Agency Guide to the Forms Service

March 4, 2025

BUREAU OF THE FISCAL SERVICE

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

Revision History

Date	Author	Description
July 19, 2007	Brian Asquith FRB Cleveland	Updated for Pay.gov 3.7.
January 4, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 3.8 (expanded sections 9.2 and 9.3).
June 2, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.0 (updated sections 1.2 and 5; numerous editorial revisions)
September 15, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.1 (proofreading edits).
November 12, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.2 (replaced figure 7).
February 5, 2009	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.3 (updated section 13.1).
August 3, 2009	Douglas Kirchgesler FRB Cleveland	Updated section 3.2; minor layout revisions; removed Pay.gov version number from title page.
October 2, 2009	Douglas Kirchgesler FRB Cleveland	Updated section 12.
November 23, 2009	Douglas Kirchgesler FRB Cleveland	Reviewed for Pay.gov 4.4 (corrected several minor typographical errors).
February 23, 2010	Douglas Kirchgesler FRB Cleveland	Reviewed for Pay.gov 4.5 (no changes).
March 18, 2010	Douglas Kirchgesler FRB Cleveland	Updated section 3.1.7.
April 21, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.6 (minor formatting changes).
August 10, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.7 (updated sections 2, 5, and 7.2; added section 7.6; revised Pay.gov logo; replaced “Pay.gov Information Security” with “Pay.gov Application Security” throughout).
October 7, 2010	Douglas Kirchgesler FRB Cleveland	Reviewed for Pay.gov 4.8 (no changes).
December 7, 2010	Douglas Kirchgesler FRB Cleveland	Reviewed for Pay.gov 4.9 (no changes).
June 14, 2011	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.0 (no changes).
January 19. 2012	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.1 (updated section 2, added sections 2.1 and 2.2).
February 3, 2012	Walter Rowinsky FRB Cleveland	Updated section 7.4, corrected typos throughout,

Date	Author	Description
February 14, 2012	Walter Rowinsky FRB Cleveland	Updated sections 2.1 and 7.4.
August 4, 2012	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.2 (no changes).
December 31, 2012	Walter Rowinsky FRB Cleveland	Reviewed for CA$HLINK II shutdown (no changes).
February 19, 2013	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.3 (updated section 2.1).
March 18, 2013	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.3 second test cycle (replaced references to access control worksheet with access request worksheet).
May 1, 2013	Walter Rowinsky FRB Cleveland	No Pay.gov 5.4 release (merged with Pay.gov 5.3).
May 1, 2013	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.5 (no changes).
June 10, 2013	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.6 (no changes).
September 20, 2013	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.7 (no changes).
February 8, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.8 (added new section 3.2; corrected grammar).
April 21,2014	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.9 (no changes).
June 2, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.0 (deleted sections 3.1.3, 9, 10; renumbered remaining sections; updated sections 1.1, 6.2, 9.3, 9.4, 9.5, and all figures for forms.
August 11, 2014	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 6.1 (no changes).
October 3, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.2 (added new figures 9, 10, 11, 12; updated section 9).
December 3, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6 (added sections 2.2.1, 10, figures 12 and 13).
March 15, 2015	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 6.4 (no changes).
June 15, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.5 (updated section 9; added new section 9.1).
September 21, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.6 (added new sections 7.2, 7.7, 7.8, 7.9; updated sections 3, 6 and table 1).
December 4, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.7 (corrected typos).

Date	Author	Description
March 12, 2016	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.8 (corrected typos and accessibility).
June 13, 2016	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.9 (updated sections 2, 2.1, 2.2, 2.3, 3, 7, 9; renumbered sections).
August 1, 2016	Walter Rowinsky FRB Cleveland	Reviewed (no changes).
September 18, 2016	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 6.10 (no changes).
December 17, 2016	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.11 (updated sections 2.3.1 and 12.6; added new section 13.
April 17, 2017	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 7.0 (no changes).
July 17, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.1 (renumbered sections).
October 16, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.2 (added new section 6).
December 4, 2017	Walter Rowinsky FRB Cleveland	Updated Forms Activity File Download Servlet URL (section 14.4.1).
January 15, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.3 (added new sections 5.1 and 11.9).
January 30, 2018	Walter Rowinsky FRB Cleveland	Added new section 12.
April 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.4 (updated section 11.9; corrected typos in sections 2.2.1, 7, and 9).
May 25, 2018	Walter Rowinsky FRB Cleveland	Updated section 7.
April 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.8 (added new section 16; updated section 10).
July 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.9 (deleted section 5.1 reCaptcha; added new section 11.1; updated sections 2, 9, 10.2; updated website URLs).
September 28. 2020	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.14 (updated sections 11.1, 11.11; added new sections 3.1.1 and 11.14).
October 19, 2021	Walter Rowinsky FRB Cleveland	Updated section 5.4.
April 25, 2022	Walter Rowinsky FRB Cleveland	Updated section 13 (replaced form scope with Agency Company Profile).

Date	Author	Description
August 21, 2023	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.3 (updated section 15).
March 18, 2024	Walter Rowinsky FRB Cleveland	Updated section 16.
April 15, 2024	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.5 (updated sections 2 and 14; added new section 2.2; updated sections 15.2.1, 9 and 14.2).
August 12, 2024	Walter Rowinsky FRB Cleveland	Updated section 11.1 (minimum transaction amount).
January 20, 2025	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.8 (updated section 6 to remove Amazon Pay; updated sections 1, 2, 3, 4.2,); re-ordered sections).
March 4, 2025	Walter Rowinsky FRB Cleveland	Added Venmo payment method; updated sections 3, 4, 9.1, 17.

