS12345									
4	BillDataHeader	Agency Tracking Id*	Issue Date*	Due Date*	Logo Name	Header Name	Footer Name	Attachment 1	Attachment 2	Attachment 3	Attachment 4
5	BillData	ID191919	1/8/2016	2/8/2016	Sample Logo 7	Sample Heade	Sample Footer	TestAttachment1.pdf	TestAttachment2.pdf	TestAttachment3.pdf	TestAttachment4.pdf
6	CustomBillingFieldHeader	Label	Value								
7	CustomBillingFieldData	Customer Name	Test Customer								
8	CustomBillingFieldData	Service Code	365656								
9	CustomBillingFieldData	Account Number	AU777777								
10	CustomBillingFieldData	Permit Number	1374233								
11	LineItemHeader	Quantity*	Item ID	Item Name*	Description	Price Per Item*					
12	LineItemData	2	27	License	Disposal	400					
13	ClassificationHeader	Label	Value								
14	ClassificationData	t53	40								
15	ClassificationData	t6e	340								
16	ClassificationData	t7e	20								
17	EndOfBill										
18											

14. Enter **line item data**. If the template includes custom line item fields enter at least all required values. Only Active custom line item fields are included in the template. They are in the order specified in Setup.

> ***Important!*** The template does not provide dropdown choices. If the custom line item field was created as a dropdown, you must manually enter the correct dropdown value.

Up to 300 line items can be entered, each in its own row.

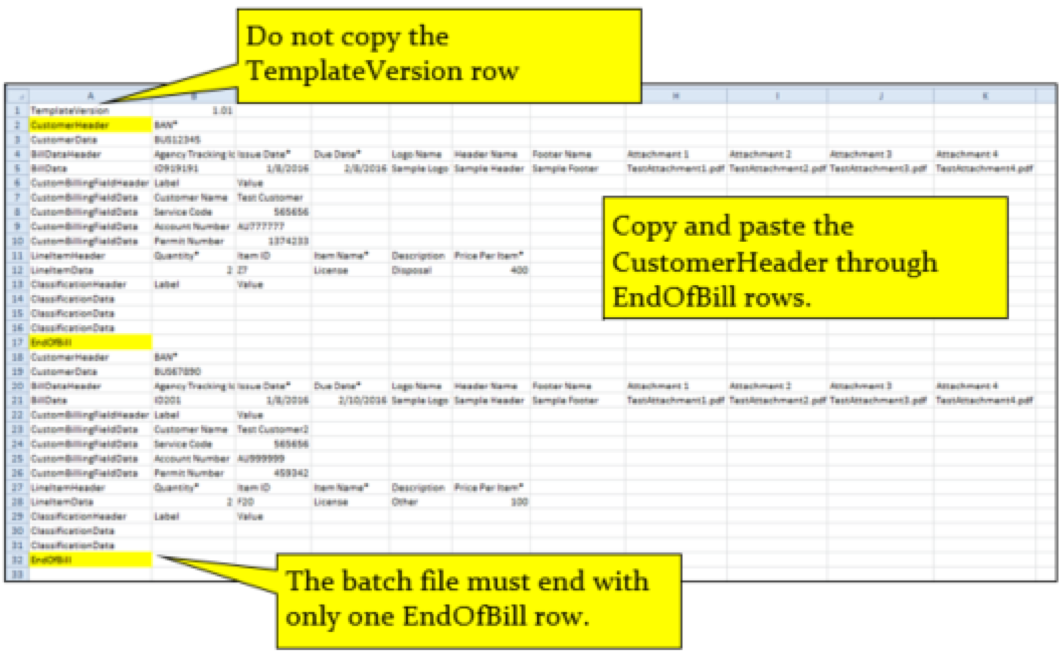
15. Enter **classification data** (TAS/BETC). You can add up to 99 classification labels and values.
    - You can only add classification data already set up for your application.
    - If either of the cells contains a value, the other cell in the row must contain a value.
16. Determine the number of rows you need.

17. Copy the ClassificationData row.
18. Insert the copied row below the original row as many times as needed.
19. Enter the classification label and value in each row (see Figure 74 above).
20. **Add another ebill**.

> ***Important!*** Only 100 ebills maximum are allowed in a batch upload file. The file size must still be 2 MB or smaller.

21. Copy the CustomerHeader through EndOfBill rows. Do not copy the TemplateVersion row. See Figure 75.
22. Paste the copied rows after the last ebill's EndOfBill row.
23. Make sure the there is an EndOfBill label and row between each ebill.
24. Make sure there is only one EndOfBill label and row at the end of the file.

Figure 75: Completed template with two ebills (no custom line item fields)



25. **Review** the completed template file. Verify that:
    - the current template version is being used
    - no required data is blank
    - all data is in the correct format
    - there are no more than 300 ebills
    - ebills are separated by an EndOfBill row
    - there is only one EndOfBill row at the end of the file
    - the size of the completed file is 2 MB or less

26. Save the completed template file
27. Save the completed template as a comma separated values (.csv) file.
28. Make sure the completed .csv file size is 2 MB or less.

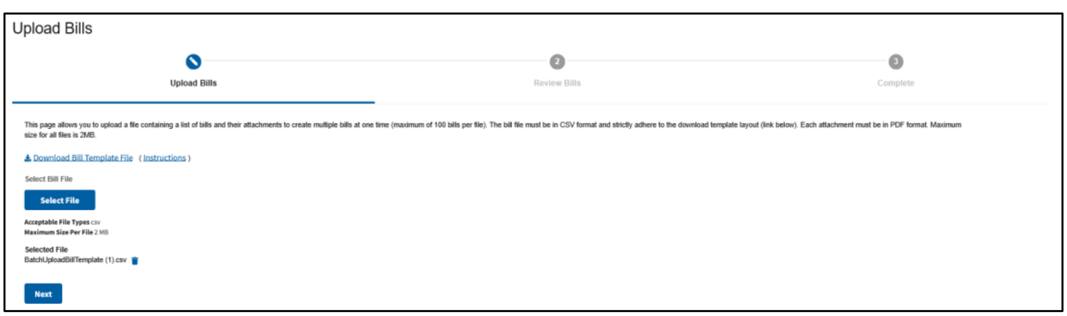
Figure 76: Example completed bill data .csv file in MS Notepad (no classification data)

```
TemplateVersion,1.01,,,,,,,,,
CustomerHeader,BAN*,,,,,,,,,
CustomerData,BUS12345,,,,,,,,,
BillDataHeader,Agency Tracking Id*,Issue Date*,Due Date*,Logo Name,Header Name,Footer
Name,Attachment 1,Attachment 2,Attachment 3,Attachment 4
BillData,ID191919,1/8/2016,2/8/2016,Sample Logo 7,Sample Header,Sample
Footer,TestAttachment1.pdf,TestAttachment2.pdf,TestAttachment3.pdf,TestAttachment4.pdf
CustomBillingFieldHeader,Label,Value,,,,,,,,
CustomBillingFieldData,Customer Name,Test Customer,,,,,,,,
CustomBillingFieldData,Service Code,565656,,,,,,,,
CustomBillingFieldData,Account Number,AU777777,,,,,,,,
CustomBillingFieldData,Permit Number,1374233,,,,,,,,
LineItemHeader,Quantity*,Item ID,Item Name*,Description,Price Per Item*,,,,,
LineItemData,2,Z7,License,Disposal,400,,,,,
ClassificationHeader,Label,Value,,,,,,,,
ClassificationData,,,,,,,,,,
ClassificationData,,,,,,,,,,
ClassificationData,,,,,,,,,,
EndOfBill,,,,,,,,,,
CustomerHeader,BAN*,,,,,,,,,
CustomerData,BUS67890,,,,,,,,,
BillDataHeader,Agency Tracking Id*,Issue Date*,Due Date*,Logo Name,Header Name,Footer
Name,Attachment 1,Attachment 2,Attachment 3,Attachment 4
BillData,ID20,1/8/2016,2/10/2016,Sample Logo 7,Sample Header,Sample
Footer,TestAttachment1.pdf,TestAttachment2.pdf,TestAttachment3.pdf,TestAttachment4.pdf
CustomBillingFieldHeader,Label,Value,,,,,,,,
CustomBillingFieldData,Customer Name,Test Customer2,,,,,,,,
CustomBillingFieldData,Service Code,565656,,,,,,,,
CustomBillingFieldData,Account Number,AU999999,,,,,,,,
CustomBillingFieldData,Permit Number,459342,,,,,,,,
LineItemHeader,Quantity*,Item ID,Item Name*,Description,Price Per Item*,,,,,
LineItemData,2,F20,License,Other,100,,,,,
ClassificationHeader,Label,Value,,,,,,,,
ClassificationData,,,,,,,,,,
ClassificationData,,,,,,,,,,
EndOfBill,,,,,,,,,,
```

11.3.3 Upload bill data

1. Select and upload the file
2. Click the **Select File** button. You can only select one file to upload.

Figure 77: Select File button



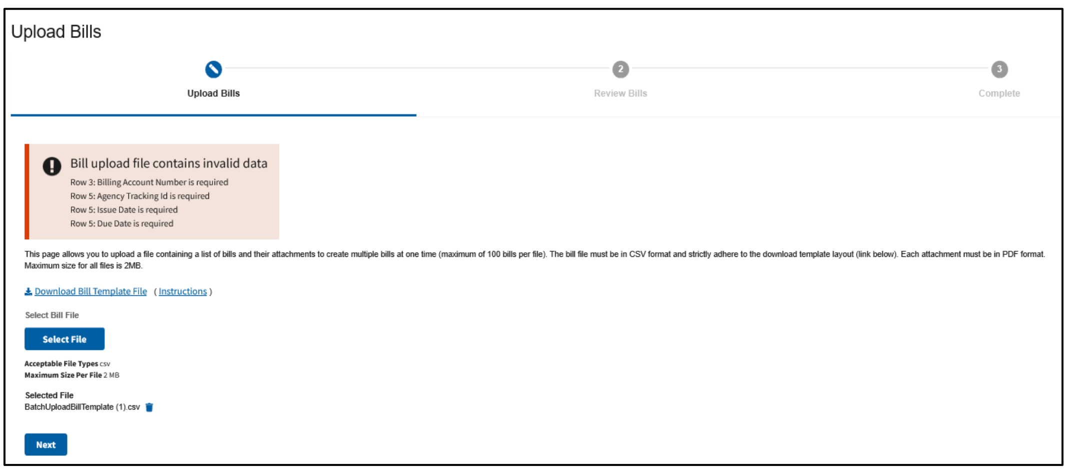
3. A dialog, such as Windows Explorer opens.
4. Browse to select the file.
5. Click **Open**.

