Agency Guide to the Forms Service

September 28, 2020

REVENUE COLLECTIONS MANAGEMENT

BUREAU OF THE FISCAL SERVICE

This version of the Agency Guide to the Forms Service supersedes all previous versions.

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Table of Contents

1 Introduction

This document provides information about features of the Pay.gov forms service and the form implementation process to federal agencies. It will also provide information about using file attachments with hosted forms.

This document is intended for agency decision makers responsible for approving the migration to Pay.gov; for agency implementation staff responsible for migrating the agency application to Pay.gov; for agency technical staff who will assist with implementing the service; and for agency business staff members who need to use the information that will be collected through this service.

1.1 Related Documents

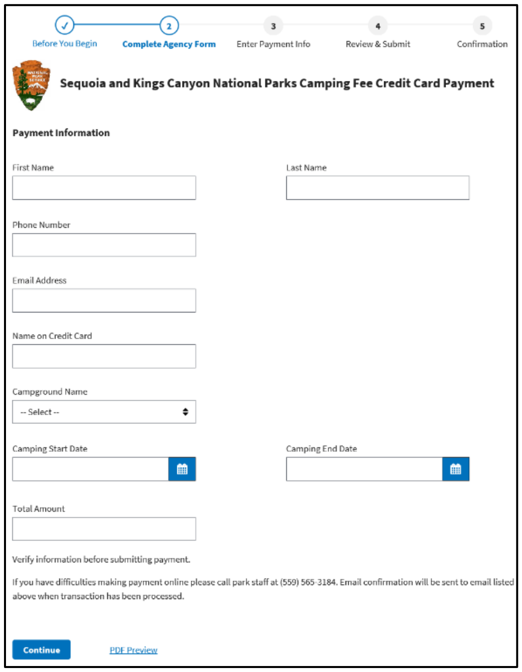
Related and supplemental agency guides and reference manuals are available on the Pay.gov Agency Documentation site at https://qa.pay.gov/agencydocs/ or by request from Pay.gov Customer Support.

Agencies accepting ACH Credit payments should also see the *Guide to ACH Credit Collections for Pay.gov Hosted Forms*.

2 Forms Service Overview

Pay.gov can host an agency's forms as Web pages. Forms are created following U.S. Web Design Standards (Figure 1), and, if needed, can be configured to closely mirror their paper counterparts including OMB and agency control numbers, Paperwork Reduction Act and Privacy Act notices, and instructions.

Figure 1: A sample online form



- Forms are used to collect information in association with a payment.
- Forms may be used on their own to gather information for administration purposes, for example, production reporting.
- Forms may be printed for reference.

Clicking the appropriate button on the form initiates the collection process, if a collection is associated. Both the form and the payment information are forwarded to the agency in one process.

Forms can be configured

- to automatically populate form fields based on the information contained in a customer's Pay.gov user profile
- to auto-calculate the total amount to be paid based on the information entered by the user, for example, taxes due on reported production figures
- to pass agency accounting data to CIR. See section 2.2 more information.

2.1 Batch Information Upload

Agencies can choose to allow customers to upload text files or comma-separated values files with a submitted form.

For example, an agency with a Pay.gov hosted private form allows a customer to submit a single payment for two hundred permits. Rather than completing two hundred separate forms with information for each separate payment, the customer can complete a single form and attach a separate file listing all the permit information.

Agencies who wish to use this feature should arrange this process with their private form users, defining file contents and other requirements, before enabling file attachments. See sections 14 and 15 for attachment details.

2.2 Agency Accounting Support

Agencies have the option to use forms to pass transaction accounting data to the Collection Information Repository (CIR) through the use of Treasury Account Symbol (TAS)/Business Event Type Code (BETC) categories.

- TAS/BETC allows agencies to allot (split) collections transactions associated with a form to multiple accounting categories.
- Both credit and debit (refunds, for example) BETCs are required for each TAS created.
- Up to 99 TAS/BETCs may be created for an application.
- A TAS/BETC allocation can be a value in a form field or a calculated value.

For example, the total of a single collection transaction associated with a form might have three components (accounting categories) that make it up: a fee, tax, and a penalty. Each of these three components could be a TAS/BETC category with a portion of the total amount assigned to it. This TAS/BETC data would be passed to the CIR in the background through Pay.gov.

2.2.1 Set Up

1. Agencies wishing to use TAS/BETC must first consult with the Bureau of the Fiscal Service to have their TAS/BETC categories set up.
2. Then the agency must have the feature configures and enabled by Pay.gov.

For background information on TAS/BETC see the Bureau of the Fiscal Service website at https://www.fiscal.treasury.gov.

For detailed information on TAS/BETC review the *Agency Guide to TAS/BETC Classification*.

2.3 Form Submission Notification

Agencies have the option to receive email notices whenever a form is successfully submitted to Pay.gov. This includes the submission of data-only forms.

The only exceptions are forms associated with failed plastic card payments; in which case no notice will be generated.

To enable this option, agencies need only to enter one or more email addresses in the email address field of a new or existing form template.

2.3.1 Form Submission eMail Bounceback

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

3 Form Types

The Forms Service supports a number of form types, including forms that can be accessed only by selected customers.

Table 1: Form types and features

Form Type	Features
Public	• Available to anyone visiting Pay.gov's public website • No pre-population • Scope[1] is not allowed • Users may attach files (see section 14) • Public, non-enrolled users can submit forms but cannot save them for future editing; enrolled users can save forms for future editing or submit them when complete • Non-enrolled users cannot view forms after submission • Agencies can request forms be hidden in the public user interface and available only through the use of a direct HTTPS link (section 11.7) • Agencies can request forms include additional customized text and/or messages • Agencies can specify a range of dates during which customer payments are allowed • Agencies can specify minimum and maximum dollar amounts allowed for a transaction • Can allow recurring and/or deferred payments
Public Hidden	• Available on Pay.gov's public website only to customers who have been given the URL • Do not appear in lists of agency forms • Are not found by a search • All other features available for public forms are allowed
Private	• Available only to registered customers who have been given access by the agency • Pre-population allowed • Scope allowed • Company profiles may be used (see *Agency Guide to Company Profiles*) • Customers can save and submit forms • Customers can view their saved and submitted forms • Customers can duplicate previously submitted forms • Customers may attach files (see section 14) • Can be reassignable • Agency security contacts must request creation of usernames and passwords for customers accessing these forms • Agencies can request forms include additional customized text and/or messages

[1] Scope is used to automatically populate one or more form fields based on data entered by the agency about the user. Refer to section 12 for more information about scope.

Form Type	Features
	• Agencies can specify a range of dates during which customer payments are allowed • Agencies can specify minimum and maximum dollar amounts allowed for a transaction Can allow recurring and/or deferred payments

3.1 Note on Recurring and Deferred Payments

A form can have an associated collection which may be configured to allow recurring and/or deferred payments. However, only signed in enrolled customers (have a Pay.gov account) can initiate these types of payments.

3.1.1 eMail Notifications for Recurring Payments

For automatic recurring payments, if allowed, customers receive an email notification ten days prior to the due date of each payment.

For all other recurring payments (not automatic or autopay), customers receive an email notification ten days prior to the draft date of the payment. Note that the draft date might differ from the scheduled recurring date if the scheduled date falls on a weekend or bank holiday.

After each recurring payment is made, customers receive an email notification confirming the payment.

4 User Roles

Various roles used to access forms and file attachments for forms. See the *Agency Guide to Access Control* for details.

4.1 Public Users

Public users include anyone who can access the Pay.gov website. A user ID and password is *not* required; customers have the option to self-enroll for a Pay.gov account if they wish.

4.2 Pay.gov Enrolled (PGE)

These are customers and agency users that have been assigned a username and password for an account on the Pay.gov public website. Customers can self-enroll, or customers and agency users can be enrolled by an agency.

Agencies can grant PGE customers and agency users access to private forms.

4.3 Application Forms Full (AFF)

The AFF role allows a customer to view, edit, save, receive reassigned forms, submit forms and make associated payments. It may be assigned to any user who uses private forms.