Table of Contents

1 Introduction

This document explains the features of the Pay.gov forms service and how to implement the forms service. It also explains using file attachments with hosted forms.

This document is intended for

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

1.1 Related Documents

See Pay.gov's Agency Documentation site (https://qa.pay.gov/agencydocs/) or request them from Pay.gov Customer Support.

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

Agencies making payments on behalf of customers — see the *Guide to Pay A Form* for information.

2 Forms Service Overview

Pay.gov can host an agency's forms as web pages on its public website. The Web pages typically include

- a Before You Begin page describing what the forms is used for and what payment methods are allowed
- the form itself, used to collect information associated with a payment, as required by the agency
- Pay.gov payment pages, used to select an allowed payment method and input required payment information
- a review and confirmation page to confirm and submit the payment

The web pages

- may be used on their own to gather information for administrative purposes, production reporting for example
- may be printed for reference (View PDF)

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 5.7 more information.

Forms are created following U.S. Web Design Standards (Figure 7).

- if needed, forms can be configured to closely mirror their paper counterparts, including OMB and agency control numbers, Paperwork Reduction Act and Privacy Act notices, and instructions
- Pay.gov creates the form template, which the agency must approve as part of the cash flow application configuration process

When the customer submits the payment, both the form and payment information are forwarded to the agency in one process.

> ***Note:*** Agency users can make payments on behalf of customers through the Pay A Form service on the Agency Collections (myagency) website. See the *Guide to Pay A Form* for information.

2.1 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/).

2.2 Form Types

The Forms Service supports a number of form types.

Table 1: Form types and features

Form Type	Features
Public	• Available to anyone visiting Pay.gov's public website • No pre-population • Agency Company Profile 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 2.3) • Agencies can request that 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 • Agency Company Profile 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 re-assignable • Agency security contacts must contact Pay.gov to assign customers to these forms • Agencies can request that 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

Form Type	Features
	• Can allow recurring and/or deferred payments

2.3 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.

3 Payment Methods

Forms cash flow applications can be configured to accept one or more payment methods supported by Pay.gov:

- ACH Debit — required for all form transactions
- ACH Credit — private forms only
- Credit and Debit Card
- Digital Wallet (PayPal and Venmo) — PayPal is a default payment method for all public-facing cash flow applications. Venmo has been automatically added to existing Form and eBilling cash flow applications that accept PayPal, except those collecting debt. Only agencies allowing PayPal can add Venmo.

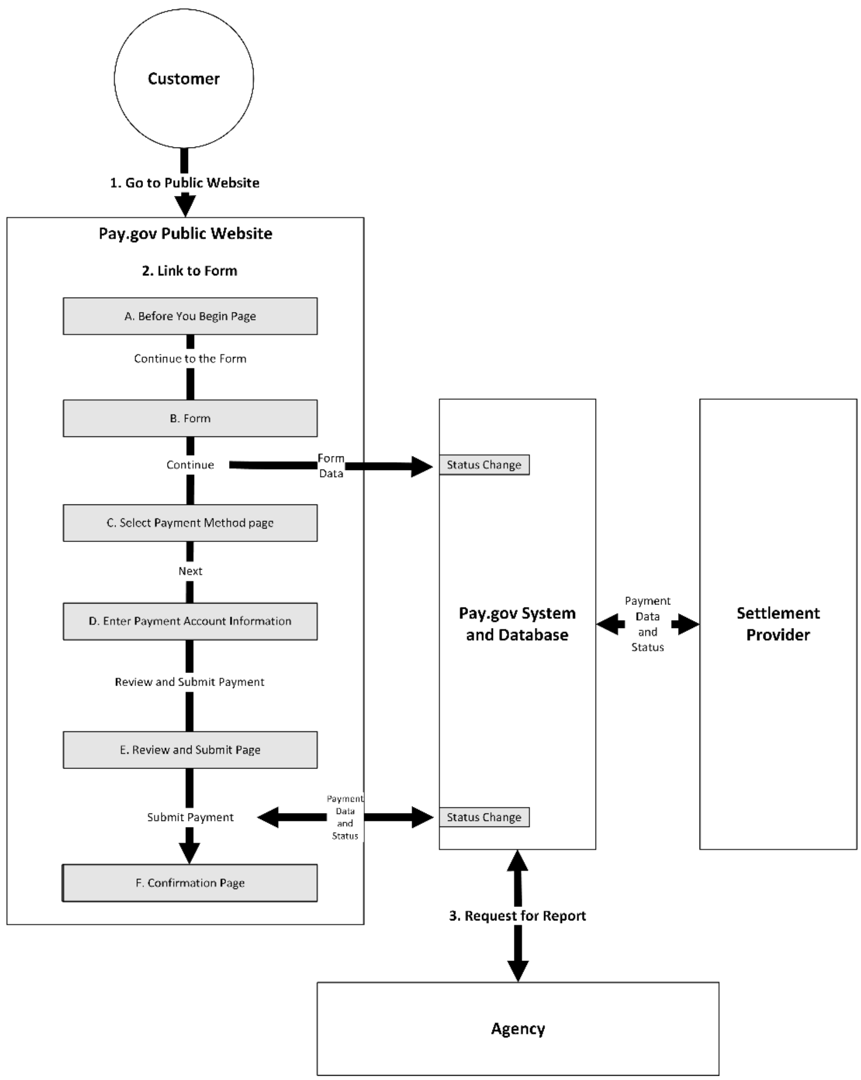
> ***Important!*** If ACH Credit is configured it will be the only payment method allowed for the Forms application.
>
> ***Note:*** Venmo is only available on mobile devices in the USA and the US territories of American Samoa, Puerto Rico, Guam, Northern Mariana Islands, and the US Virgin Islands. Customers must have a US phone number.