6. The file name is displayed on the Upload Bills page, and the Next button is enabled.
7. Click **Next**.

- Pay.gov immediately validates the ebill data file.
  The current template must be used.
- Values must be entered for all required fields
- If custom line item fields have been created, they must be included in template and must be in the correct order.
- Values entered for dropdown fields must be the same as the dropdown choices that were created.
- Messages are displayed if errors are found and Pay.gov does not accept the file (Figure 78). Correct the errors and upload the file again.

- The current template must be used.
- Values must be entered for all required fields
- If custom line item fields have been created, they must be included in template and must be in the correct order.
- Values entered for dropdown fields must be the same as the dropdown choices that were created.
- Messages are displayed if errors are found and Pay.gov does not accept the file (Figure 78). Correct the errors and upload the file again.

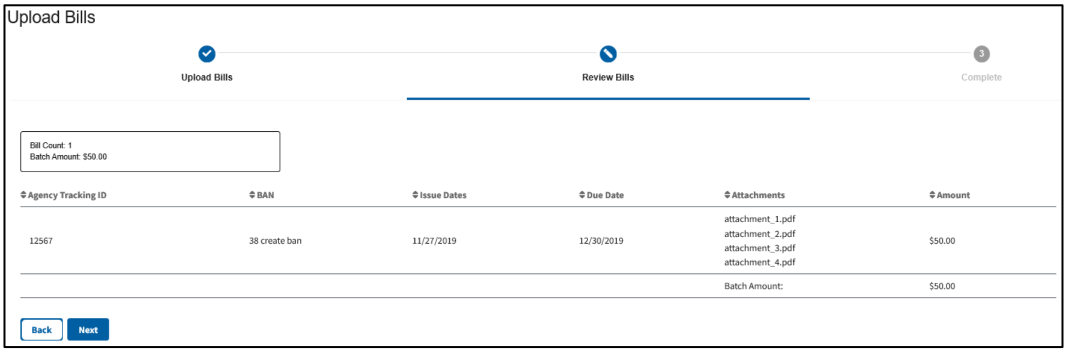
Figure 78: Upload Bills page displaying errors



11.3.4 Review the batch

1. A summary of the batch or bills is shown on the Upload Bills page.

Figure 79: Example batch summary

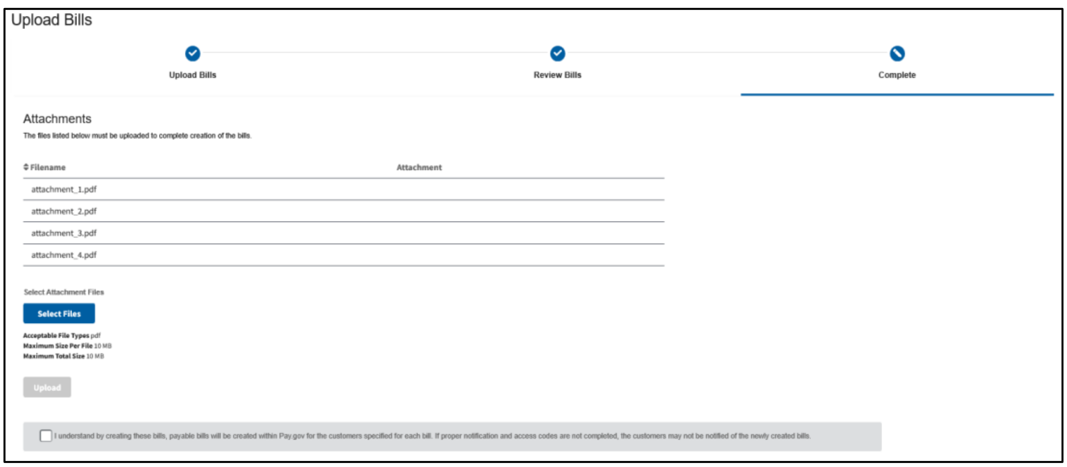


2. Reviews the batch summary.
3. If the summary is correct, click **Next**.

11.3.5 Upload attachments, if any, and complete the batch

1. The Upload Bills Complete page opens.
2. If the batch includes attachments, they are listed

Figure 80: Upload Bills page listing attachments



3. Click the **Select Files** button.
4. A dialog, such as Windows Explorer opens.
5. Browse to select the file.
6. Click **Open**.
7. The file name is displayed on the Upload Bills page. You can select up to 5 attachments.
8. When finished click **Upload**.

11.3.6 Complete the batch

1. Check the box next to "I understand..."
2. Click **Create Bills**.

3. Pay.gov confirms the ebills will be created and immediately processes your request.

11.4 Template Row, Column, and Value Descriptions

See sections 5 through 11 for explanations of the data entered into the batch file columns listed in the Table 9 below.

Table 9: eBill batch upload file rows and columns

Row Name	Column Name	Value Format	Required	Description
TemplateData	n/a	n/a	Yes	The version of this template. It must appear only once at the top of the upload file. This row must not be copied when creating multiple ebills.
CustomerData	BAN	Alphanumeric	Yes	An existing Ban for your billed customer that is already in Pay.gov.
BillData	Agency Tracking Id	Alphanumeric	Yes	A unique value created by your agency to represent the ebill.
BillData	Issue Date	MM/DD/YYYY	Yes	The date the ebill is effective. Entered by your agency when the ebill was created. Not necessarily the date the ebill was created and made available to the customer.
BillData	Due Date	MM/DD/YYYY	Yes	The date the ebill is due
BillData	Logo Name	Alphanumeric	No	The name of a logo already stored in the system for your application.

Row Name	Column Name	Value Format	Required	Description
BillData	Header Name	Alphanumeric	No	The name of a header already stored in the system for your application.
BillData	Footer Name	Alphanumeric	No	The name of a footer already stored in the system for your application.
BillData	Attachment 1 Attachment 2 Attachment 3 Attachment 4	Alpha numeric	No	The exact name of an attachment PDF file, including the .pdf extension (not case-sensitive). Up to four attachments are allowed.
CustomBillingFieldData	Label	Alphanumeric	No	The name you are giving to a custom field. Required if a corresponding value is provided.
CustomBillingFieldData	Value	Alphanumeric	No	The value for a custom billing field. Required if a label is provided.
LineItemData	Quantity	Numeric	Yes	The number of units of this line item.
LineItemData	Item ID	Alphanumeric	No	A value representing a unique ID in the agency's system.
LineItemData	Item Name	Alphanumeric	Yes	The name of the line item.
LineItemData	Description	Alphanumeric	No	A statement about the line item.

Row Name	Column Name	Value Format	Required	Description
LineItemData	Price Per Item	Numeric	Yes	The price for one unit of this line item. Pay.gov automatically multiplies the price by the Quantity when calculating an ebill total.
LineItemData	Custom Field 1 –5 (Actual name given in Setup)	Alphanumeric	Only if designated as required in Setup.	Up to 256 characters of text or a dropdown value specified during Setup.
ClassificationData	Label	Alphanumeric	No	(TAS/BETC) _Predefined label stored in Pay.gov for the accounting classification assigned. Required if a value is provided.
ClassificationData	Value	Numeric	No	(TAS/BETC) The amount to assign to this classification. Required if a label is provided.

11.5 Common Template Errors

Pay.gov validates the template file when you upload it. Both the template file and whether the data (classification data, for example) has been set up for your application.

Pay.gov will not accept a template with errors. Pay.gov immediately displays messages describing the first 10 errors. The messages try to tell you what the error is and approximately where to find it in the file, such as "before line 13."

> ***Note:*** Only the ASCII character set is allowed for bill data. Errors will be displayed if invalid characters are used.

Table 10: Common template errors

Message	Explanation
Bill upload file contains invalid data:	Some data in the file is not allowed by your application, is in the wrong column, or the format is incorrect.
Unable to upload requested file. Upload file size must be under 3 MB	The ebill data file you uploaded is too large. Divide it into separate files 2MB or smaller in size and upload those separately.
Unable to upload requested file. Upload file must be in CSV format	The file type you uploaded is wrong. For example, you might have saved it as an MS Word or Excel file instead of as a CSV file.
Only file names in the required attachment list are valid for upload	The file name for a PDF attachment you attempted to upload does not match the name you provided in the uploaded ebill data file.
Billing Account Number is required	The BAN for a bill is missing or invalid. Each ebill in the file must have a BAN.
Agency Tracking Id is required	The Agency Tracking ID for an ebill is missing or invalid. Each bill in the file must have a unique Agency Tracking ID.
Issue Date is required	The issue date for an ebill is missing.
Due Date is required	The due date for an ebill is missing.
Due Date format must be mm/dd/yyyy,	The format for an ebill's due date is wrong.
Line item quantity is required	A quantity is always required.
Line item name is required	A name for a line item is always required.
Line item price is required	A price for a line item is always required.
Line item quantity is invalid	The quantity must always be a number.
Line item price is invalid	The format for the price is invalid. For example, it may contain an invalid character.

Message	Explanation
Classification label is required	Applies if your application allows use of classification data (TAS/BETC). A label is required if the ebill data file provides a classification value for an ebill.
Classification value is required	Applies if your application allows use of classification data (TAS/BETC). A value is required if the ebill data file provides a classification label for an ebill.
Incorrect template version. Please use the latest template from the download link.	Always make sure the ebill data template used is the current version. Pay.gov recommends downloading a new template whenever you create a bill data file.
No bills have been found,	The uploaded ebill data file does not contain any values.
Too many values detected. Ensure no commas are present in any of the entered values	Too many values are included in a row. For example, during editing a return may have been deleted between two separate rows or extra commas may have been inserted into a row
End of Bill reached without any line items	No values have been entered for any ebill line items. Some values are required for line items.
Missing CustomerData entry prior to this row	A customer data, such as a BAN, is missing above this row.
Missing BillData entry prior to this row	Some required ebill data value is missing above this row.
Missing LineItemData entry prior to this row	Some required line item value is missing above this row.
Missing EndOfBill entry prior to this row	An ebill does not end with an EndOfBill row. Insert it.
Last Bill in the upload file is missing required rows	The last ebill in your ebill data file is missing one or more rows. All rows are required for each ebill in the file.
'... plus additional errors not being displayed	More than ten errors have been detected. Correct the described errors and upload the ebill data file again to see the additional errors.

12 Uploading Batches of Customers

Users with the BIG role can create multiple customers in one batch file.

12.1 Upload Customers Summary

1. Click **Upload Customers** in the left-hand menu.
2. Download a template used to create the upload file.
3. Add customer data to the template.
4. Upload the completed template file, which Pay.gov validates.
5. Tell Pay.gov to immediately create the customers.

12.2 Requirements and Limitations for Customer Batches

12.2.1 Customer Name and BAN

- Both the name and BAN are required for each new customer.
- BANs cannot be duplicated within the upload file.
- Existing BANs cannot be used.

12.2.2 Batch upload template

- Use only the current version of the customer batch upload template to create your customer data upload file. Pay.gov updates it periodically
- Pay.gov validates the template version in your upload file and accepts only files based on the current template version.
- Your completed customer data upload file must be saved as a comma separated value (.csv) file.
- The .csv customer data upload file cannot be larger than 2MB.