4.4 Application Forms Limited (AFL)

The AFL role has limited permissions. It allows a customer to view, edit, save, and reassign private forms to another customer with an AFL or AFL role.

The AFL customer cannot submit the form to complete the transaction. Only the AFF user the form is reassigned to can submit it and make any associated payment.

An AFF user should always be available (or created) when an AFL role is assigned.

5 Security Requirements

5.1 Plastic Card Security Code for Public Forms

Public Form transactions using a plastic card must enter the card's security code (CVV, CSC) on the payment page. Transactions will not process if the security code is not entered.

6 Payment Methods

Your Forms Service cash flow applications can be configured to accept any payment method supported by Pay.gov.

- ACH Debit
- ACH Credit
- Credit and Debit Card
- Digital Wallet
- Amazon Pay
- PayPal

> ***Important!*** ACH Credit can only be configured for applications using private forms, and will be the only payment method allowed for an applications.

7 Form Status

The form status indicates the current state of a form to the end-user. A form with an associated collection will have two separate statuses: one status which indicates the form state and one status which indicates the state of the collection. The possible form statuses are listed below.

Table 2: Form status

Status	Description
Saved	The form has been saved but not submitted.
Rejected	There was a problem during submission of the form. This may occur if the form was submitted but the user cancelled out of collection screens.
Submitted	The form has been submitted to the system. A form is in this state for a very short period of time.
Accepted	The form was accepted into the system and stored.
Reassigned	The form will appear as this status to the recipient of the reassigned form (see section 8).
Deleted	The user saved the form, and then later deleted it.

8 Form Reassignment

During application configuration, agencies can choose to allow a private form to be reassigned by one customer to another in the same business or organization. Enabling reassignment divides completing a form and submitting it into separate steps, performed by two separate customer roles: AFL and AFF.

For example, for security a business might require one function enter data and another function submit the form and make the payment.

1. An AFL user in the first function completes the form and reassigns it to an AFF user in the accounts payables function.
2. At the time the form is reassigned, both users receive an email confirming the reassign.
3. The AFF user validates the data, submits the form and submits the associated payment on Pay.gov.

The AFF customer role

- can view the form
- can enter data
- can edit data
- can save the form
- must reassign the form to another customer with the AFL or AFF role
- will not see the form in their saved forms list after they reassign it

The assignee will see the form in their reassigned forms list with a status of reassigned. The status remains reassigned until the form is saved or submitted by an AFF role.

If the assignee has the AFF role, they

- can view the form
- edit data
- save the form
- submit the form
- complete any associated payment

8.1 Enabling Form Reassignment

Your agency's Agency Security Contact must submit a request to enable form reassignment.

1. In the Private Forms section of the Form Configuration Template, answer "Yes" to the reassignment question.
2. Complete an Access Request for Forms, listing customers who are to be granted the AFL and AFF roles. Submit the request to Pay.gov Application Security

The Form Configuration Template is available at
https://qa.pay.gov/agencydocs/html/actinfo.html

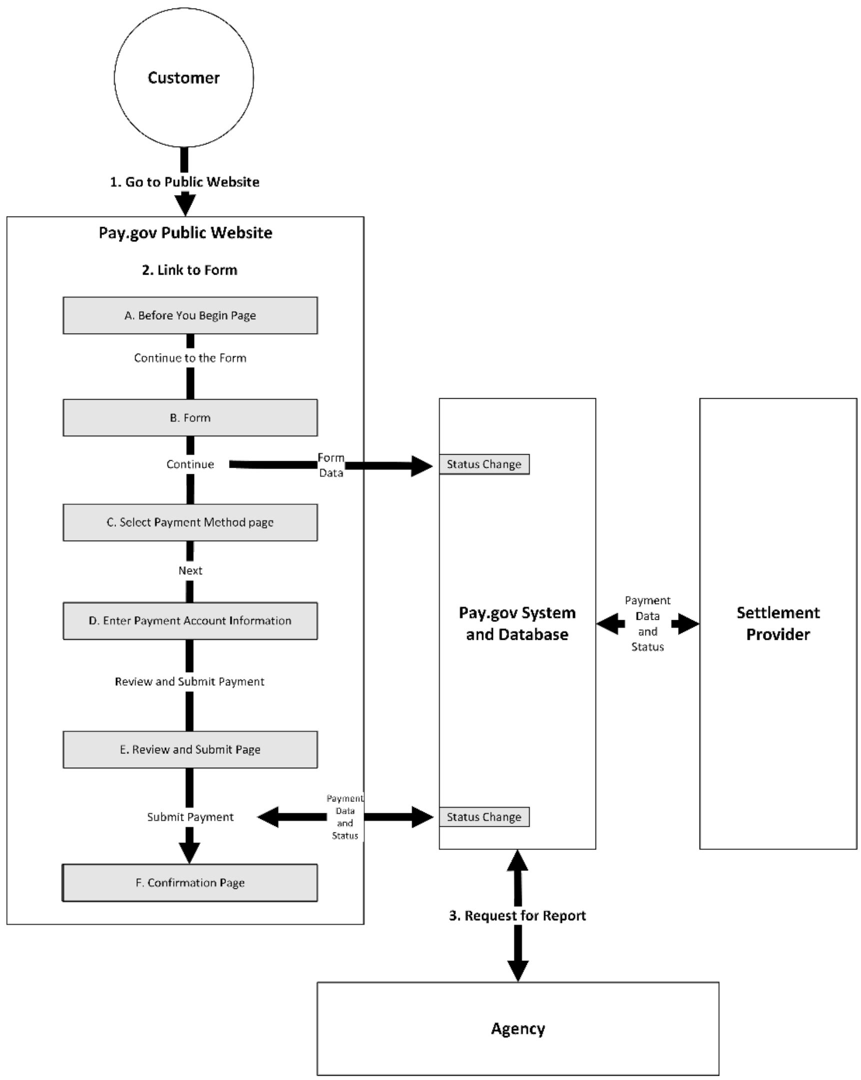
The Access Request for Forms is available at
https://qa.pay.gov/agencydocs/html/acforms.html

9 Form Processing

Figure 2 demonstrates the form processing flow. In this example, Pay.gov is processing a private form requiring a user ID and password along with a collection; for clarity, the collections process referred to in step 5 is not shown.

> ***Note:*** Forms are available only on Pay.gov's public website (user interface). Agency users on the Agency Collections website cannot access forms. For some agency user roles this means that they will use the same username and password to sign into both Pay.gov websites.

Figure 2: An example of form processing



1. A customer opens Pay.gov's public website. They can sign in if they have an account.
2. The customer locates and clicks the link for the form they need.

a. The customer is presented with the Before You Begin Page. It provides information about the form and the payment methods allowed.
b. The customer continues to the form, where they enter all required information. When they click Continue the form status in Pay.gov's database becomes *accepted*.
c. They are presented with a page where they select the payment method and click Next.
d. The Payment Page opens. The page differs according to the payment method selected. The customer enters all required payment account information and clicks Review and Submit.
e. The customer verifies their email address, enters any additional addresses to receive the transaction confirmation, checks the box to authorize the payment, and clicks Submit Payment.
   The payment is submitted to Pay.gov for processing, then to a processor for settlement. The transaction's status in Pay.gov's database is updated. ACH payment status is *Pending* until settlement. Plastic card payment status depends on the response returned form the card acquiring processor; it is S*uccess* upon completion of a successful payment.
f. The customer is presented with the confirmation page that shows summary information about the transaction. The transaction is complete.

3. The agency can see detailed information about the transaction in Pay.gov's Transaction Search service, Reports, and Activity files. Refer to the *Agency Guide to Transaction Search* and the *Agency Guide to the Reporting Service and Activity Files* for details.

10 Form Implementation

10.1 Process

This section list the steps involved for a creating and testing a form and then moving it into production. Agency testing is performed in the Pay.gov QA environment.