4 Form Processing

Figure 1 demonstrates the form processing flow. In this example, Pay.gov is processing a private form requiring a user to sign in. For clarity, the process used by the settlement provider is not shown.

> ***Note:*** Forms are available only on Pay.gov's public website (user interface). Agency users on the Agency Collections website must use the Pay a Form service to complete a form for a customer.

Figure 1: 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. The customer is 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.

> ***Note:*** If a digital wallet provider is selected as the payment method, the customer is redirected to the provider to make the payment and will receive a confirmation from the provider.

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,* the *Agency Guide to the Reporting Service,* and the *Agency Guide to Activity Files* for details.

5 Features and Options

5.1 Recurring and Deferred Payments

The collection associated with a form can be configured to allow recurring and/or deferred payments. However, only customers with a Pay.gov account and who have signed in can initiate these types of payments.

Customers receive an email notification prior to the due date of each recurring payment.

> ***Note:*** The payment date must within 30 days of the submission date.

5.2 Minimum and Maximum Amounts

The minimum transaction amount for forms is $5.01. Pay.gov has established this amount to protect against fraud.

A higher minimum amount and a maximum transaction amount 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.

5.3 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.

5.4 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.

5.5 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.

5.6 Attaching Information Batches

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

Batch information can only be uploaded with a private 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 wishing to use this feature should arrange this process with their private form users, defining file contents and other requirements, before enabling file attachments.

5.7 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.

5.7.1 TAS/BETC Set Up

1. First, 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. Second, 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*.

5.8 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 13 for more information on Agency Company Profile.

- *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 13.
- *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.

5.9 Restricting Payment Dates and Times

Agencies can request that a form be enabled for customer use during a specific date and time window, such as an enrollment period. Agencies specify a start date and end date for the 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.

The allowed dates are displayed on the payment date calendar on the payment page but may be affected by the processing schedule of the payment date selected (for example, one-time ACH payments would be disabled during weekends and bank holidays within the specified range of dates).

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

5.9.1 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 be able to register and pay their fee only 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.

5.9.2 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.

5.9.3 Search Results

Forms appear in search results, even if currently disabled.

When proceeding to the form, if it is enabled, the form simply 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.

5.9.4 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

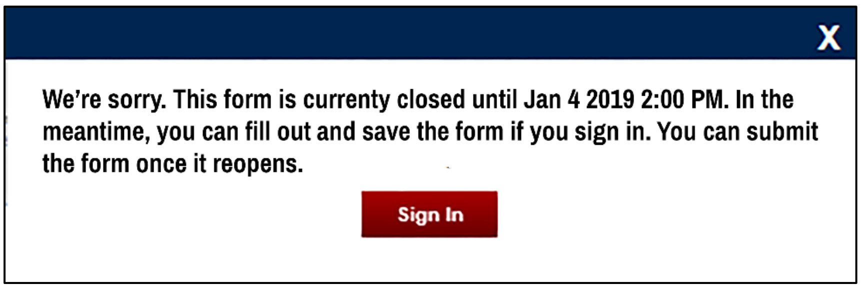
the user does not see their form in the most recent 25 instances, please contact Pay.gov Customer Support.

5.9.5 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.

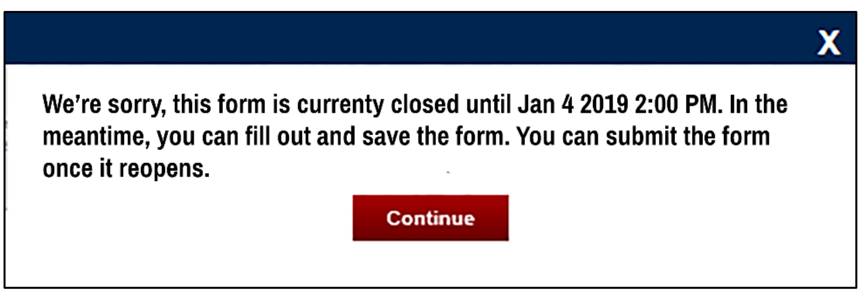
> ***Note:*** For customers who have signed in, Pay.gov automatically saves a form when a customer completes it, including closed forms (see the messages below.) However, the form's associated payment page is not saved.