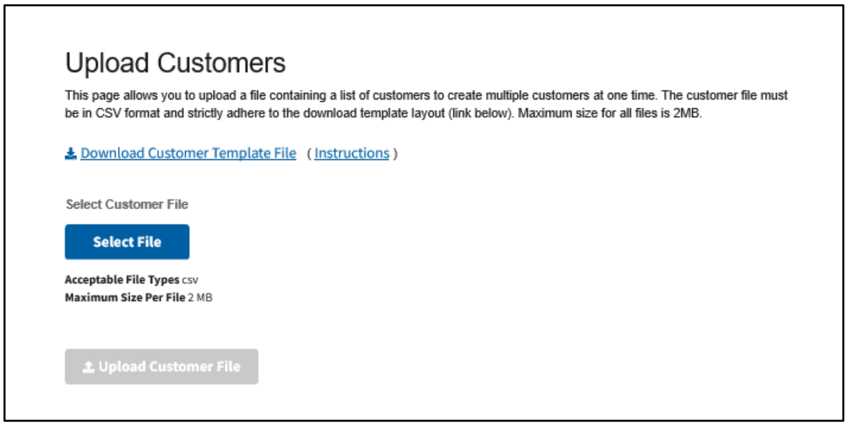
12.3 Steps

After signed in to Billing Online:

1. Click **Upload Customers** in the left-hand menu.
2. On the Upload Customers page, click **Download Customer Template File**. You can click (Instructions) for summary help.

> ***Important!*** Download a new template file each time you create a batch of customers. The template version may change. Pay.gov accepts only upload files made with the current template version.

Figure 81: Download template file link



3. **Open the template** in your CSV file editor.
4. **Enter customer data** to the template.
   If needed, expand the columns so all labels are visible. (You can create your own data mapping to populate the template.) The sample below is open in Microsoft Excel. Cells have been highlighted to help explain its use.
5. To add customers, copy a CustomerData row and paste it below any existing rows as many times as needed.

Figure 82: Sample upload template viewed in Microsoft Excel

	A	B	C
1	TemplateVersion	1.01	
2	CustomerHeader	Customer	BAN*
3	CustomerData		
4			

> ***Important!*** Do not change or copy the row headers or labels (top two rows). Do not change the template version number. Do not change any of the value labels. Do not change the row order.

- Values may be entered only in the blank cells in a CustomerData row (cells highlighted above; your file will not be highlighted). Both cells require values.

Figure 83: Completed template with multiple customers

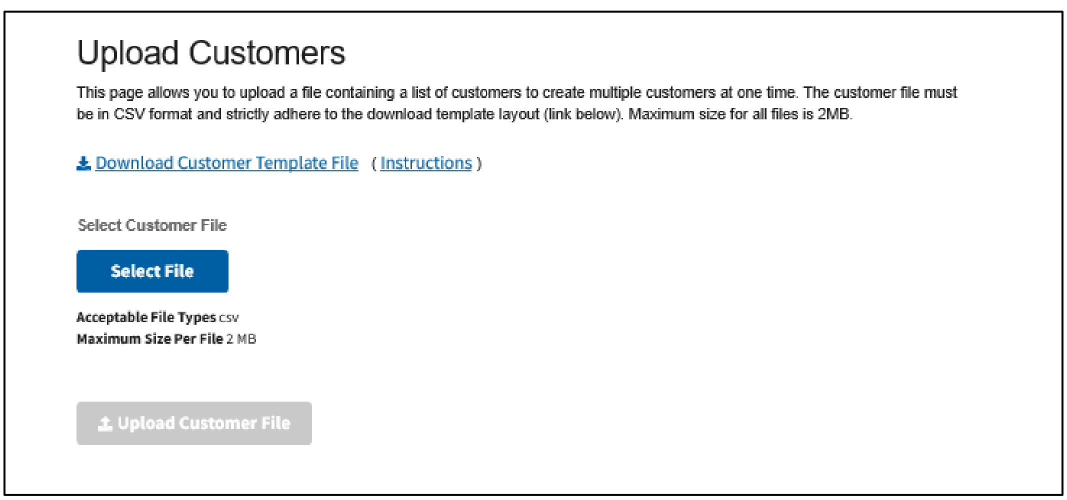
	A	B	C
1	TemplateVersion	1.01	
2	CustomerHeader	Customer Name*	BAN*
3	CustomerData	Customer1	1211111
4	CustomerData	Customer2	1311111
5	CustomerData	Customer3	1411111
6	CustomerData	Customer4	1511111
7	CustomerData	Customer5	1611111
8	CustomerData	Customer6	1711111
9	CustomerData	Customer7	1811111
10	CustomerData	Customer8	1911111
11	CustomerData	Customer9	2211111
12	CustomerData	Customer10	2321111
13	CustomerData	Customer11	2411111
14	CustomerData	Customer12	2511111
15			

Cells in the sample above have been highlighted to help explain its use.

6. **Review** the completed template file. Verify that:
   - the current template version is being used
   - no required data (Customer Name and BAN) is blank
   - all data is in the correct format
   - there are no more than 500 customers

7. **Save and upload** the completed template file
8. **Save** the completed template as a comma separated values (.csv) file.
9. Make sure the completed .csv file size is 2 MB or less.
10. Click the **Select File** button.

Figure 84: Upload Customers button



11. **Browse** to select the file.
12. Click the **Open** button.
13. The customer template file is listed on the Upload Customers page.

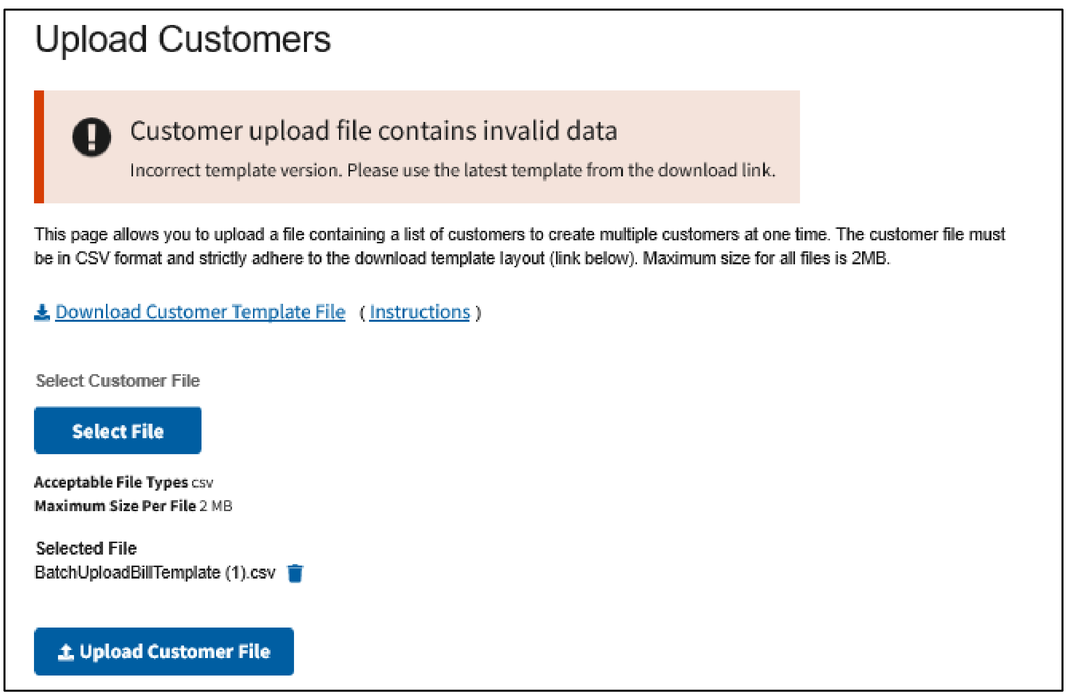
14. Click **Upload Customers File**. The button will be disabled until a file is selected.

Figure 85: Completed customer data .csv file in MS Notepad

```
TemplateVersion,1.01,
CustomerHeader,Customer Name*,BAN*
CustomerData,Customer1,1211111
CustomerData,Customer2,1311111
CustomerData,Customer3,1411111
CustomerData,Customer4,1511111
CustomerData,Customer5,1611111
CustomerData,Customer6,1711111
CustomerData,Customer7,1811111
CustomerData,Customer8,1911111
CustomerData,Customer9,2211111
CustomerData,Customer10,2321111
CustomerData,Customer11,2411111
CustomerData,Customer12,2511111
```

15. Pay.gov immediately validates the customer data file. Messages are displayed if errors are found and Pay.gov does not accept the file (Figure 78). For most errors, the message includes the row where the error is located.
16. If needed, correct any errors and upload the file again.

Figure 86: Browse/Upload dialog displaying errors



17. If there are no errors, Pay.gov displays a message confirming customers were created.

12.4 Template Row, Column, and Value Descriptions

See section 8.1 for an explanation of the data entered into the batch file columns listed in Table 11 below.

Table 11: Customer batch upload file rows and columns

Row Name	Column Name	Required	Value Format	Max Length	Description
TemplateData	n/a	Yes	n/a	n/a	The version of this template. It must appear only once at the top of the upload file. This row must not be copied when creating multiple customers.
CustomerData	Customer Name	Yes	Alphanumeric	80	The name identifying the customer
CustomerData	BAN	Yes	Alphanumeric	40	An existing BAN for your billed customer that is already in Pay.gov.

12.4.1 Common Template Errors

Pay.gov validates the template file and the data contained when you upload it.

Pay.gov will not accept a template with errors. Pay.gov immediately displays messages describing the first 10 errors. The messages try to tell you what the error is and approximately where to find it in the file, such as “Row 6:” or “before row 13.”

> ***Note:*** Only the ASCII character set is allowed for customer data. Errors will be displayed if invalid characters are used.

Table 12: Common template errors

Message	Explanation
Customer upload file contains invalid data:	Some data in the file is not allowed by your application, is in the wrong column, or the format is incorrect.
Unable to upload requested file. Upload file size must be under 2MB	The customer data file you uploaded is too large. Divide it into separate files 2MB or smaller in size and upload those separately.

Message	Explanation
Unable to upload requested file. Upload file must be in CSV format	The file type you uploaded is wrong. For example, you might have saved it as an MS Word or Excel file instead of as a CSV file.
… plus additional errors not being displayed	More than ten errors have been detected. Correct the described errors and upload the bill data file again to see the additional errors.
Customer name exceeds limit of 80 characters	The customer name in the row is too long.
Customer Name is required	The row does not have a customer name but has a BAN.
Customer name contains invalid characters	Only characters in the ASCII set may be used.
No customers have been found.	The upload file does not have any CustomerData values (the Customer Name and BAN cells are blank).
Unable to upload requested file. Total customer account exceeds 500	The file includes too many customers. Cut any customers over 500 and paste them in a new template.
This billing account number already exists in the current application	You cannot use a BAN that is already used for your agency application. Enter a new BAN to correct the row.
Incorrect template version. Please use the latest template from the download link.	Pay.gov has a new template version. Download and use the latest version.
First row must indicate template version.	The template version is missing from the first row of the upload file. Copy and paste the row from the current template available in the eBilling Online Application.
Billing Account Number is required	A CustomerData row is missing the BAN but has the Customer Name.
Billing Account Number exceeds limit of 40 characters	The BAN in the row is too long.
Billing Account Number contains invalid characters	Only characters in the ASCII set may be used.