1) Complete both the Agency Configuration Template (ACT) and the Form Configuration Template.
   If your cash flow application will accept plastic card payments, provide the required default values for level 2 and level 3 data (item-descriptor, dest-country, and unit-of-measure). See section 16 and the *Guide to Plastic Card Collections* for details on level 2 and 3 data elements.

Provide Pay.gov Agency Implementation with a sample version of the form, preferably in Adobe PDF format. This will act as a template for developing the online version. See section 11 for features that may be requested.
Determine the user access (role) requirements for the form (see section 1).
Pay.gov developers create the online form using Adobe Form Designer.
Your agency security contact completes and returns the access request worksheet (ARW) to Pay.gov Application Security. This worksheet is available at (https://qa.pay.gov/agencydocs/). The ARW provides the permissions required for the form users.
Pay.gov Application Security assigns roles to the users.
When notified the form is ready, your agency tests it in Pay.gov's QA environment to ensure that it is working correctly. Check the following:

- If your form is a public form,
  - verify that it appears in the list for your agency under the FIND AN AGENCY tab.
  - verify it can be found through the public website search.
  - verify it can be found through the I NEED TO PAY links, if appropriate.
- If the form is reassignable, ensure that users have the correct access and permissions to view, edit, reassign, save, and/or submit the form.
- Ensure that all information displayed on the form is correct.
- Ensure any links useable by your end-user are working correctly.
- Ensure any images on the form are correct.
- Any fields that automatically populate values should do so correctly.
- Any fields that automatically calculate values should do so correctly.
- If a collection is initiated from the form, verify that data transfers from the form to the collection pages correctly.
- Any scope fields used should populate correctly based on the user's form scope user group.
- A simulation should be performed if using a time constraint window.
- Help text should be initiated and displayed correctly.
- Ensure that data validation is being performed correctly (if used).
- Form status fields should update correctly during the various stages of processing.

Upon your approval, Pay.gov moves the form is moved into the production environment.

Pay.gov's form developers will work closely with you during development. This typically involves a weekly conference call coordinated by your Bureau of the Fiscal Service representative or Pay.gov Agency Implementation Liaison.

10.2 Agency Resource Requirements

Your agency's contact needs to have an understanding of the forms process; the technical aspects of form generation and processing will be handled by the forms application administrator.

Your agency must support HTTP/1.1 over SSL 3.0 or TLS/1.2 (Transport Layer Security), which is the corresponding Internet standard documented in Internet RFC 2246.

10.3 Development Time

Form development time can vary based on a number of factors:

- Is the form merely for data gathering?
- Will the form initiate a collection?
- Is a paper form available to use as a reference for the electronic form?
- Is the design and structure of the form well-determined by the agency or are requirements likely to change during its creation?

A very simple form may be created in one week; others may take several weeks or even months, depending upon the complexity of the form. A development estimate will be provided once the ACT document is finalized and signed.

11 Forms Service Features

11.1 eMail CC Limit

After entering their payment information, a customer must review, and authorize the transaction on a Review and Submit page.

The page includes a field with the customer's email address (required) and the ability to add other email addresses that will receive a confirmation of the transaction. The other email addresses are added one-by-one.

Up to seven additional email addresses can be entered. If more than seven are entered an error message is displayed.

11.2 Agency Logos

Logos can be placed on a form, which may either be the standard agency logo or a logo or image designed for that particular form. They must be forwarded to the Pay.gov form developers in a format acceptable for the Internet (JPEG or GIF) and of sufficient resolution for viewing online. The maximum size is 750 pixels wide x 150 pixels high.

> ***Note:*** The PNG file format is not accepted.

11.3 Customized Text and Messages

Agencies can supply custom text that will appear on the Before You Begin page and/or a custom message to appear on the payment confirmation page and in the payment confirmation email.

11.4 Section 508 Compliance

All forms are designed to be accessible and to comply with Section 508 of the Rehabilitation Act of 1973 (codified at 29 U.S.C. § 791 *et seq*) and related laws and regulations (for more information, see http://www.section508.gov/).

11.5 Help Text

Various mechanisms can be used to display help text: direct display on the form, clicking a "Help" button, or running a mouse over the subject of interest to bring up alternative text.

11.6 Field Types

Fields may perform functions in addition to data entry:

- *Auto-Calculation:* Fields can automatically calculate values based on values entered elsewhere on the form; for example, entering a sales volume in one field may trigger another field to calculate sales tax using a defined rate of tax. See section 12 for more information on scope.

- *Validation:* Data entries can be checked to ensure they conform to expected input based on character length, hyphenation, error checking, character type, or other values on the form.
- *Pre-population:* Data fields can be automatically populated based on values from the user profile. This feature is not available for public forms.
- *Custom Collections Fields:* Pay.gov allows up to twelve configurable custom collections fields on the collections screens. These fields can be used by the agency to gather data from a user such as a particular piece of information that may pertain to that collection only, such as a voucher number. Information may be captured and passed to the collections screen in several ways, including capturing information entered on a form initiating a collection. The agency should indicate during form construction which fields on the form screen can be used to capture the information and pass it to the collections screen. Each custom collections field may contain up to 255 characters. More information is found in section 12.
- *TAS/BETC:* TAS/BETC can be used by agencies to specify how the amount of a collection associated with a form is to be allotted among accounting categories.Pay.gov allows up to 99 TAS/BETC categories to be set up for an application. The fields containing TAS/BETC data are included in the background for a form, are pre-populated by Pay.gov, and are not visible on the form itself. The exception is the amount allocated to each TAS/BETC, which can be extracted or calculated from other form fields. When the associated collection is completed the TAS/BETC data is passed through Pay.gov to CIR.

11.7 Display of Search Results

Search results may be displayed in two ways, depending upon the number of forms submitted:

1. If 25 or more forms have been submitted in the last 120 days, search results will be displayed with 25 results per page. If a user would like to see a form submitted older than 120 days, they should contact Pay.gov Customer Support.
2. If fewer than 25 forms have been submitted in the last 120 days, Pay.gov will display any forms found for the last 18 months. This feature is useful for agencies that have infrequent form submittals, such as once per year. If the user does not see their form in the most recent 25 instances, please contact Pay.gov Customer Support.

11.8 Hidden Public Forms

Agencies can request that their public form be hidden on the public website. Customer access to the form would only be via an HTTPS link supplied to the agency by Pay.gov Agency Implementation. Hidden forms do not require the customer to sign in to Pay.gov. They are not returned by the public Search function and are not included in other lists on the site.

11.9 Payment Dates

Agencies can request customer payments be allowed only during a specified range of dates, such as an enrollment period. The allowed dates are displayed on the payment date calendar on Pay.gov's Payment Page. Only the allowed dates are enabled, but may be affected by the processing schedule for the payment method the customer selects. For example, one-time ACH payments would disable weekend and bank holiday dates within the range.

11.10 Time Constraints

Agencies can request that a form be enabled for customer use only during a specific date and time window. Agencies specify a start date and end date for window. During the window data can be entered in the form and the associated payment can be made. By default, the form is enabled at 12:00 am Eastern Time on the start date and disabled at 11:59 pm Eastern Time on the end date.

Although the form can be searched for outside the window, it is disabled and cannot be used for a transaction.

11.10.1 Examples:

- An agency could have a one-time event that attendees must register for and pay a registration fee. The registration form and its associated payment would be enabled on Pay.gov for only three weeks, starting one month before the event and disabled one week before the event. Attendees would only be able to register and pay their fee during this window.
- An agency-provided service has an annual enrollment period. The form is enabled only during this period for customers to enroll. The time constraints for the form are set up once but are reoccurring, so that the form is automatically enabled every year during the enrollment period.