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



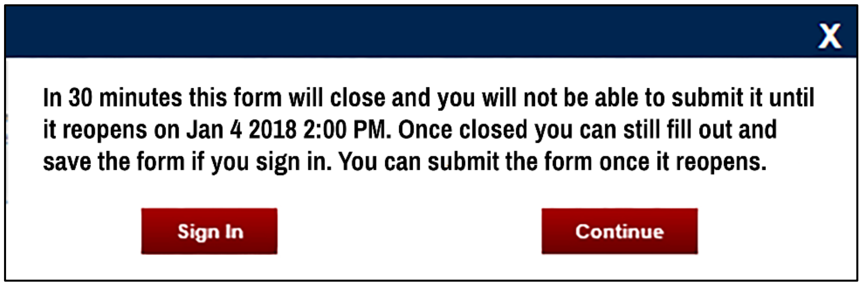
- The form is currently disabled but is scheduled to be enabled in the future.
- The customer can click X to close the message. They will not access the form.
- Alternately, the customer can click Sign In. They can then fill out the form and save it in their account so it can be submitted in the future.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

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



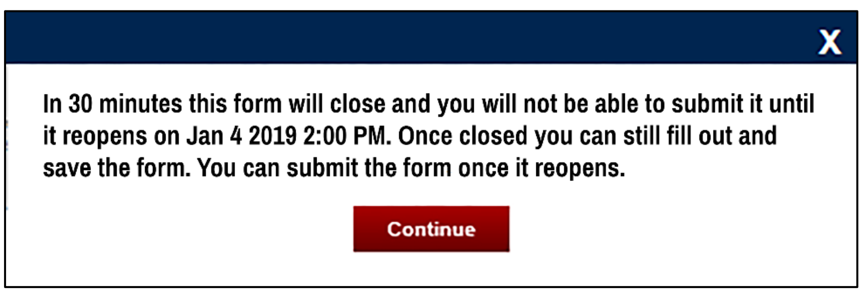
- The form is currently disabled but is scheduled to be enabled in the future.
- The customer can click X to close the message. They will not access the form.
- The customer can click Continue to go to the form, fill it out, and save it in their account so it can be submitted in the future. However,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

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



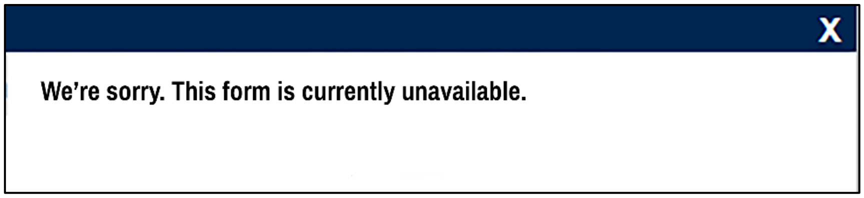
- The message shows the actual time remaining until the form is unavailable (disabled).
- The customer can click X to close the message and continue, but if they do not submit their payment in time, everything on the form is lost.
- The customer can click Continue and attempt to finish the transaction 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.



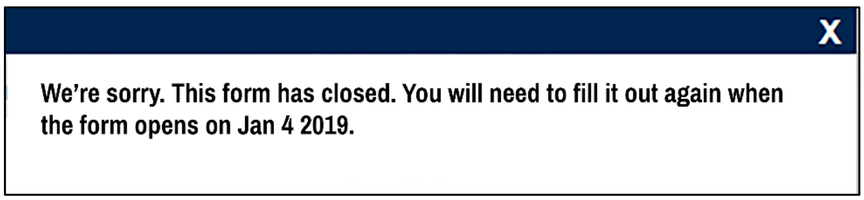
- The message shows the actual time remaining until the form is unavailable (disabled).
- The customer can click X to close the message.
- The customer can click Continue and attempt to finish the transaction before time runs out.
- Because they are already signed in, if time runs out, the customer can 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).



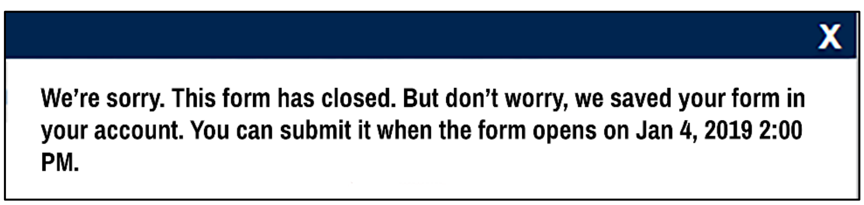
- The form is disabled and is not scheduled to be enabled in the future
- The customer can click X to close the message.
- The customer cannot access the form.

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.



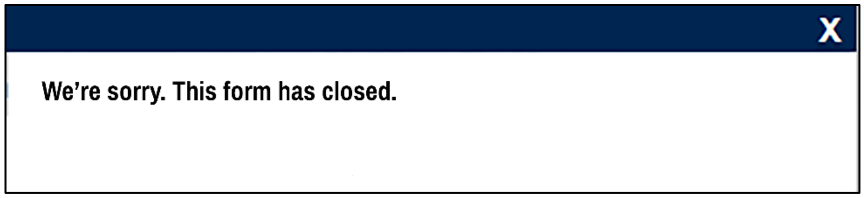
- The form became unavailable before the customer submitted their payment, but it will be available again in the future.
- The customer can click X to close the message.
- All information entered on the form is lost.
- The customer will need to reenter everything on the form to create a transaction when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



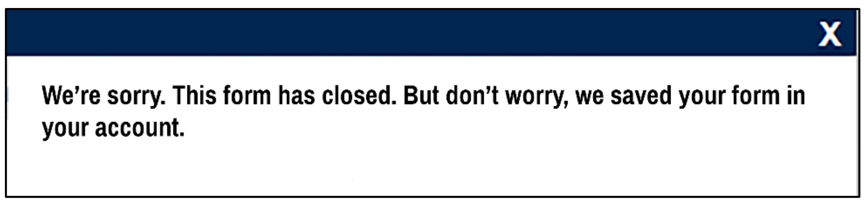
- The form became unavailable before the customer submitted their payment, but it will be available again in the future.
- The customer can click X to close the message.
- Pay.gov automatically saved the form in the customer's Pay.gov account. The saved form contains everything already entered. However, 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.