BAG Role

13 Payer and Access Code Overview

Each ebill is created for a specific customer (created and assigned by the BIG role). But before an ebill can be paid:

- One or more payers must be created for the customer.
- An access code with a corresponding security question and answer must assigned to the payer.

You:

- Provide the name and email address of the payer.
- Provide the security access code question and answer.
- Decide if the payer must sign in to a Pay.gov account before they can view the ebill.
- Communicate the access code question and answer to the payer (via email or other means of your choice).

The eBilling Online Application:

- Generates the access code
- eMails a notice to the payer that an ebill is available and includes the access code in the email.
- Creates the ebill and makes it available on Pay.gov.

Once payers are created for a customer, they can view and pay any subsequent ebills created for the customer.

13.1 Access Code Expiration

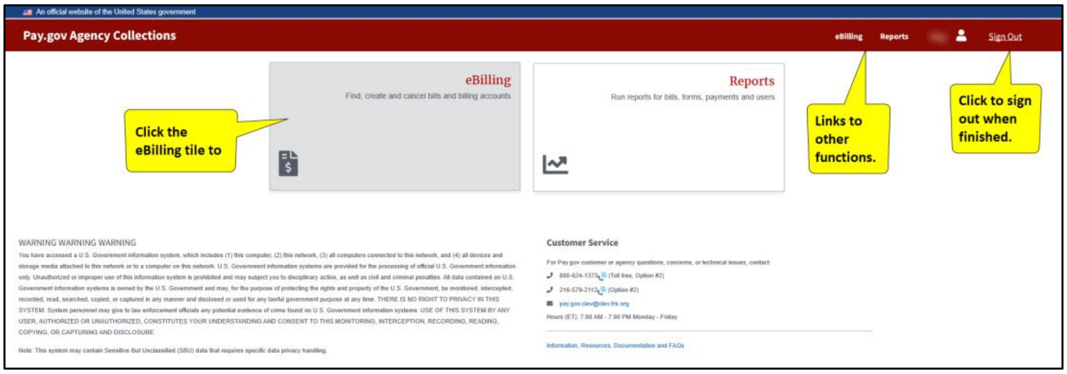
An access code expires

- when the ebill is paid
- after one year
- when the payer associates a Pay.gov account with the customer's BAN
- when you cancel the access code

13.2 BAG Pages Navigation

Note:	Always sign out of the application when finished with a task.

Figure 87: BAG role home page



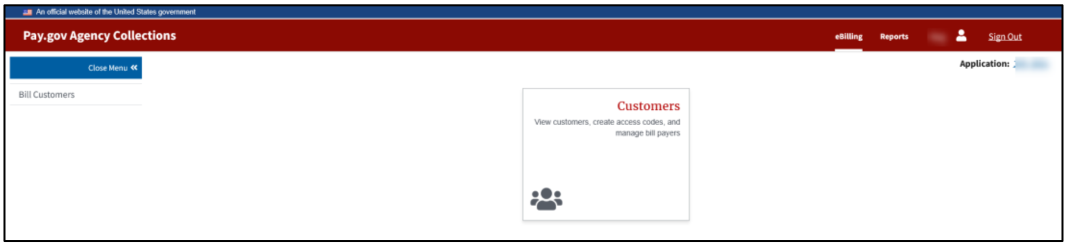
1. Click the eBilling tile.
2. If you have access to more than one application needed, select the ebilling application.

Note:	If you have only one application you the Customers page opens immediately

Figure 88: Select an Application dialog

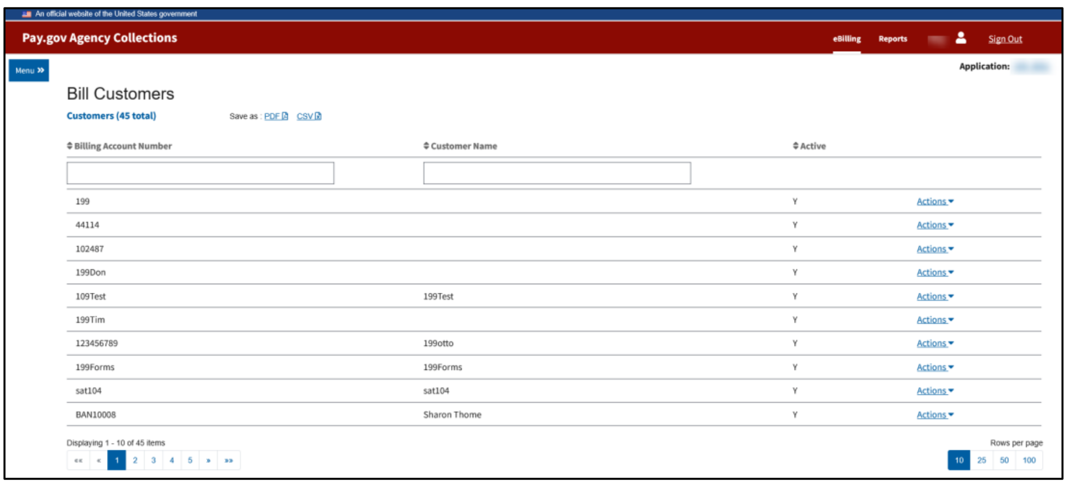
3. Click **Continue**.
4. A page with the Customers Tile opens.

Figure 89: BAG Customers page



5. Click the Customers tile or Bill Customers in the left-hand menu.
6. The customers list opens.

Figure 90: Bill Customers list



13.3 Viewing Customers and Payers

1. The Bill Customer list page lists all customers for your cash flow application.
2. Click on a column heading to sort the listed customers in ascending or descending order.
3. Filter fields are below the Billing Account Number and Customer Name headings.
   - To limit the customers listed, enter text into one or both fields. The list will show matching customers as you enter.

Table 13: Customers page columns

Column	Description
Billing Account Number	The customer’s billing account number (BAN).
Customer Name	The customer’s name in the eBilling Online Application.
Active	Y or N depending on whether the customer has been deactivated due to non-activity on Pay.gov

Column	Description
Actions	Links to the actions that can be taken for the corresponding account: • Create Access Code • Manage Bill Payers

Page navigation links are shown if the customer list is more than one page long.

13.4 Searching for a Customer

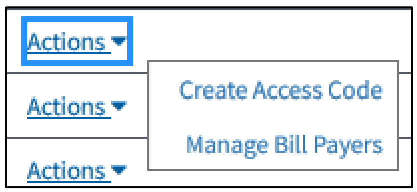
You can search for a customer by billing account number or by customer name.

1. Enter at least one character of the BAN or the customer name in a filter field at the top of the list.
2. The list of customers automatically changes as characters are entered.
3. Refine your search by entering more characters.

14 Creating an Access Code and Bill Payer

When you create an access code, you create both a bill payer for a customer and their access code.

1. Sign in on myagency (Agency Collections) home page.
2. Click the **eBilling tile.**
3. If needed, select the ebilling application (section 0).
4. The eBilling Online home page opens.
5. Click the **Customers** tile.
6. **Find the customer** in the list on the Bill Customers page.
   You can search by entering at least one character in the search field.
7. Click **Actions**.



8. Click **Create Access Code**.
9. The Customer page opens (Figure 91).
10. Enter at least all the required information. See Table 14.

Figure 91: Customer Bill Access page

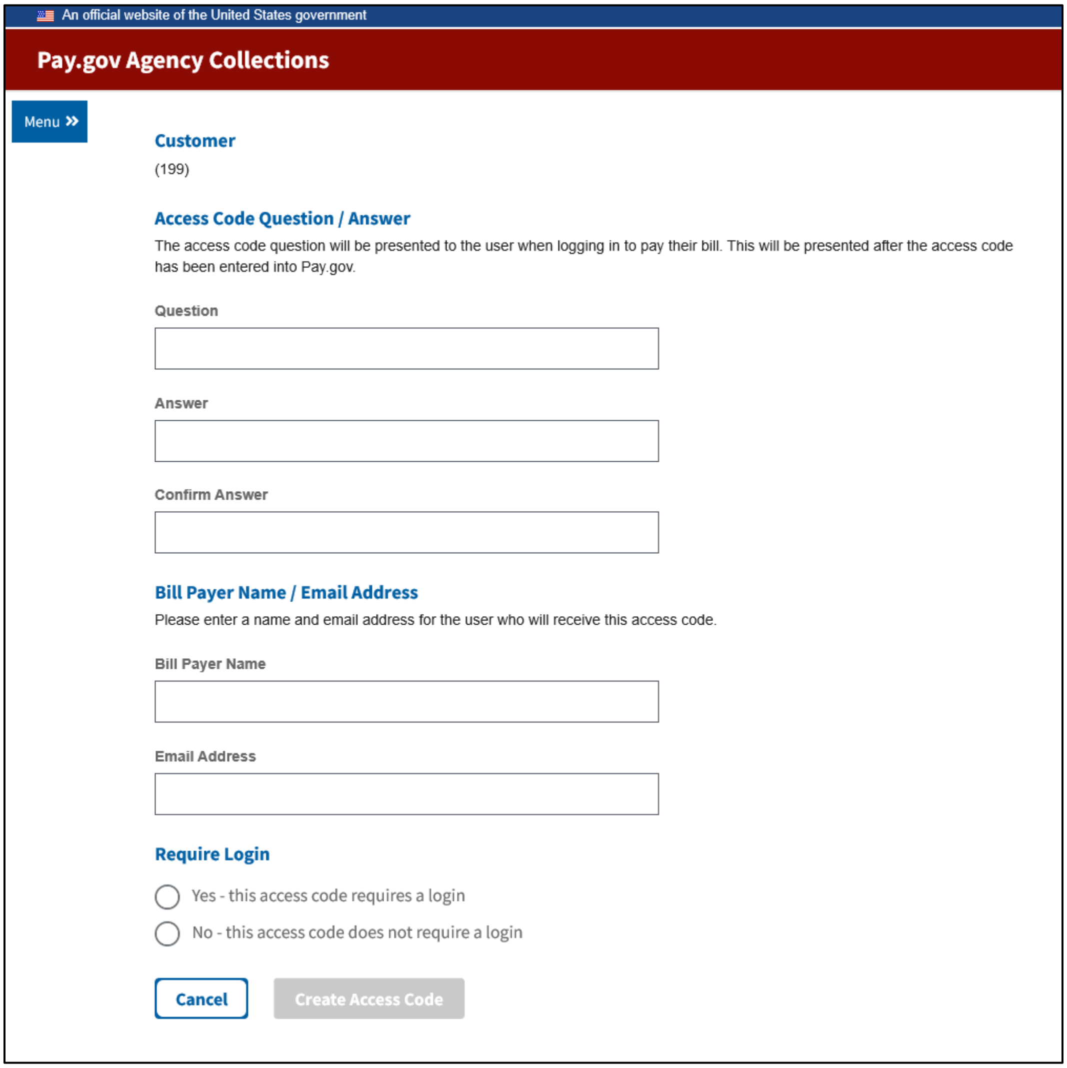


Table 14: Create Access Code fields

Field	Description
Customer Automatic	The customer and their BAN selected is automatically displayed.
Access Code Question and Answer Required	Your agency creates the question and answer. Each access code created requires a question and answer. You can use the same ones for all your agency ebills or create unique questions and answers for each ebill.
Bill Payer Name / Email Address	Pay.gov emails a notice with the access code to the payer. You must enter their name and their valid email address.