11.10.2 Time Constraint Options

- **Specifying start and end times** — enablement start and end times other that the defaults can be specified. For example, a form could be enabled at 9:00 am ET on the start date and disabled at 6:00 pm ET on the end date.
- **Days of the week when a form is enabled can be specified** — your agency can choose which days of the week a form is enabled during a window. For example, a form could be set to be enabled only on Mondays, Wednesdays, and Fridays during a time constraint widow. It would be disabled the other days.
- **Specifying a daily time range when the form is enabled** — for each day of the week during a time constraint window, the times when a form is enabled can be specified. For example, a form could be enabled only during office hours (8:00 am to 5:00 pm) on weekdays.
- **Specifying different start and end times for different days of the week** — different start and end times can be set for each day of the week. For example, a form could be set to be enabled from 8:00 am to noon on Monday, noon to 5:00 pm on Tuesday, etc.

> ***Note:*** Start and end times are always Eastern Time. A form enabled using the default time would be enabled at 12:00 am on the U.S. east coast and at 9:00 pm on the U.S. west coast. Agencies should consider any time difference if they want a form enablement time to coincide with local time.

11.10.3 Search Results

Forms appear in search results, even if currently disabled.

When proceeding to the form, if it is enabled the form simple opens and the customer can conduct their transaction. If the form is disabled, the form will be grayed out and a message over the form informs the customer it is unavailable.

11.10.4 Customer Messages for Forms with Time Constraints

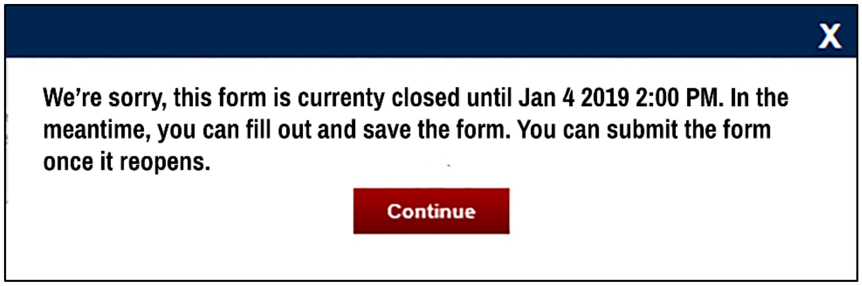
Customers accessing forms with time constraints will see the following messages for forms that are disabled or about to be disabled.

> ***Note:*** For customers who have signed in, Pay.gov automatically saves a form when a customer completes it, including closed forms (see the messages below.) However, the form's associated payment page is not saved.

The form is not available for submission at this time, but will be available in the future. The customer is not signed in.

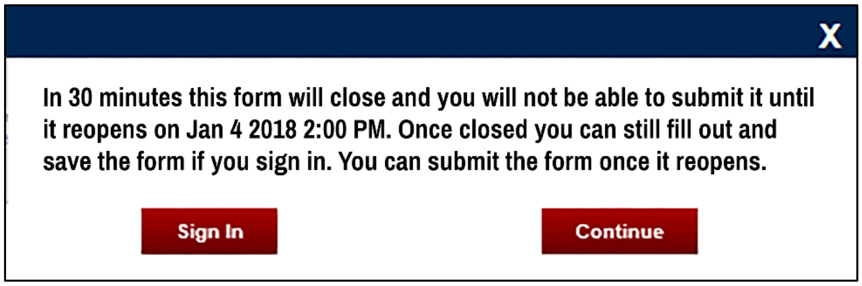
- The form is currently disabled but is scheduled to be enabled in the future.
- The customer can click X to close the message. They will not access the form.
- Alternately, the customer can click Sign In. After their successful sign in, the customer can go on to fill out the form, and then save it in their account so it can be submitted in the future. The customer will not be able to complete the associated payment page. It will become available when the saved form is submitted.

The form is not available for submission at this time, but will be available in the future. The customer is signed in.



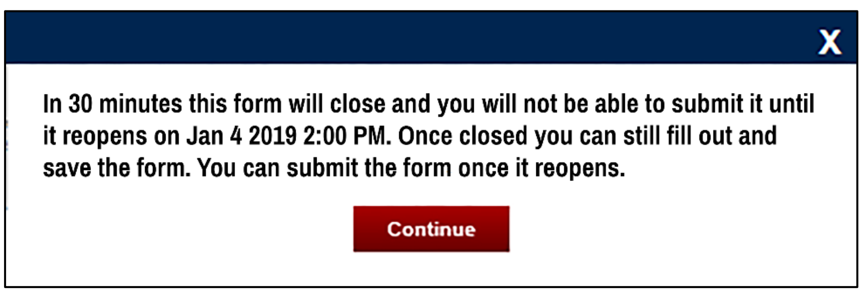
- The form is currently disabled but is scheduled to be enabled in the future.
- The customer can click X to close the message. They will not access the form.
- The customer can click Continue to go to the form, fill it out and save it in their account so it can be submitted in the future. However, the customer will not be able to complete the associated payment page. It will become available when the saved form is submitted.

The form will close in 30 minutes or less; the customer is not signed in.



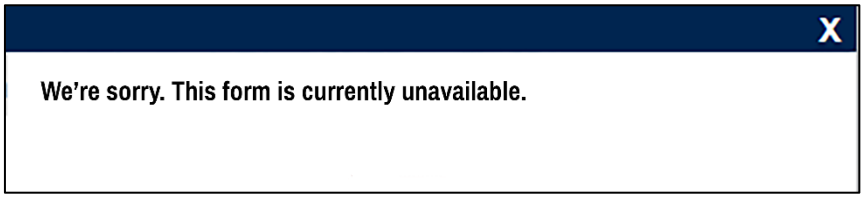
- The message shows the actual time remaining until the form is unavailable (disabled).
- The customer can click X to close the message and continue, but if they do not submit their payment in time, everything on the form is lost.
- The customer can click Continue and attempt to finish the transaction in the time remaining. If they are unable to submit their payment before time runs out, they can sign in to their Pay.gov account and save the form so that they can complete and submit it when it is enabled again in the future. If the payment is not submitted before the form is disabled no payment information will be saved even if the customer was on the payment page when the form was disabled.
- Alternatively, the customer can click Sign In to open their Pay.gov account and save the form immediately.

The form will close in 30 minutes or less; the customer is signed in.



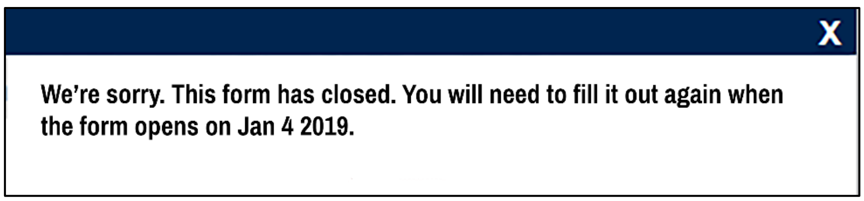
- The message shows the actual time remaining until the form is unavailable (disabled).
- The customer can click X to close the message.
- The customer can click Continue and attempt to finish the transaction before time runs out.
- Because they are already signed in, if time runs out, the customer can save the form in their account so that they can complete and submit it when it is enabled again. If the payment is not submitted before the form is disabled no payment information will be saved even if the customer was on the payment page when the form was disabled.

The form is not available (disabled).



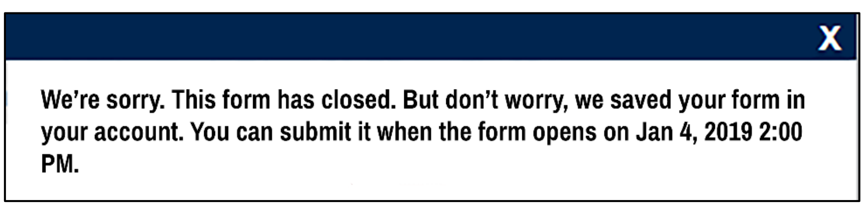
- The form is disabled and is not scheduled to be enabled in the future
- The customer can click X to close the message.
- The customer cannot access the form.

The customer was filling out the form but it was disabled before the customer could submit it; the customer is not signed in. The form will be enabled again in the future.