6 Form Reassignment

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

For example, for security, a business might require one function to 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 AFL 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.

Assignee with AFF role can

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

6.1 Enabling Form Reassignment

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

1. Before you submit a request, users must have or create accounts on Pay.gov's public website.
2. In the Private Forms section of the Form Configuration Template, answer "Yes" to the reassignment question.
3. 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

7 Agency Company Profile

Use the Agency Company Profile to set up fields for all your agencies cash flow applications. Field values are set up in myagency by agency users with the CPA role.

7.1 Example

If you have five cash flow applications on Pay.gov and they all have Company ID field, you can set up

- Field Label
- Field Value
- Datatype
- Whether the field should be encrypted,
- Help text that would be displayed on the form

Information would then be used by Pay.gov to create or modify your public and private forms that have the Company ID field.

For private forms, customer access is granted by your agency's Security Contact submitting an Access Request Worksheet (ARW). See the *Agency Guide to Access Control*.

7.2 Implementing Agency Company Profile

Contact your Agency Implementation Specialist. They will guide you through the process.

8 Restrictions and Requirements

8.1 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.

8.2 Plastic Card Security Code for Public Forms

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.

8.3 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.

8.4 Features Not Provided

Some agency forms may not be a candidate for the Pay.gov forms service, as determined by the Bureau of the Fiscal Service and 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.

9 Notices, Reminders, and eMail Bounceback

9.1 Confirmation eMail

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.

> ***Note:*** If a digital wallet provider is selected as the payment method, the customer is redirected to the provider to make the payment and will receive a confirmation from the provider.

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.

9.2 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 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.

9.3 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.

9.4 eMail Notifications for Recurring Payments

Customers receive an email notification ten days prior to the due date of each recurring 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. 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.

10 User Roles

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

10.1 Public Users

Public users include anyone who can access the Pay.gov website. Sign in with ID.me or Login.gov is *not* required; customers have the option to self-enroll for a Pay.gov account if they wish.

10.2 Pay.gov Enrolled (PGE)

These are customers and agency users that have a Pay.gov account on the public website. Customers can create an account themselves or customers and agency users can be enrolled by an agency.

Sign in with ID.me or Login.gov is required to access an account.

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

10.3 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.

10.4 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.

11 Form Status

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 6).
Deleted	The user saved the form, and then later deleted it.

12 Form Implementation

12.1 Process

This section lists 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.
2. 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.
3. Determine the user access (role) requirements for the form (see section 11).
4. Pay.gov developers create the online form using Adobe Form Designer.
5. 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.
6. Pay.gov Application Security assigns roles to the users.
7. 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 re-assignable, 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 Agency Company Profile fields used for a private form should populate correctly based on the user's profile 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.

8. 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.

12.2 Agency Resource Requirements

Your agency's contact needs to understand 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.

12.3 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.

13 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.

13.1 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

13.2 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.

13.3 Custom Collection Field Values

Typically, values for custom collection fields are entered by your agency 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 require customers enter custom field values. Customers would be able to enter and edit values until they submit the transaction.

13.3.1 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	Description
Space	
A – Z	uppercase letters
a – z	lowercase letters
0 - 9	numbers
!	exclamation point
@	at sign
#	hash tag
%	percent sign
_	underscore
/	forward slash
:	colon
;	semicolon
&	ampersand
,	comma

Character	Description
=	equals sign
‘	apostrophe
+	plus sign
$	dollar sign
(	left parenthesis
)	right parenthesis
.	period
?	question mark
|	pipe delimiter
-	hyphen

> ***Note:*** Although & is allowed, Pay.gov strips it out of the data when found. On reports, B&B would be shown as B B.

13.3.2 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.

13.3.3 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.

13.3.4 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 user 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.

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)