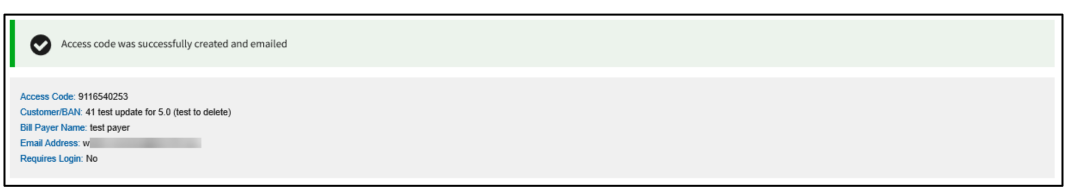
Required	
Require Login? Required	Select Yes or No. If Yes is selected, a payer must sign in to Pay.gov when entering the access code for the first time. The ebill is then available to them every time they sign in, but they do not need the access code anymore. They will no longer need to enter an access code to view and pay ebills issued for their BAN (current and subsequent) for any of your ebilling applications. If No is selected, the payer does not have to sign in but must enter the access code each time they want to view the ebill. Until they sign in to associate their Pay.gov account, they will need to enter access codes for other ebills created for their BAN.
Cancel	Click the button to stop creating the access code and return to the Bill Customers list page.
Create Access Code	Click the button to create the access code.

11. Enter an access code **question and answer** created by your agency.
12. Enter the bill payer's name and email address. This information is used to send a notice with the access code to the payer.
13. **Select whether or not the payer must sign in** to Pay.gov in order to view the ebill.
14. Click the **Create Access Code** button.
15. Pay.gov creates the code and emails the payer.

> Note: If the access code email delay option has been configured for you cash flow application, the access code will not be emailed to a customer until after the associated bill is created. This affects only agencies that create access codes before creating bills.

16. A confirmation is displayed. Review it to ensure the information is correct (Figure 92).

Figure 92: Access code confirmation



17. If needed, repeat the process to create more payers for the customer.

> ***Note***: Once created, a payer cannot be deleted, and their access code cannot be changed. The access code can be cancelled. See section 17.3.

14.1 Valid eMail Characters

Email address of the user. Supplied by the user when creating their user account or making a payment, supplied by an administrator when creating a user account, or supplied by the agency when creating an access code and sending a bill notification email.
The following special characters are also allowed in the email address:

- $
- & (**must be encoded as &**)
- '
- *
- +
- -
- /
- =
- ?
- ^
- _
- `
- {
- |
- }
- ~

15 Deleting a Registered Bill Payer

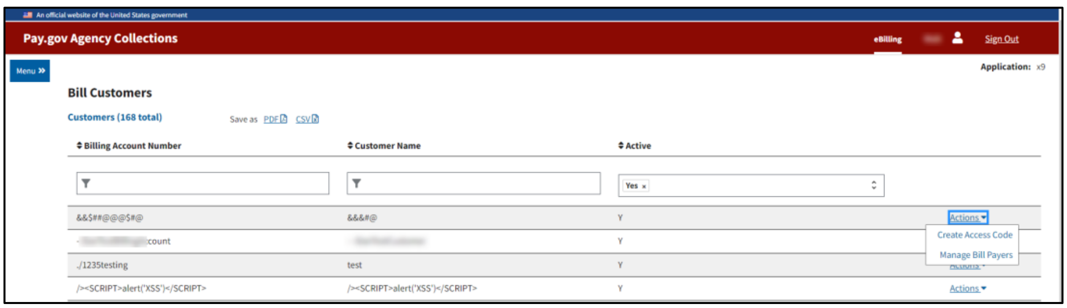
A registered bill payer is a customer with a Pay.gov account that has been added as a bill payer for a BAN.
Deleting them as a bill payer for a BAN removes their access to all bills assigned the BAN (one or more).

15.1 Steps

The registered customer must already be a bill payer.

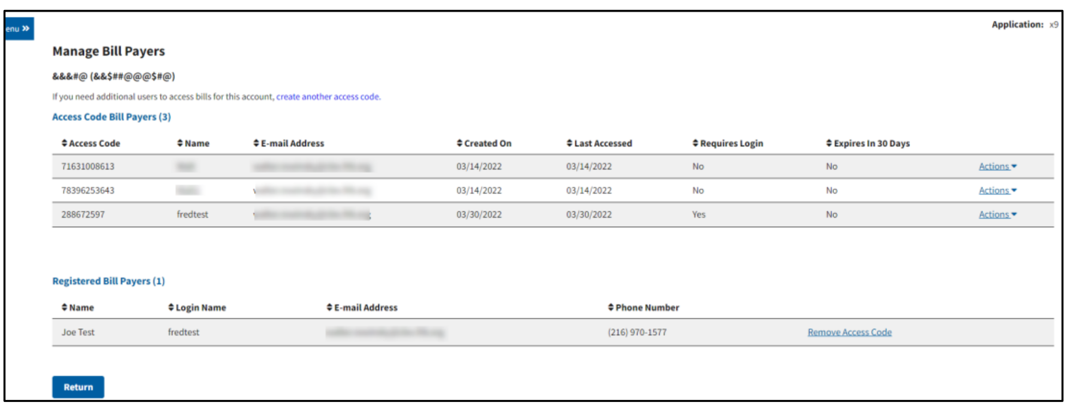
1. Sign in to myagency as a BAG user.
2. Open Bill Customers.
3. For the affected BAN, click Actions.
4. Click Mange Bill Payers action.

Figure 93: Bill Customers page



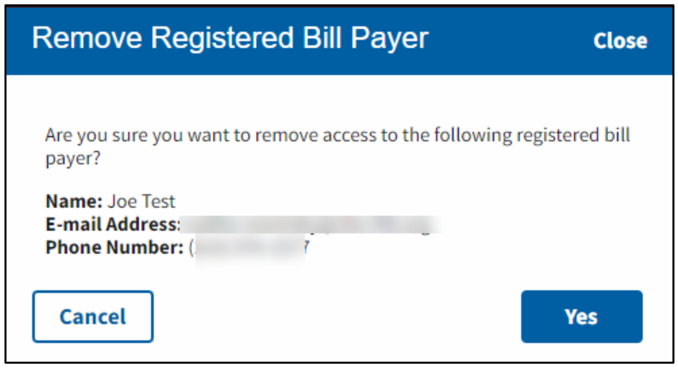
5. The Manage Bill Payers page has a section for Registered Bill Payers.

Figure 94: Manage Bill Payers page



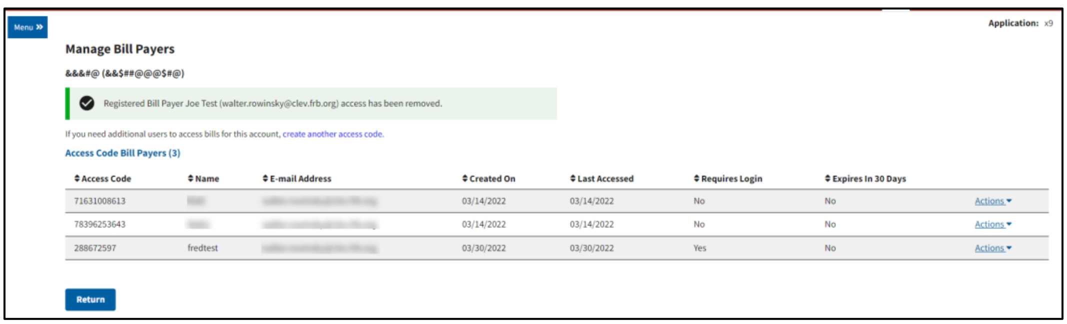
6. For the bill payer to remove, click on the Remove Access Code link
7. Click Yes to confirm removing the bill payer.

Figure 95: Remove Registered Bill Payer confirmation



8. You are returned to the Manage Bill Payers page. A message at the top confirms that the registered bill payer was removed. The removed bill payer is no longer shown on the page.

Figure 96: Manage Bill Payers page without registered bill payer



9. The bill payer does not have access to bills for the BAN. The bills will not be available on their My Bills page.
10. The registered bill payer receives an email alerting them to not being a bill payer for the BAN anymore.

16 Creating Batches of Access Codes

You can:

- upload files to create up to 500 access codes at a time
- pre-populate access code template files with customer names and all rows for the access codes to be created
- create a batch file manually by downloading the template

> ***Important!*** The Access Code Template removes leading zeros from Billing Account Numbers (BANs). See section 16.7 for the workaround.

16.1 Upload Access Codes Summary

1. **Prepare.** Customers and Billing Access Numbers (BANs) must have already been created and must be active.
2. Click Select Access Code File (in the menu after signing in with the BAG role).
3. In the table on the access code page, select the customers and enter the number of access codes needed for each one.
4. Click Download Access Code Template File.
5. Fill in the blank cells in the template file.
6. Save the template as a CSV file with a unique name.
7. Click Select File and upload the CSV file.
8. Review the access code requests.
9. Check "I understand …" and then Create Access Codes.

16.2 Requirements and Limitations

- You must always use the latest template file to create batches of access codes.
- Each template file can be used to create no more than 500 access codes.
- Your uploaded batch template file size must be 2 MB or less.
- The uploaded batch template file must be in comma separated values (.csv) format.
- Bill payer access codes can be created for multiple customers in one batch file.

16.3 Steps

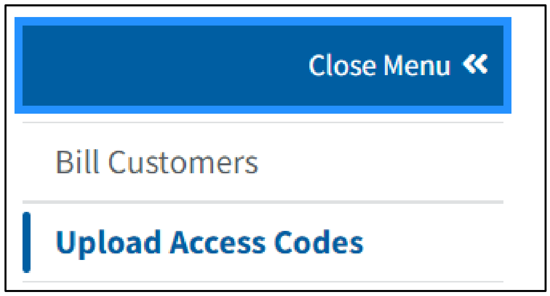
To create multiple access codes:

Prepare: Customer Billing Access Numbers (BANs) must already be created by an agency user with the BIL role and must be active before a batch file can be created.