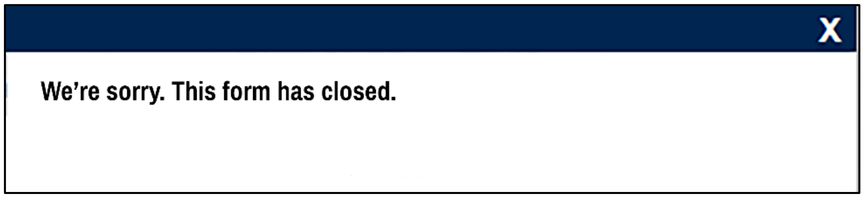
- The form became unavailable before the customer submitted their payment, but it will be available again in the future.
- The customer can click X to close the message.
- All information entered on the form is lost.
- The customer will need to reenter everything on the form to create a transaction when t=he form is enabled again.

The customer was filling out the form but it was disabled before the customer could submit it; the customer is signed in. The form will be enabled again in the future.



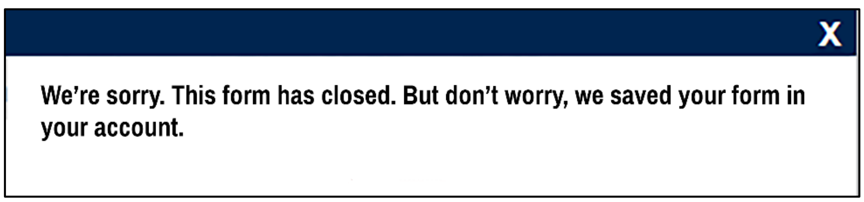
- The form became unavailable before the customer submitted their payment, but it will be available again in the future.
- The customer can click X to close the message.
- Pay.gov automatically saved the form in the customer's Pay.gov account. The saved form contains everything already entered. However, no payment information was saved even if the customer was on the payment page when the form was disabled. The customer can retrieve the form, complete it, and submit it when it is enabled again.

The form closed before the customer could submit it their payment; the next time it will be enabled is unknown. The customer not signed in.



- The customer can click X to close the message. The customer will not be able to access the form.
- Everything entered on the form is lost. Payment information is also lost.
- If the form becomes available again, the customer will need to fill it out again.
- The customer will need to determine if and when the form will be available again.

The form closed before customer could submit their payment; the next time it will be enabled is unknown. The customer is signed in.



- The customer can click X to close the message.
- Pay.gov automatically saved the form with everything already entered in the customer's account. The customer can retrieve the form, complete it, and submit it when allowed in the future.
- The customer will need to determine if and when the form will be available again.

11.11 Minimum and Maximum Amounts

Agencies can specify the minimum and maximum allowed dollar amounts for a transaction. The minimum/maximum can be configured at the cash flow application level and/or the form level. If configured at both levels, the minimum/maximum set for the form overrides the application setting.

11.12 Data Retention

Form data is stored in the Pay.gov database for seven years.

11.13 Form Duplication

Users may duplicate previously submitted forms to avoid re-entering common data every time they submit a form. The data entries can be changed as necessary and then submitted as a new form with a new Pay.gov tracking ID.

11.14 Notices and Reminders

Pay.gov sends customers an email confirmation when a payment is made. Customers also have the option to enter additional email addresses that are to receive a copy of the confirmation.

If recurring or deferred payments are allowed and chosen by the customer, they will receive an email reminder ten days before the draft date of each payment. For ACH payments, the draft date may differ from the scheduled payment date if that date falls on a weekend or bank holiday. Customers receive a confirmation email for each completed deferred or recurring payment.

11.15 Features Not Provided

Some agency forms may not be a candidate for the Pay.gov forms service, as determined by the Pay.gov team based on the requirements defined by the agency. Your Pay.gov Agency Implementation Liaison will help you determine what service best fits your needs.

12 Custom Collection Fields

Agencies can use custom collection fields to include agency-specified information required for a transaction; an invoice number, for example.

Information (value) entered into a custom collection field:

- is included in appropriate Pay.gov reports and activity files
- is sent to the Collection Information Repository (CIR) as part of transaction data
- can be included in the confirmation email sent to a customer when they complete their transaction on Pay.gov's public website

Up to twelve custom collection fields can be specified when configuring your Forms Service cash flow application with Pay.gov Agency Implementation.

12.1 Field Names (Labels)

Your agency must provide a name (label) for each custom collection field configured.

The name must:

- not be longer than 80 characters
- use only the characters in Table 3

Table 3: Characters allowed for custom collection field names

Character	
Line feed	
Carriage return	
Space	
$	Dollar sign
‘	apostrophe
(	left parenthesis
)	right parenthesis
,	comma
-	hyphen
.	period
0 – 9	numbers
:	colon
;	semicolon
@	at sign
A – Z	upper case letters
a – z	lower case letters
_	underscore
|	pipe delimiter

12.2 Associating Field Names to XML Elements

Internally, Pay.gov identifies your cash flow application's custom fields as `custom_field_ 1, custom_field_2 … custom_field_12,` but associates these elements with the names your agency assigned to them during setup.

For example, the name "Permit Number" could be associated with `custom_field_1` and the name "Location" could be associated with `custom_field_2.`

If a custom_field and value are displayed on a payment page or a Pay.gov report, the associated name is displayed, not the element name. For the example above, Permit Number 12345 would be displayed instead of `custom_field_1 12345`. Similarly, the name would be included in CIR reports.

12.3 Custom Collection Field Values

Typically, values for custom collection fields are entered by your agency, either by specifying field values when your Forms cash flow application is set up. In this case, the customer does not see custom collection fields and their values on the form they fill out. A customer would not see the fields and values until they open the form's associated payment page, if your agency allows them to be viewed. The values would be displayed as read-only.

Optionally, during setup, your agency could designate that custom fields values be entered by a customer, in which case they would be able to enter and edit values until they submit the transaction.

12.3.1 Value Restrictions

Values entered must:

- be no longer than 255 characters
- use only the characters in Table 4

Table 4: Characters allowed for custom collection field values

Character	
Space	
A – Z	uppercase letters
a – z	lowercase letters
0 - 9	numbers
@	at sign
_	underscore
:	colon
;	semicolon
,	comma
‘	apostrophe
$	dollar sign
(	left parenthesis
)	right parenthesis
.	period

Character	
|	pipe delimiter
-	hyphen
	Line Feed
	Carriage Return

12.3.2 Including Sensitive Information

Pay.gov recommends that agencies do not collect sensitive information, such as social security numbers, in custom collection fields.

However, if sensitive information must be collected, your agency can request that Pay.gov encrypt the value in a custom collection field. When stored in Pay.gov's database, the field's value will be encrypted, not stored in plain text.

12.3.3 Viewing Sensitive Information in Activity Files

All values, encrypted or not, in custom collection fields is displayed in clear text.

Any agency user whose role allows downloading an activity file is able to see the values in custom collection fields. These agency user roles are:

- ROA
- ACS
- COS
- COE.

See the *Agency Guide to Access Control* for more information on these roles.

12.3.4 Viewing Sensitive Information in Pay.gov Reports

Pay.gov reports include values in custom collection fields.

The following agency user roles can see custom collection field values on Pay.gov reports:

- ACS
- COS
- COE

The following user can see custom collection field names on a report, but cannot see their values; values are masked.

- ROA

The See the *Agency Guide to Access Control* for more information on these roles.

1.1.1 Viewing Sensitive Information in CIR Reports

Pay.gov encrypts and flags custom collection field values an agency asks to have encrypted when sending transaction information to the CIR. These fields may or may not contain Personally Identifiable Information (PII).

CIR treats all encrypted values as PII.

If an agency users has been granted PII to a CIR report, they will see all encrypted custom collection field values, whether or not the values are actually PII. Encrypted values are displayed as they are stored in the database. For example, only the last four digits of a social security number would be shown.

If the agency user has not been granted PII access to the CIR report they will see the labels (names) of the encrypted custom collection fields, but no values.

13 Form Scope

Scope is used to automatically populate one or more form fields based on data entered by the agency about the user. Users are assigned to a form scope user group. The user's form scope user group setting is read during form uploading and the field is populated with the appropriate value.