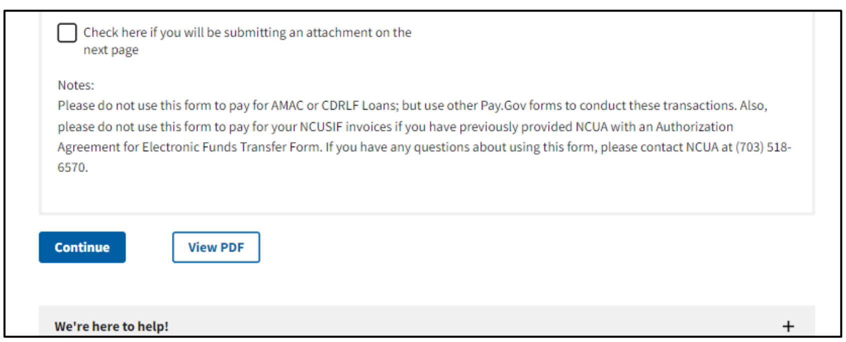
14.3 Functional Constraint

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

14.4 Submitting a File Attachment with a Form

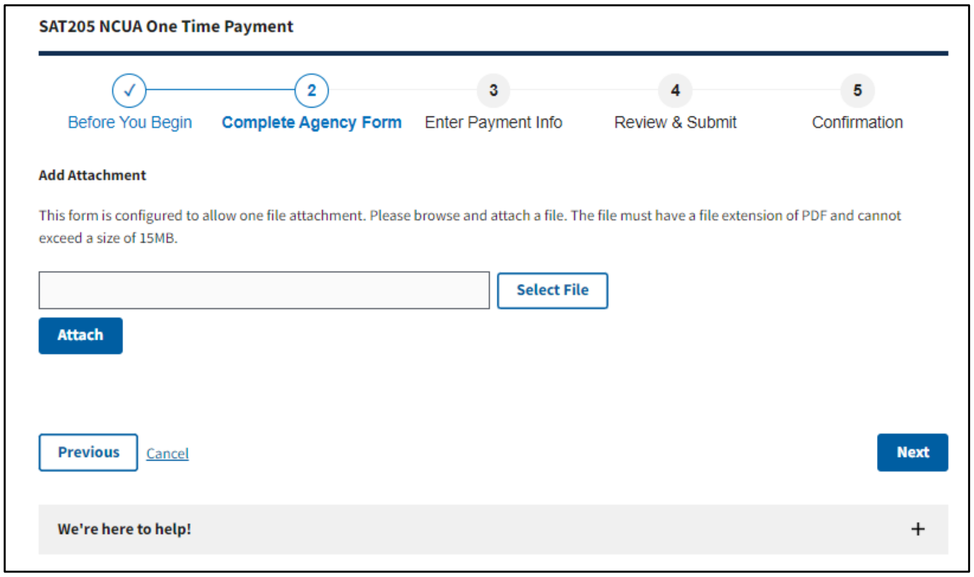
1. Fill in the form.
2. Check the attachment box at the bottom of the form.

Figure 2: Example attachment checkbox



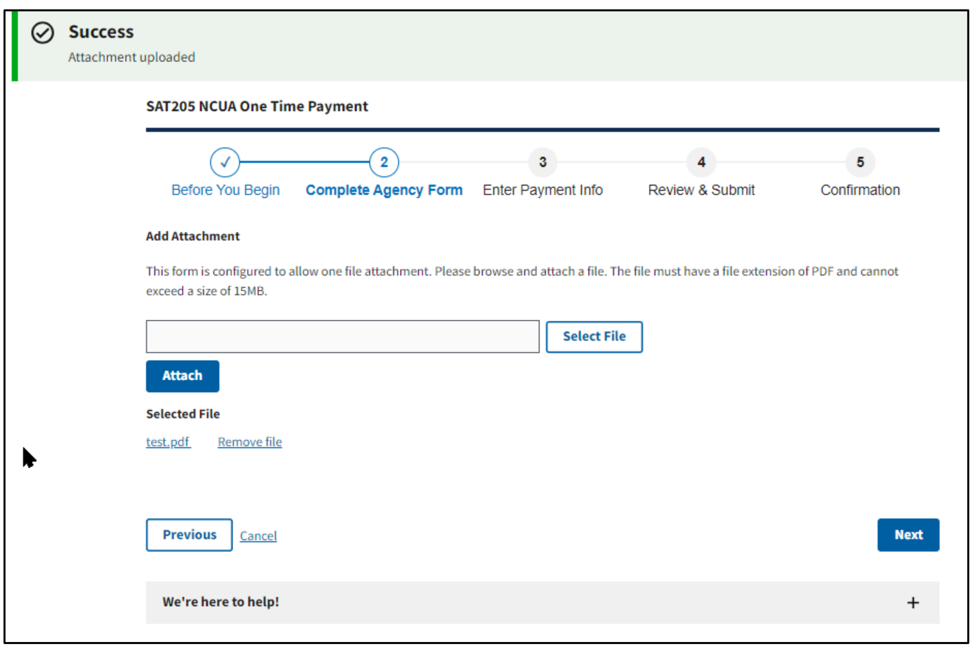
3. Click the “Continue” button.
4. If an attachment upload is required (or you have chosen this option available on some forms), the Attachment screen opens (similar to Figure 3). The page may specify the number of attachments allowed and the file format allowed.

Figure 3: File attachment page



5. Click "Select File" and locate and select the file to be attached.
6. Click "Attach".
7. The selected file will be listed below the Attach button and a Success message will be displayed.

Figure 4: File selected

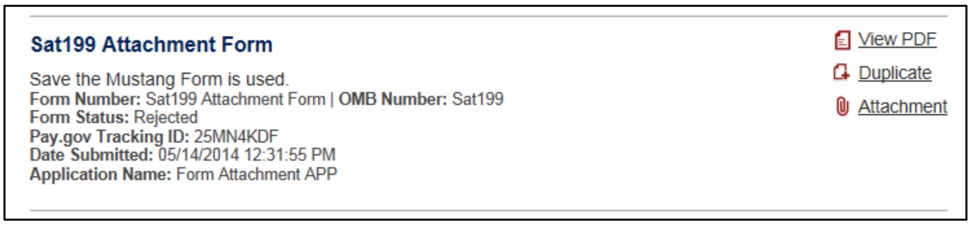


8. When finished attaching files click the "Next" button.
9. Complete and submit the payment.

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 "Go to My Account" or "My Account" (at the top of the page).
4. Click My Forms on the My Account screen.
5. Click on the Submitted tab.
6. Find the agency form with the attachment. Forms with a file attachment have the Attachment link (Figure 5).