The batch file creates BANs for a customer's bill payers.

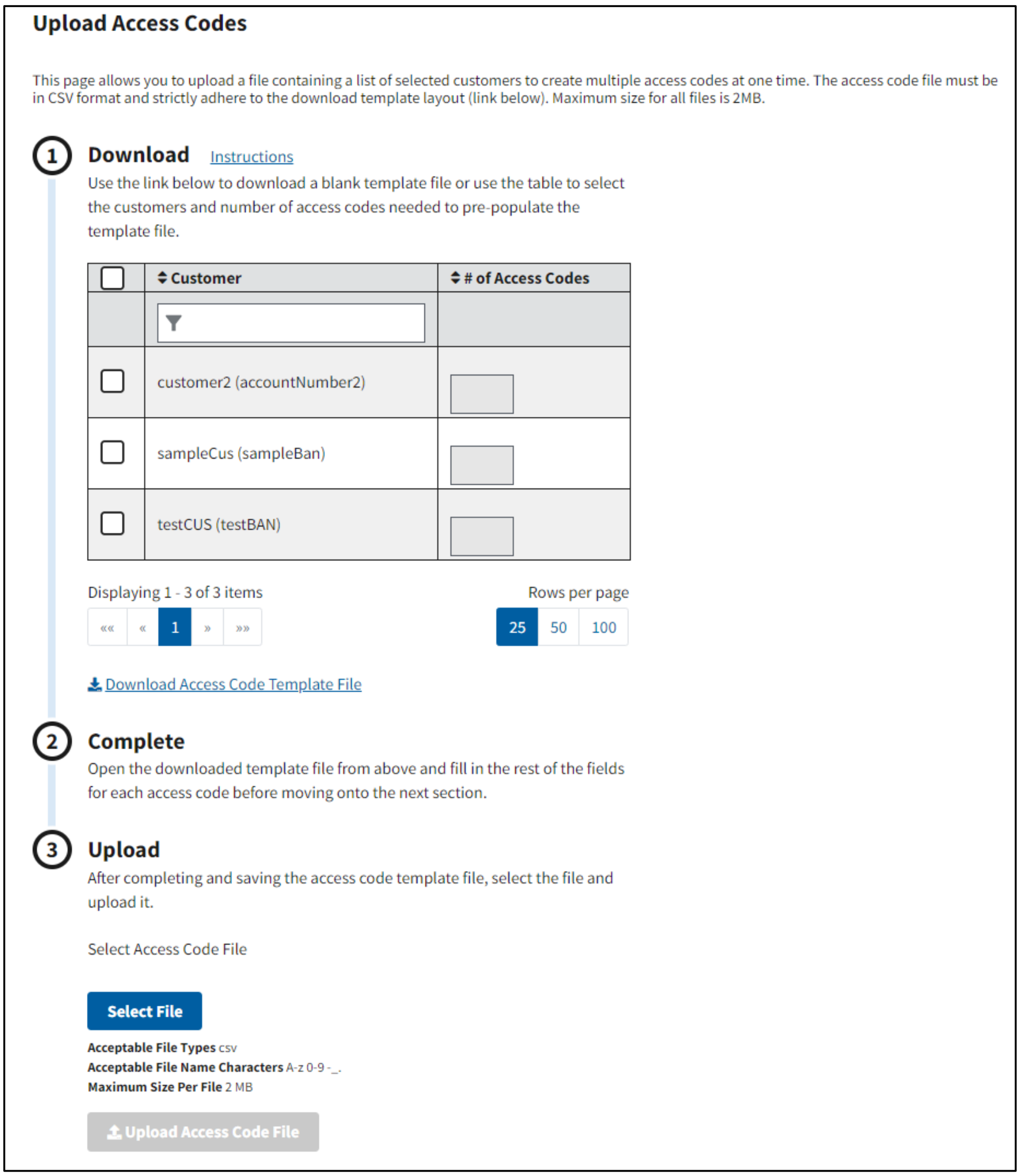
1. Click the Upload Access Codes link at the upper left of the page.

Figure 97: BAG role menu



2. The Upload Access Codes page opens.

Figure 98: Upload access codes page



3. Select one or more customers and enter the number of access codes needed. The table has three columns:
   - A checkbox to select a customer.
   - The active customer name.
   - A field where you enter the number of access codes required for the customer's bill payers (no more than a total of 500 for all customers combined)

Figure 99: Active Customer Selection Table

☐	Customer	# of Access Codes
☐	customer2 (accountNumber2)	
☐	sampleCus (sampleBan)	
☐	testCUS (testBAN)	

4. Click Download Access Code Template File.
5. Complete filing in the template. All blank cells must have values. The template will have rows for all access codes requested on the Active Customers Selection Table. Customer names will already be filled in.

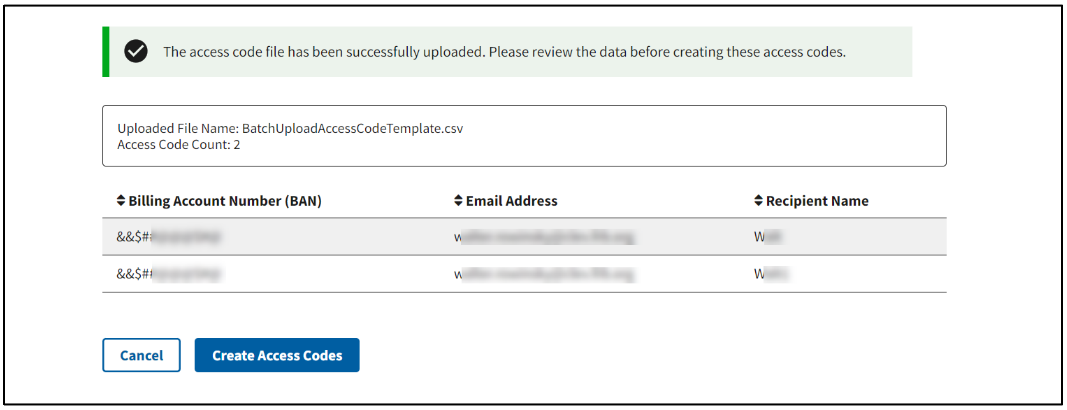
Figure 100: Example Access Code Template created by the Active Customer Selection Table

	A	B	C	D	E	F	G
1	TemplateVersion	1.01					
2	AccessCodeData	BAN	Email Address	Bill Payer Name	Question	Answer	Requires Login
3	AccessCodeData	accountNumber2					
4	AccessCodeData	accountNumber2					
5	AccessCodeData	accountNumber2					
6	AccessCodeData	testBAN					
7	AccessCodeData	testBAN					

> ***Note:*** Only ASCII 2 characters are allowed. The highlighted cells must have values.

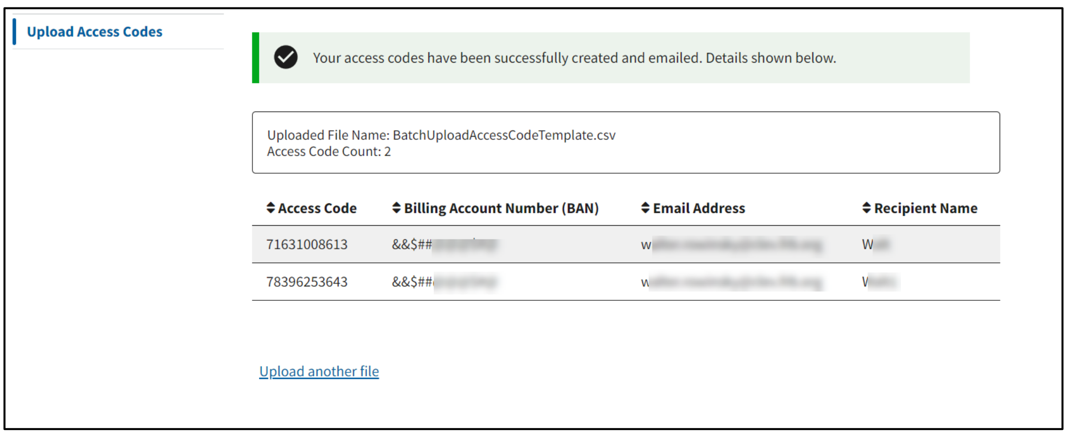
6. Save the templated as a CSV file with a unique name.
7. Click Select File and choose the csv file you created.
8. Click Upload Access Code file.
9. Review the uploaded access code requests.

Figure 101: Example review page for two access codes



10. Click Create Access Codes.
11. The success message is displayed.

Figure 102: Success message for confirming access codes created



12. Access code email is sent to the bill payers.

16.3.1 Active Customer Selection Table

Use the Active Customer Selection Table to pre-populate the template with the customers you are creating the access codes for, and the required number of rows needed for the customer's bill payers.

Only active customers are listed on the table.

Row	Column Name	Value Format	Required	Description
Top Row			No	Checkbox to select all cash flow customers

Row	Column Name	Value Format	Required	Description
Second Row	Customer	ASCII 2	No	Search. Enter part or all of the customer's name you will create access codes for
Remaining Rows	Checkbox	n/a	Yes	Check the box to select the customer
	Customer	n/a	Yes	Active customer name
	# of Access Codes	Numeric	Yes	Enter the number of access codes to be created for the customer's bill payers. The default is 1. The maximum total is 500.

Note: The number of access codes requested in the # of Access Codes column are added together. If the total exceeds 500 an error message is displayed. You will not be allowed to proceed.

Clicking the arrows to the left of a column name changes the order of the column contents (ascending or descending order).

16.4 Template Row, Column, and Value Descriptions

Table 15: Access Code Template rows and columns

Row	Column Name	Value Format	Required	Description
TemplateVersion	n/a	n/a	Yes	The version of this template. It must appear only once and must not be copied when completing the template manually.

Row	Column Name	Value Format	Required	Description
AccessCodeData	BAN	Alphanumeric 40 characters maximum	Yes	An existing BAN for the billed customer. Zit must already be created and be active. May be pre-populated if the Active Customer Selection table was used.
	Email Address	Alphanumeric 80 characters maximum	Yes	The bill payer's valid email address. The access code will be sent to this address.
	Bill Payer Name	Alpha 80 characters maximum	Yes	The full name of the person (bill payer) receiving the access code email.
	Question	Alphanumeric 80 characters maximum	Yes	A question, created by your agency, that the customer must answer after entering the access code.
	Answer	Alphanumeric 80 characters maximum	Yes	The answer to the question.
	Requires Login	Y or N	Yes	If Y, the bill payer must sign in to Pay.gov before entering the access code for the first time. If N, the bill payer does not have to sign in but must enter the access

Row	Column Name	Value Format	Required	Description
				code and answer the question each time they want to view the bill.