Example: a form has a scope tag named "Shipping Rate," which is used to calculate the total cost of shipping based on the number of items a user selects on a form:

Total Shipping Cost = (Shipping Rate) x (Number of Items Purchased)

The scope tag value is based on one of four geographic locations: northeast, northwest, southeast, and southwest, with each geographic region having a unique shipping rate.

A user located in the northwest region selects the form. While the form is loading, the form script reads the user's form scope and determines the user has been assigned to the northwest group. The northwest value for the scope tag is populated into the shipping rate field. The user then selects the items to be purchased. The total shipping cost is for that user is automatically calculated using the shipping rate for the northwest region.

13.1 Implementing Scope

To add scope fields to a form, the following steps need to be completed:

1. In the Form Configuration Template, identify which fields are unique and their scope values, up to 15 per agency; these fields will be added during the build of the form.
2. Send the values for each scope group to Pay.gov Customer Support.
3. Your agency security contact must provide Pay.gov Application Security with a list of users and the form scope user group to which they will be assigned. Pay.gov Application Security will assign the users to their user group (see the *Agency Guide to Access Control*).

13.2 Scope and Self-Enrolled Users

A scope value cannot be determined for self-enrolled users because they will not have been assigned to a form scope user group. The scope field will be blank for these users to enter the appropriate value. However, it is more likely that a self-enrolled user will not be able to access a form that has scope.

14 Form Attachments

Agencies have the option to allow their form users (customers) to attach files to Pay.gov hosted forms. During application configuration, your agency selects the file types it will accept.

Change the file accepted file types at any time by contacting your Pay.gov Agency Liaison.

14.1 File Attachment Options

During configuration, your agency may choose to:

- always require customers to upload attachments
- never allow attachments
- give customers the option to upload attachments or choose to submit attachments in another way.
- require customers upload based on a value entered on the form (for example, when reporting information via a form, if the customer indicates information for three or more entities is being reported, the forms service would automatically open the attachments upload dialog; for less entities the customer could submit the required information inside the form)

14.2 File Attachment Constraints

Maximum file size for any attachment is 15 MB. Agencies may designate a smaller maximum attachment file size as part of their application configuration. The file size designated is for all attachment file types.

Attachment filenames can be up to 128 characters, plus a three-character filename extension (.TXT, .CSV or .PDF), in length.

Attached .TXT and .CSV files may only contain a limited range of ASCII characters; allowable characters are listed in Table 5.

Table 5: Allowable ASCII Characters

Decimal Value	Character
10	line feed
13	carriage return
32	space
36	$
39	' (apostrophe)
40	((left parenthesis)
41	) (right parenthesis)
44	, (comma)

Decimal Value	Character
45	- (dash)
46	. (period)
48-57	0,1,2,3,4,5,6,7,8,9
58	: (colon)
59	; (semi colon)
64	@ (at symbol)
65-90	A,B,C,D,E,F,G,H,I,J,K,L,M,N,O,P,Q,R,S,T,U,V,W,X,Y,Z
95	_ (underscore)
97-122	a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s,t,u,v,w,x,y,z
124	| (pipe delimiter)

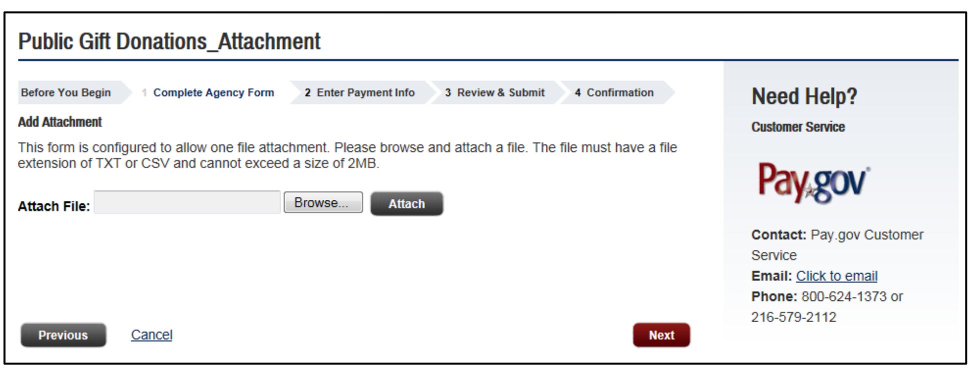
14.3 Functional Constraint

We recommend that users avoid the duplicate form function when attaching files to forms.

14.4 Submitting a File Attachment with a Form

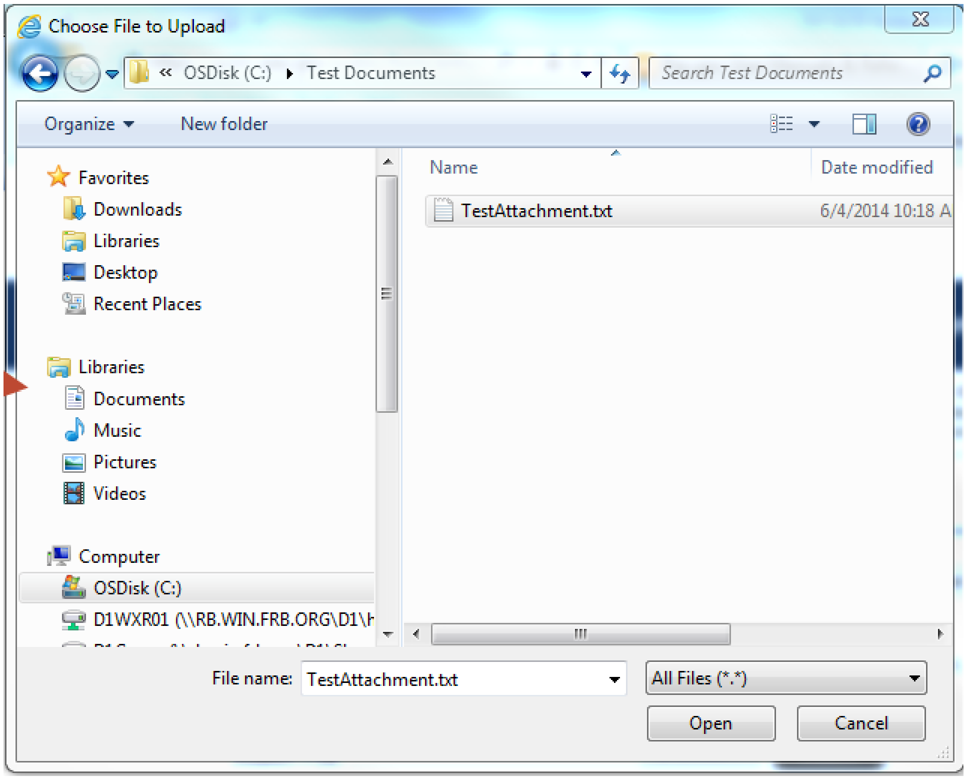
1. After filling in a form click the "Continue" button.
2. If an attachment upload is required (or you have chosen this option available on some forms), the Attachment screen opens (similar to Figure 3).

Figure 3: File attachment screen



3. Click "Browse" and locate and select the .TXT, CSV, or .PDF file to be attached. Figure 4 shows the file selection popup window for Microsoft Windows. Apple and other operating systems will be similar.