Figure 5: Form description with attachment link



7. Click 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.

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 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* 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 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. 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

15.1 Data Retention

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

15.2 Reports

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* for instructions on how to navigate and use reports.

15.2.1 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.

15.2.2 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.

15.3 Activity Files

Activity Files are downloadable data extracts that are generated daily by Pay.gov. They provide detailed information for collections transactions taking place on a given day.

Activity files are not available on the Agency Collections (myagency) website.

Agencies must have a separate account with the MGA role to download Activity Files using the Activity File Service, the Activity File Servlet, or system-to-system download.

See the *Agency Guide to Activity Files for instructions on downloading Activity Files.*

15.3.1 Form Activity File

See the Agency Guide to Activity Files for instructions on downloading the Form Activity File. The activity file contains form data for all successfully submitted forms for the requested date.

15.4 Form Attachment Activity Files

Form Attachment Activity Files differ from other downloadable activity files. 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.

> ***Note:*** Only .TXT and .CSV format attachments are included in the results returned. Attachments in PDF file format are not included in the results.

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/jobs/adapteractivity/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 following format:

Error=<error message>

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

- One or more of the required parameters are missing.
- Access denied.
- Invalid date specified.
- The system was unable to process the request at this time.
- 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_MMDDDYYYY.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 Plastic Card Level 2 and Level 3 Data

The Pay.gov Forms Service does not collect or forward level 2 or 3 data to the plastic card acquiring processor.

17 Making a Payment with a Hosted Form

Step 1

Customers begin by finding the correct form. Forms can be found from Pay.gov's public home page.

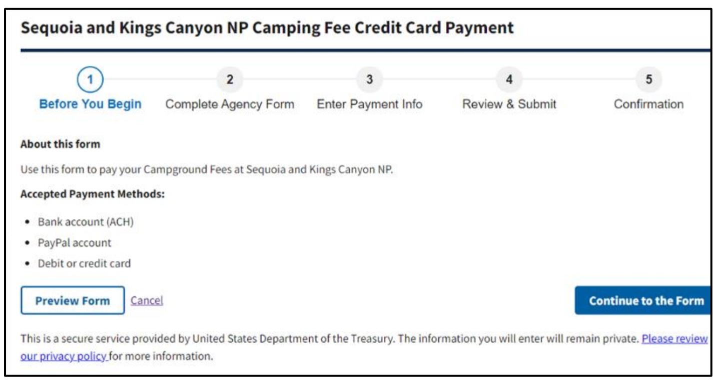
- Click a link in one of the tiles.
- Click "See all options" for one of the categories.
- Click "Browse Payments" to see the most common payments.
- Click "See All Forms" to search for a payment form.

Step 2

Review the Before You Begin page, which shows information about the form and what payment methods are allowed.

> Note: The expandable "We're here to help" at the bottom of most form pages provides contact information for the agency such as a mailto: link and phone number.

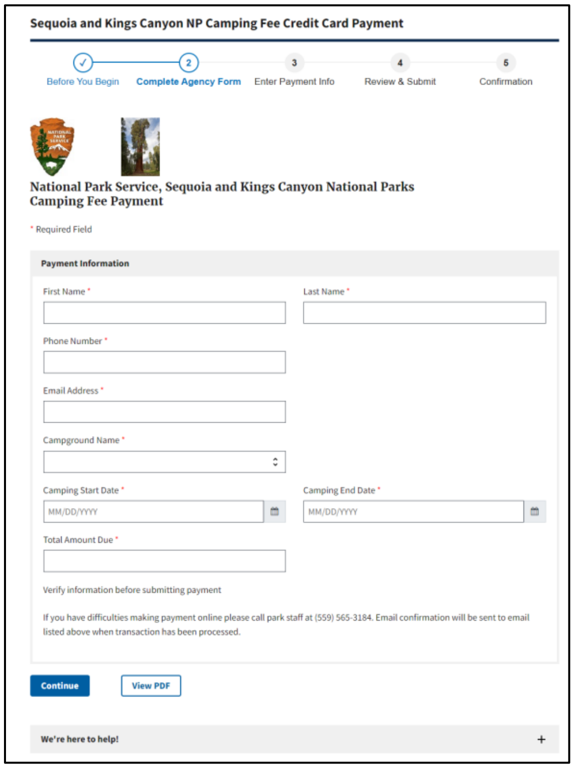
Figure 6: Sample Before You Begin page



Step 3

Enter information on the agency form, which collects information, such as the payer's name, required for the transaction.

Figure 7: Sample online form



Sequoia and Kings Canyon NP Camping Fee Credit Card Payment

Before You Begin | Complete Agency Form | Enter Payment Info | Review & Submit | Confirmation

National Park Service, Sequoia and Kings Canyon National Parks
Camping Fee Payment

* Required Field

Payment Information

First Name *

Last Name *

Phone Number *

Email Address *

Campground Name *

Camping Start Date * MM/DD/YYYY

Camping End Date * MM/DD/YYYY

Total Amount Due *

Verify information before submitting payment

If you have difficulties making payment online please call park staff at (559) 565-3184. Email confirmation will be sent to email listed above when transaction has been processed.

Continue | View PDF

We're here to help! +

Click Continue to open the payment page.