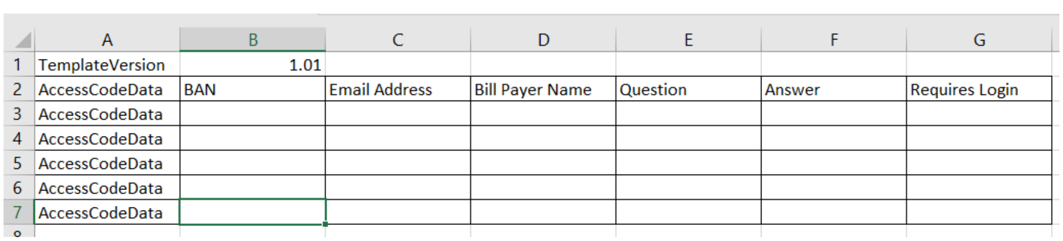
16.5 Filling In a Template Manually

You can create an access code batch upload template manually.

1. Prepare. Customers to be entered in the BAN column must already exist in Pay.gov and be active.
2. Download the access code template (Download Access Code Template File link). This ensures you have the current template version.
3. Open the template with a spreadsheet program, such as Excel.
4. Copy the first **blank** AccessCodeData row.
5. Paste the row as many times as needed to create as many rows as needed (no more than 500 rows).
6. Fill in the correct values. See Table 15 above.
7. Review the values to make sure the data is correct and that values have been entered in all the cells.
8. Save the completed template as a comma separated values (.csv) file.
9. Check the file size (2MB or less).
10. On the Upload Access Codes page, click Select File, and choose the csv file you just created.
11. On the Upload Access Codes page, click Upload Access Code File.
12. Confirm the upload to create the access codes.
13. Pay.gov creates the access codes.
14. An email with the access code is sent to each bill payer.

The example shown below represents a blank access code template file with five rows that need to be completed.

Figure 103: Example bland access code template



	A	B	C	D	E	F	G
1	TemplateVersion	1.01					
2	AccessCodeData	BAN	Email Address	Bill Payer Name	Question	Answer	Requires Login
3	AccessCodeData						
4	AccessCodeData						
5	AccessCodeData						
6	AccessCodeData						
7	AccessCodeData						

16.6 Common Template Errors

Pay.gov validates the template file and the data contained when you upload it. For example, file size, template version, and whether all required values have been entered are validated.

Pay.gov will not accept a template with errors. Pay.gov immediately displays messages describing the first 10 errors. The messages are displayed near the bottom of the page. If there are more than 10 errors, additional messages are displayed when the listed messages are fixed, and the template is uploaded again.

The messages explain what the error is and approximately where to find it in the file, such as “Row 6:” or “before row 13.”

> ***Note:*** Only the ASCII character set is allowed for customer data. Errors will be displayed if invalid characters are used.

Table 16: Example common template errors

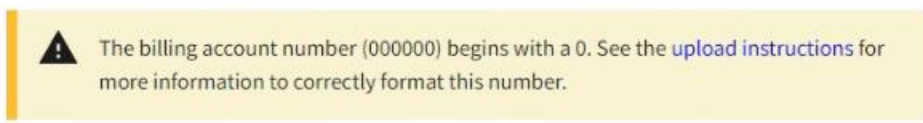
Error Message	Error caused by	Error fixed by
First row must indicate template version.	The first row of the file must have the template version. Like "TemplateVersion","1.01",""	Download the Access Code Template file and add your entries to that
No Access Codes have been found.	The upload file does not have any rows to add Access Codes. These rows must start with "AccessCodeData"	Download the Access Code Template file and add your entries to that
Row 1: Billing Account Number does not exist	The BAN for the specified row does not exist. The BAN is the second column in the record and has a header "BAN*"	Update the file to contain a BAN that exists or create the BAN in the file. A BAN can be created in myagency by going to “Create Customers”
Row 3: Requires Login must be Y or N	Every Access Code record must have all of the values for every record, including a value of “Y” or “N” for Requires Login. This is the 8^{th} and final column for each entry and has the header “Requires Login”	Update all records in the file to have a value of “Y” (requires login) or “N” (does not require login) for the Access Code
Row 3: Question exceeds limit of 80 characters	Every field has a limit for the number of characters allowed. For the question it is 80 characters (which includes all spaces / other characters)	Update all records to be less than the specified size limit

16.7 BANs with Leading Zeros

BANs for some customers start with zeros (0). The access code template strips off any leading zeros. To correct this, change be BAN cells to text and re-enter the missing zeros.

This procedure is the same whether you use the Active Customer Selection Table or manually enter access code requests directly in the template.

16.7.1 *Active Customer Selection Table Warning*

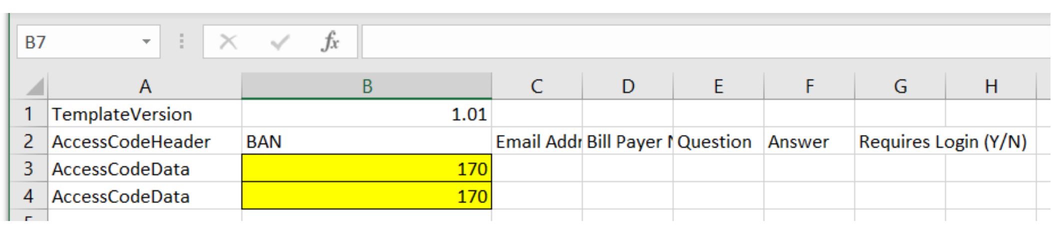


The warning is only displayed if you use the Active Customer Selection Table. It alerts you that the BAN for a selected customer has one or more leading zeros,

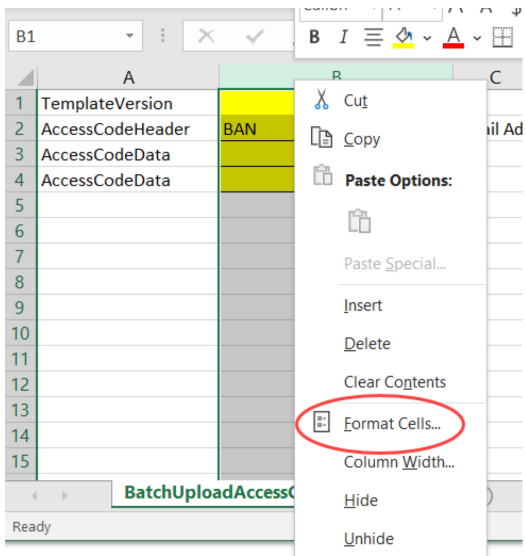
> ***Note:*** You will not see this warning if you download the template to manually enter access code requests.

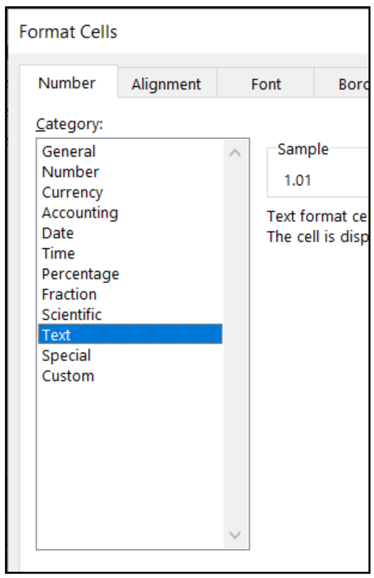
16.7.2 *Steps*

1. Download the template.
2. Open the template file in Excel.
3. Right click on the BAN column.



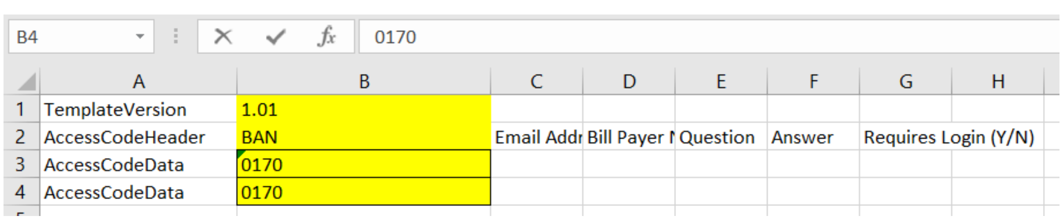
4. Select Format Cells. Under Category select Text.





5. Click OK.

6. If the BANs have been pre-populated by using the Active Customer Selection Table, enter the missing leading zeros for each BAN, where needed.
   If you are entering access code requests manually, just enter each BAN including leading zeros.



7. Enter values in the remaining blank cells.

8. Save the template as a .csv file.
9. Upload the .csv file.

17 Manage Bill Payers

You can:

- resend access codes to payers if needed
- cancel access codes

You cannot:

- delete a payer
- delete an access code

17.1 Resending an Access Code

17.1.1 Restrictions

You can resend an access code only to the payer it was created for and only if all the following conditions are met:

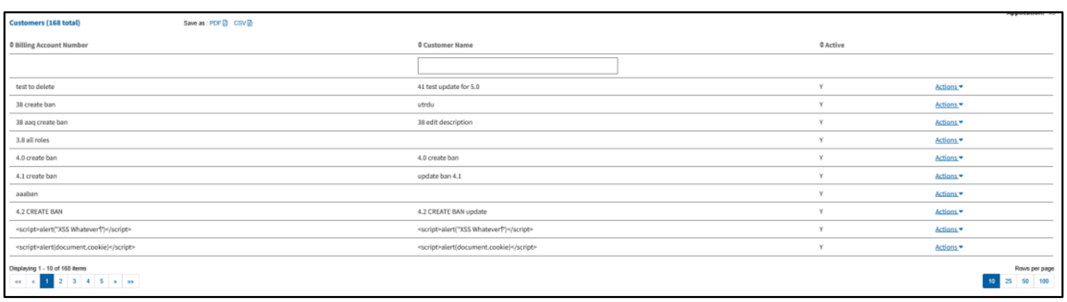
- the ebill has not been paid
- the access code is not canceled
- the access code has not expired
- the access code was not already resent

Payers needing to have their access code resent a second time must contact Pay.gov Customer Support.

17.1.2 Steps

1. On the Bill Customers list page, click the **Actions** link for a customer.
2. Click **Manage Bill Payers**.
3. The Manage Bill Payers page opens. Newest payers are listed at the top.