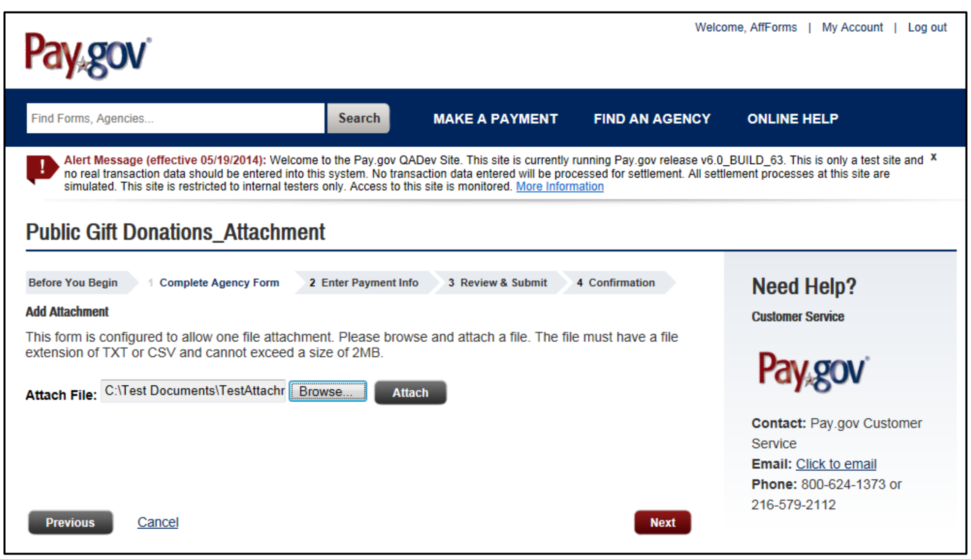
Figure 4: Selecting a file in Microsoft Windows



4. Highlight the attachment file and then click the "Open" button.
5. The filename, including the path, will be displayed in the file attachment window (Figure 5).

Note:	The window only displays the first 30 characters of the path and/or filename.

Figure 5: File attachment screen with file path and name

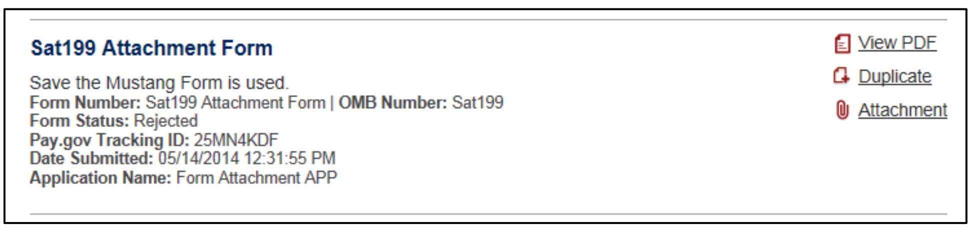


6. Click the "Attach" button.
7. The File Attachment screen is refreshed and shows the file attached. You can attach additional files if needed.
8. When finished attaching files click the "Next" button.
9. The Payment Page opens.
10. Complete and submit the payment.

14.5 Viewing a Submitted Form and File Attachment (Public UI)

1. Customers can view submitted forms and file attachments on Pay.gov's public website (https://www.pay.gov/).
2. Sign in to Pay.gov.
3. Click the View My Forms button on the My Accounts screen.
4. Click on the Submitted tab.
5. Find the agency form with the attachment. Forms which had a file attachment submitted with them are indicated by the red paperclip symbol and the Attachment link (Figure 6).

Figure 6: Form description with attachment link

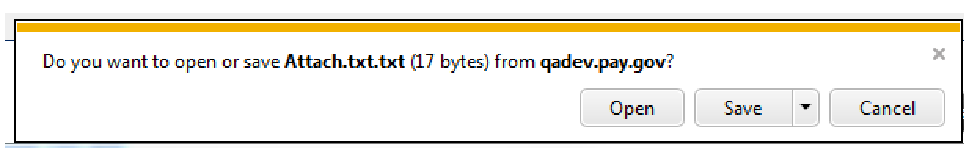


6. Click on the "Attachment" link to view the attached data file.

The View Attachment window opens, displaying the contents of the file attachment in appropriate format – HTML, CSV, PDF. The details can be viewed but they cannot be edited; the file attachment has already been submitted for processing.

7. Click the "Download Attachment" button to either open the attachment save it. (Similar to Figure 7).

Figure 7: Microsoft Windows file attachment dialog box



8. Click the "Open" button to view the file.

> ***Note:*** Any changes made to the file contents do not alter the contents of the original file attachment saved in the Pay.gov database as part of the form transaction.

9. Click "Save" to save the file.

The filename displayed is not the same as the filename used when the file was originally attached by the customer. The Pay.gov generated filename is the Pay.gov Tracking ID with a .TXT, .CSV or .PDF extension; an alternative filename can be entered and saved.

14.5.1 Saving a Form with a File Attachment

If you want to save a form together with its attached file for future use, **do not** click the “Next” button after attaching the file. Instead:

1. Click the “Previous” button. The completed form will open.
2. Click the “Save” button at the bottom of the form.
3. The form and attachment are saved and listed under the Saved tab of the My Forms screen. A paperclip image and Attachment link will be to the right of the form description.

14.6 Viewing a Submitted Form Attachment (Agency UI)

> ***Note*:** Only users with the CUS or ACS role can open and view form attachments. Users with other roles can see that a form has an attachment, but will not see a link to open it.

If your agency has implemented the option, agency customers can attach a CSV, TXT or PDF file to the form submitted. Your agency selects the file format allowed.

To view an attachment

1. Open the Report link at https://www.pay.gov/myagency/. See the *Agency Guide to the Reporting Service and Activity Files* for instructions on how to navigate and use reports.
2. Select Forms Search.
3. Enter your search criteria. The criteria entered determine search filtering and what results are returned. If you do not select an application, the results will include submitted forms for all your agency’s applications.
4. Users having the CUS or ACS role will see links to attachments listed in the Attachment column. Other roles will see an indication that the form has an attachment, but will not have a link to open it.
5. CUS or ACS users can click on an attachment link to view it. The attachment will open in the appropriate file format (CSV, TXT or PDF).

15 Reports and Activity Files

Reports providing information on submitted forms and their related transactions are available via the Reports link at https://www.pay.gov/myagency/. See the *Agency Guide to the Reporting Service and Activity Files* for instructions on how to navigate and use reports.

15.1 Forms Search Query

Use the Forms Search Query to view summary and detailed information about one or more submitted forms, based on the search criteria.

1. Open the Report link at https://www.pay.gov/myagency/.
2. Select Forms Search Query.
3. Enter your search criteria. The criteria entered determine search filtering and what results are returned. If you do not select an application, the results will include submitted forms for all your agency's applications.

15.2 Form Activity File

The Form Activity File contains form data for all successfully submitted forms for the requested day. It is available via the Activity File Download.

1. Open the Report link at https://www.pay.gov/myagency/.
2. Select Activity File Download.
3. Select Form Activity File from the list.

15.3 Email Exceptions Report

Use the Email Exceptions report to find information on form submission emails that were not deliverable.

1. Open the Report link at https://www.pay.gov/myagency/.
2. Select Email Exceptions.
3. Enter your search criteria. The criteria entered determine search filtering and what results are returned. If you do not select an application, the results will include submitted forms for all your agency's applications.

15.4 Form Attachment Activity Files

Form Attachment Activity Files differ from online activity files available through Activity File Download Query or the Activity File Service. Two form attachment activity files are available: the form attachment by submission date activity file and the form attachment activity file. The attachments are collected together in the form of a compressed (.ZIP) file, containing the file attachments, and can be opened using tools such as WinZip.

The form attachment by submission date activity file is used to search for form attachment files based upon the date when the payment was submitted. The activity file is available for download after 10:00 A.M. on the day after the file attachments were submitted.

The form attachment activity file is used to search for form attachment files based upon when the payment settles. This activity file is available for download after 10:00 A.M. on the day that the payment settled.

The Machine General Account (MGA) role is required to use this feature.

Differences between the form attachment activity files and the other types of activity files will be detailed in this section.

15.4.1 Required Parameters for an HTTPS Request

Agencies make an HTTPS request to Pay.gov in order to download a batch of form attachments. Table 6 lists the required parameters for this interface.

Table 6: HTTPS Request Parameters

Parameter Name	Description
`action`	Depends upon the activity file to be downloaded: action = "downloadFormAttachmentBySubmission" for the *Form Attachment by Submission Date Activity File* action = "downloadFormAttachments" for the *Form Attachment Activity File*
`username`	The Pay.gov username for a user
`password`	The password for the Pay.gov user. The password is case-sensitive.
`agency_id`	The agency ID that the user is associated with. This integer is the unique identifier for the agency in Pay.gov. It is generated during the agency configuration phase. The identifier does not relate directly to any external name or identifier for the agency; it is simply used for business-to-business communications.
`formname`	The form name to which the batch of forms are associated. The form name must be associated with the agency ID that is passed in. Case-sensitive.

Parameter Name	Description
`date`	The date of the batch of forms. The batch will be created on a daily basis and will include all the attachments for submitted forms which have payments associated with them that SETTLED that day. The criteria which will be utilized to retrieve the attachments will be the same as the CollectionActivityFile report. The format for the date value is MM/DD/YYYY. *Note:* this field is optional. If no date is supplied, then the date will be defaulted to the current date.

The form attachment download servlet is available at the following URL:

https://www.pay.gov/agency/FileDownload

The form attachment activity file may only be accessed using the form attachment download servlet; it cannot be accessed by an interactive process which is used for other activity files.

The HTTP GET method will not be supported by the servlet and will throw an exception if invoked.

The username and password must be associated with an MGA role for the agency ID passed in the request. The MGA role will have a new permission associated with it: DOWNLOAD_FORM_ATTACHMENT.

15.4.2 Error Messages

Error messages will be returned to the agency in the same format that is currently being used by the ReportDownloadServlet:

Error=<error message>

Agencies could receive one of five error messages, depending on the particular issue causing the error:

1. One or more of the required parameters are missing.
2. Access denied.
3. Invalid date specified.
4. The system was unable to process the request at this time.
5. The attachment is no longer available. Please call Pay.gov Customer Support at (800) 624-1373 for more information.

The error is transferred back to the agency in plain text format. The agency should check the `Content-Type` in the HTTPS response header. If it is equal to `text/plain`, then an error has occurred. If it is equal to `application/zip`, then the file was valid.

15.4.3 Form Attachment Batch Processing

The file name will be the agency ID concatenated with the form ID and the date (MMDDYYYY) that it was created, with an underscore character separating each of the three pieces of information:

Example: `AgencyId_FormId_MMDDYYYY.zip`

The XML file will be generated in the following format:

```
<FormAttachmentBatch name=AgencyID_FormID_Date>
        <Attachment>
              <PaygovTrackingId>1234</PaygovTrackingId>
              <FileName>abc.csv</FileName>
              <SubmitDate>01/31/2007</SubmitDate>
              <UserId>xyz</UserId>
              <Data>abc,23r,3456</Data>
              <Status>Processed</Status>
         </Attachment>
         <Attachment>
              <PaygovTrackingId>5678</PaygovTrackingId>
              <FileName>def.txt</FileName>
              <SubmitDate>01/31/2007</SubmitDate>
              <UserId>xyz</UserId>
              <Data></Data>
              <Status>Attachment Retrieval Failed</Status>
         </Attachment>
</FormAttachmentBatch>
```

15.4.4 Activity File XML Schema

```
<?xml version="1.0" encoding="UTF-8" ?>
    - <schema xmlns="http://www.w3.org/2001/XMLSchema"
    xmlns:pg="http://www.pay.gov/paygov/schema/Attachment.xsd"
    xmlns:xs="http://www.w3.org/2001/XMLSchema"
    targetNamespace="http://www.pay.gov/paygov/schema/Attachment.xsd"
    elementFormDefault="qualified" attributeFormDefault="qualified"
    version="2007v1.0" xml:lang="en">
      - <element name="AttachmentBatch">
        - <annotation>
            <documentation>Contains list of attachments. Copyright U.S.
          Department of the Treasure Washington, DC. All rights reserved.
          Copyright (c) 2007 Author: Federal Reserve Bank of Cleveland
          Date: 02/01/2007</documentation>
        </annotation>
        - <complexType>
          - <complexContent>
            - <extension base="pg:Attachment">
              - <attribute name="FileName" fixed="AttachmentBatch">
                - <annotation>
                    <documentation>Batch attachment file
                  name.</documentation>
                </annotation>
                - <simpleType>
                  - <restriction base="xs:string">
                      <maxLength value="256" />
                  </restriction>
                </simpleType>
              </attribute>
            </extension>
          </complexContent>
        </complexType>
      </element>
```

```
- <complexType name="Attachment">
  - <sequence>
      <element name="Attachment" type="pg:AttachmentType"
     minOccurs="0" maxOccurs="unbounded" />
   </sequence>
</complexType>
- <complexType name="AttachmentType">
  - <sequence>
    - <element name="PaygovTrackingId">
      - <annotation>
          <documentation>A single attachment file.</documentation>
        </annotation>
      - <simpleType>
        - <restriction base="xs:string">
            <pattern value="[a-zA-Z0-9]{4,21}" />
          </restriction>
        </simpleType>
      </element>
    - <element name="FileName">
      - <annotation>
          <documentation>A single attachment file.</documentation>
        </annotation>
      - <simpleType>
        - <restriction base="xs:string">
            <maxLength value="256" />
            <pattern value="[a-zA-Z0-9]{3,252}\.(txt)|(csv)" />
          </restriction>
        </simpleType>
      </element>
    - <element name="SubmitDate" type="xs:date">
      - <annotation>
          <documentation>Date file attachment was submitted,
        pattern is CCYY-MM-DD.</documentation>
        </annotation>
      </element>
    - <element name="UserId">
      - <annotation>
          <documentation>User login name in
        paygov.</documentation>
        </annotation>
      - <simpleType>
        - <restriction base="xs:string">
            <pattern value="[a-zA-Z0-9]{6,144}" />
          </restriction>
        </simpleType>
      </element>
    - <element name="Data">
      - <annotation>
```

```
        <documentation>Attachment data sent by end-user, only
      .txt and .csv files are supported</documentation>
    </annotation>
  - <simpleType>
    - <restriction base="xs:string">
        <maxLength value="2097152" />
        <whiteSpace value="preserve" />
      </restriction>
    </simpleType>
  </element>
- <element name="Status">
  - <annotation>
      <documentation>Status of file attachment
      retrieval.</documentation>
    </annotation>
  - <simpleType>
    - <restriction base="xs:token">
        <enumeration value="Processed" />
        <enumeration value="Attachment Retrieval Failed" />
      </restriction>
    </simpleType>
  </element>
</sequence>
</complexType>
</schema>
```

16 Entering Level 2 and Level 3 Data

16.1 Default values required

If plastic card payments will be accepted, agencies should provide level 2 and level 3 data (business, corporate and purchase card (p-card). To facilitate this, agencies accepting plastic card payments are required to designate default values, which Pay.gov can use for the following level 2 and 3 elements:

- dest-country
- item-descriptor
- unit-of-measure

These values are used only for Plastic Card settlement. If any of this data is not submitted with a transaction, Pay.gov automatically inserts the default value.

> ***Important!*** If no value is provided for item-descriptor, all other level II and III data will be ignored and the interchange rate will not be discounted.

Pay.gov also inserts default values for other required Level III elements if no values are submitted for the transaction. These values have been determined by Pay.gov. Agencies do not provide defaults for them.

See the Guide to Plastic Card Collections for details about level 2 and 3 data elements.

16.2 What is Level 2 Data?

Enter Level 2 data in the Order ID and Tax Amount fields of the Additional Information section.

The data is used only for business-to-business and business-to-government transactions. Entering reduces the cost (interchange rate) of a Visa, MasterCard or Amex transaction, but the reduction is less than that provided if Level 3 data is provided.

16.3 What is Level 3 Data?

Paste Level 3 XML Enter Level 2 data in the Level 3 Data field of the Additional Information section.

The data is used only for business-to-business and business-to-government transactions. Entering reduces the cost (interchange rate) of a Visa, MasterCard or Amex transaction.

18 Customer Support

Customer service 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.

18.1 Contact Information

Hours:	7:00 am to 7:00 pm Eastern Time
	Monday through Friday, Closed Bank Holidays
Phone:	(800) 624-1373, Option 2
Email address:	pay.gov.clev@clev.frb.org