Figure 104: Manage Bill Payers page



Customers (168 total) Save as : PDF CSV

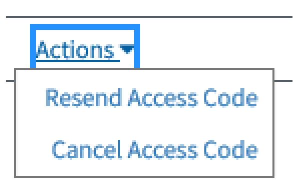
Billing Account Number	Customer Name	Active	
test to delete	41 test update for 5.0	Y	Actions
38 create ban	utrdu	Y	Actions
38 aaq create ban	38 edit description	Y	Actions
3.8 all roles		Y	Actions
4.0 create ban	4.0 create ban	Y	Actions
4.1 create ban	update ban 4.1	Y	Actions
aaaban		Y	Actions
4.2 CREATE BAN	4.2 CREATE BAN update	Y	Actions
<script>alert("XSS Whatever!")</script>	<script>alert("XSS Whatever!")</script>	Y	Actions
<script>alert(document.cookie)</script>	<script>alert(document.cookie)</script>	Y	Actions

Displaying 1 - 10 of 168 items

« ‹ 1 2 3 4 5 › »

Rows per page 10 25 50 100

4. You can click an Actions link to resend or cancel an access code.



17.2 Resending an Access code

> ***Note:*** If no payers have been created for a customer the page contains a message and a link to **create another access code** and payer.

1. Find the payer and click their **Actions** link.
2. Click **Resend Access Code**.
3. Pay.gov emails an access code notification to the bill payer.
4. An access code resent message appears above the list.

5. The Resend Access Code action is removed and no longer available.

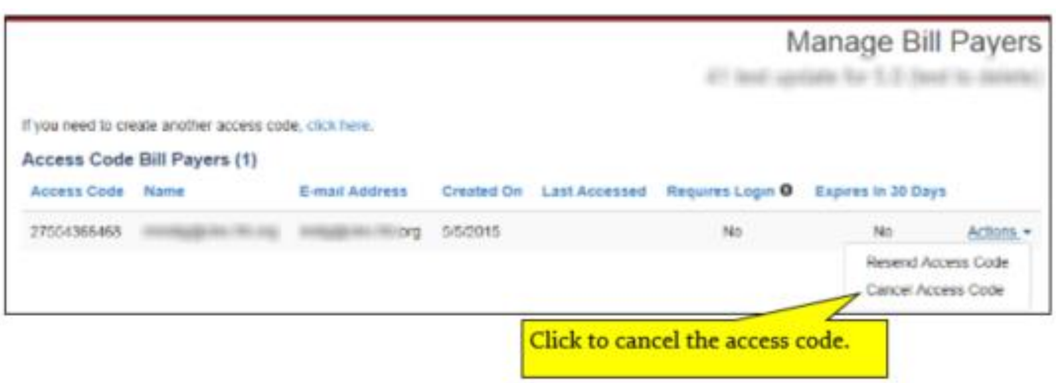
17.3 Canceling an Access Code

> ***Important!*** Access codes can be canceled only for ebills with a status of New or Viewed.

Canceling immediately inactivates the access code. It can no longer be used to view the ebill.

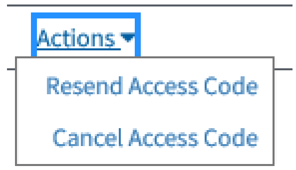
1. Sign in on the myagency (Agency Collections) home page.
2. Click **eBilling** on the Agency Collections Services page.
3. If needed, select the ebilling application.
4. Click **Customers** on the eBilling Online home page.
5. **Find the customer** in the list on the Customers page.
6. Click **Actions**.
7. Click **Manage Bill Payers**.

Figure 105: Manage Bill Payers page



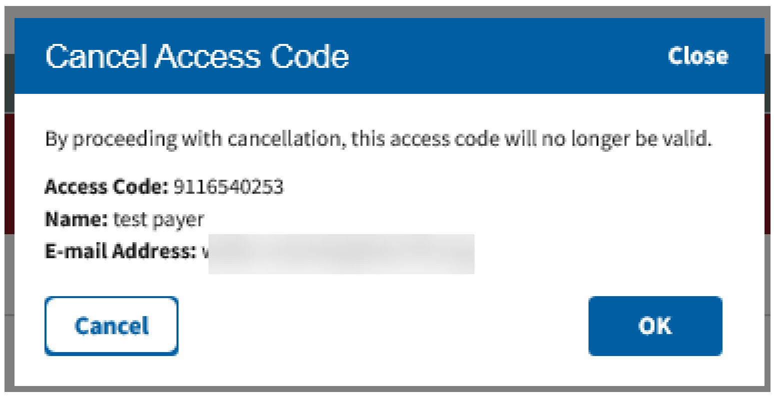
8. **Find the payer** in the Access Code Bill Payers list. (Only payers for the selected customer are listed.)

9. Click **Actions**.
10. Click **Cancel Access Code**.



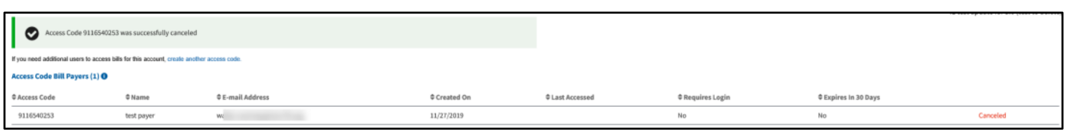
11. A confirmation popup is displayed.

Figure 106: Cancel access code confirmation



12. Click **OK** to confirm canceling.
13. The access code is canceled, and the payer can no longer access the ebill.
14. The customer list displays a confirmation message at the top and **Cancelled** replaces the Actions link.

Figure 107: Access code canceled confirmation message



18 eBilling Concepts

Access Code

An access code associates a bill payer's Pay.gov account or their current session on Pay.gov with a BAN not a specific ebill. The type of association depends on whether or not sign in is required. It is generated by Pay.gov at the BAG role user's request.

A bill payer must enter the access code and answer its access question when first accessing an ebill. This allows the payer to view all ebills associated with the BAN the access code was issued for.

An access code expires one year after the date it was created or immediately after it is used to associate a payer's Pay.gov account with a BAN.

An access code can be issued in two ways:

Log in required

A bill payer must have a Pay.gov account on the Public website and log in (sign in) at the time they first use the access code. This associates the payer's Pay.gov account to the BAN and its ebills. Once used, the access code is invalidated but the association remains established.

Whenever the payer signs in, they can view and pay all the ebills created for their BAN. They are not required to enter an access code for any subsequent ebill created for their BAN.

Log in not required

A bill payer does not need to log in (sign in) to Pay.gov account to access an ebill. They simply enter the access code and answer the access question each time they access the ebill. If they do not sign in to associate the ebill's BAN with their Pay.gov account, the must enter the access code each time they need to view/pay an ebill.

These payers have the option to associate the BAN with a Pay.gov account by first signed in and then entering the access code. They then become registered bill payers for the BAN.

Access Question and Answer

Your agency creates an access question and answer for each access code and is responsible for sending the question and answer to the customer separately from the bill notice sent by Pay.gov.

Agency Tracking ID

The Agency Tracking ID is created by your agency and is a unique identifier for the ebill and its associated payment. It is entered when the ebill is created by the BIG role. It may contain up to 21 alphanumeric characters.

Application

The agency cash flow created by Pay.gov. Also referred to as a cash flow application.

Billing Account Number (BAN)

The BAN is an ID created by the agency that identifies the customer account within Pay.gov and the agency's systems. The BAN is unique within the agency application. eBills are associated with the BAN and payer's Pay.gov accounts can be associated with the BAN.

The maximum length for a BAN is 40 characters. Only ASCII characters may be used.

For example, an agency has two cash flow applications set up to use the eBilling Online Application. The same BAN may be used to give the same customer access to ebills created by both applications. But two customers cannot have identical BANs, and so cannot view each other's ebills.

Bill Payer

A bill payer is a function or individual at the customer is responsible for viewing and paying an ebill. A customer can have multiple payers. They can be access code only bill payers or registered bill payers.

Access Code Bill Payer

A bill payer that must enter an access code each time they want to view an ebill. After the ebill is paid, the payer is removed from the Access Code Bill Payer list on the Manage Bill Payers page.

Access code bill payers can become registered bill payers by first signed in to a Pay.gov account and then entering the access code to view the ebill.

Registered Bill Payer

A bill payer that has associated a Pay.gov account with the customer's BAN. eBills for the ban are viewable whenever the bill payer signs in to Pay.gov. No access code is needed.

Batch Upload Template

A comma separated values (.csv) file that is downloaded and filled in with data for the ebills or customers to be created. Separate templates are used for ebills and customers. Pay.gov requires that the current version of the respective template be used for an upload and validates the version when uploaded. Current versions of the templates are available for download through the Create Bill page and the Create Customers page. Custom line item fields are automatically added to the template when they are created but require you to download a new template that includes them.

Bulk/Batch Upload

The process of creating multiple ebills by uploading all their data in a single file through the eBilling Online Application Upload Bills process.

Custom Bill Data

Values and their labels that agencies can create and insert into their ebills. Custom bill data provides additional information about an ebill or the item being billed for.

Custom Line Item Field

A field containing agency-specific data in addition to the standard line item data. These fields are not the line item but are fields that are added when a line item is created in addition to the standard line item fields.

Agencies have the option to add up to five custom line item fields. The fields could be used to provide additional information about what is being billed for, or for data used by the agency when applying the payment.

Customer

The entity (business, individual, organization) responsible for paying the ebill. A customer is identified by a name and a BAN.

eBill

An ebill is an online web page providing details of a payment required from an individual, business or other customer. It is linked to a separate online payment page.

The look and content of an ebill when viewed online by a customer is based on a template created by Pay.gov as part of the process of setting up ebilling. Agencies can add some text and a logo image to an ebill.

An ebill is associated with a customer billing account (BAN).

Agency customers access their ebills on Pay.gov's public user interface (https://pay.gov/public).

Enrollment Contact

Either of two designated individuals at your agency responsible for managing ebilling. They also act as Pay.gov ebilling contacts.

Email Bounceback

Bounceback occurs when an ebill notification is not delivered to the email address provided for the payer. Pay.gov keeps track of bouncebacks and provides your agency with the Email Exceptions report.

Header and Footer Comments

Optional text created by the agency that is included in the ebill viewed on Pay.gov.

Line Item

A description of the item(s) or service(s) being billed for. Required for each ebill.

Logo

An image selected by your agency that can appear on an ebill.

Pay.gov Account

An account established on the Pay.gov public website when a user registers. Registration creates a username and a password. Afterwards the user must sign in each time they access their account.

Pay.gov Tracking ID

An ebill is assigned a unique Pay.gov Tracking ID when it is submitted to Pay.gov. The ID can be used to retrieve information about the ebill and payment within Pay.gov.

Recipient

An ebill payer.

19 Customer Support

Customer support is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the website, hosted forms processing, collections, and so on is provided for agency customers. Technical support is also available for problems such as balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided to the agency.

19.1 Contact Information

Hours:	8:00 am to 7:00 pm Eastern Time
	Monday through Friday, closed bank
Phone:	holidays (800) 624-1373
Email address:	pay.gov.clev@clev.frb.org

Note: Contact information for Customer Support can also be found at the bottom of all pages on the myagency (Agency Collections) website, including all eBilling Online pages.