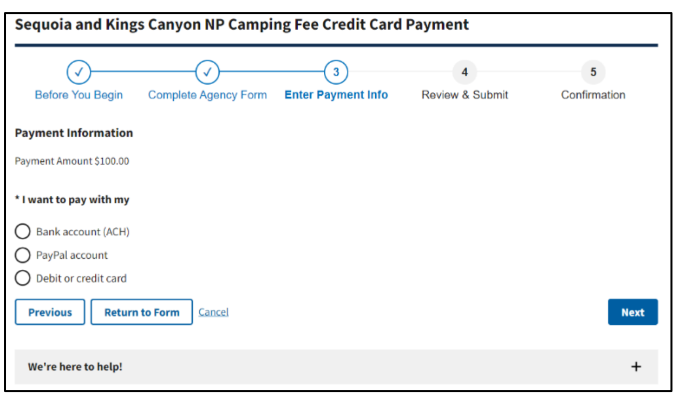
> ***Note:*** Forms may be printed for reference. Click View PDF and then print the PDF.

Step 4

There may be two parts to entering payment information depending on what payment methods are allowed.

- First select the payment method, then click Next.

Figure 8: Sample Enter Payment Information page



Sequoia and Kings Canyon NP Camping Fee Credit Card Payment

Before You Begin | Complete Agency Form | Enter Payment Info | Review & Submit | Confirmation

Payment Information

Payment Amount $100.00

* I want to pay with my

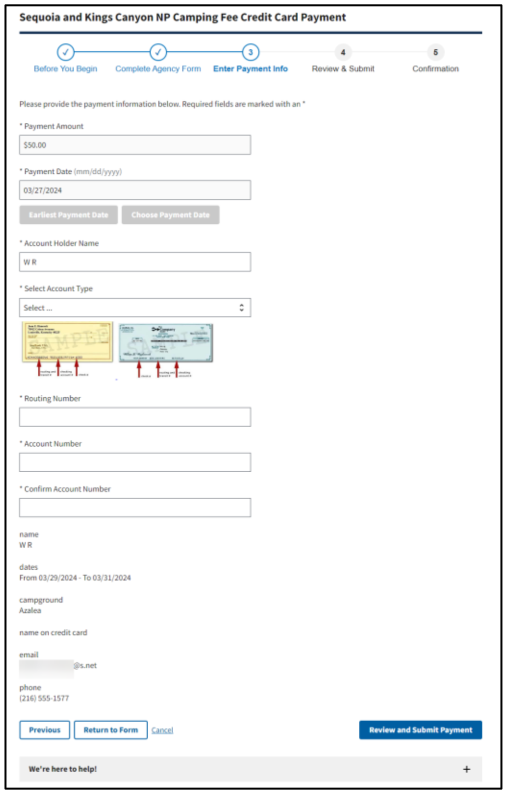
- Bank account (ACH)
- PayPal account
- Debit or credit card

Previous | Return to Form | Cancel | Next

We're here to help! +

- Second, enter the payment account information.

Figure 9: Sample payment page for bank account



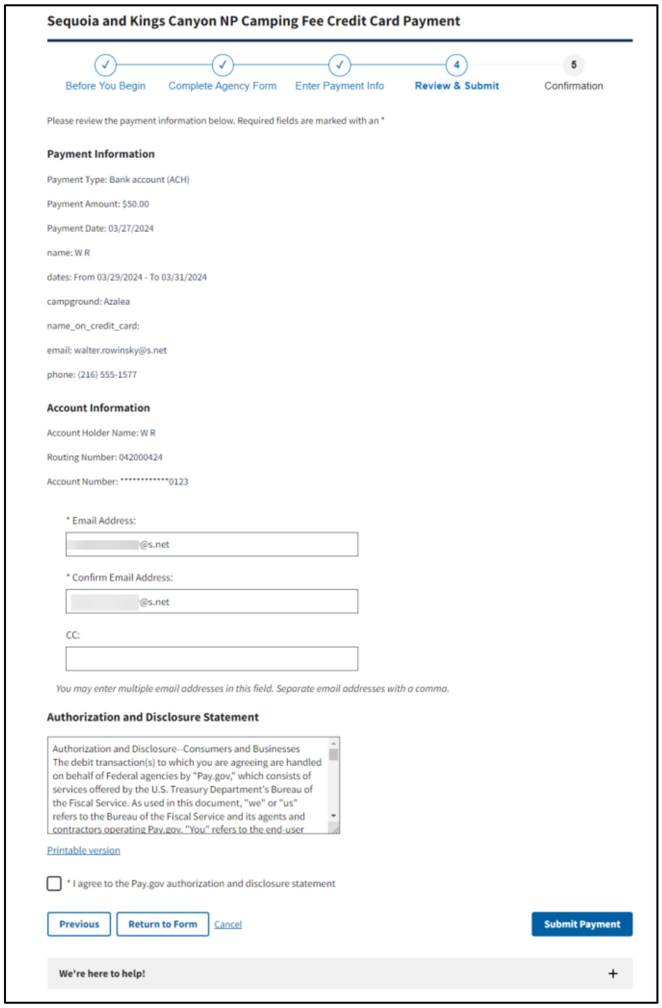
Note:	If the customer selects a digital wallet service (PayPal, Venmo) they will be redirected to the service to make the payment. Customers on a PC will need to open the Venmo app on their mobile device (smartphone).

Step 5

Review and Submit the Payment.

After reviewing the payment check the "I agree …" box at the bottom of the page, then click Submit Payment.

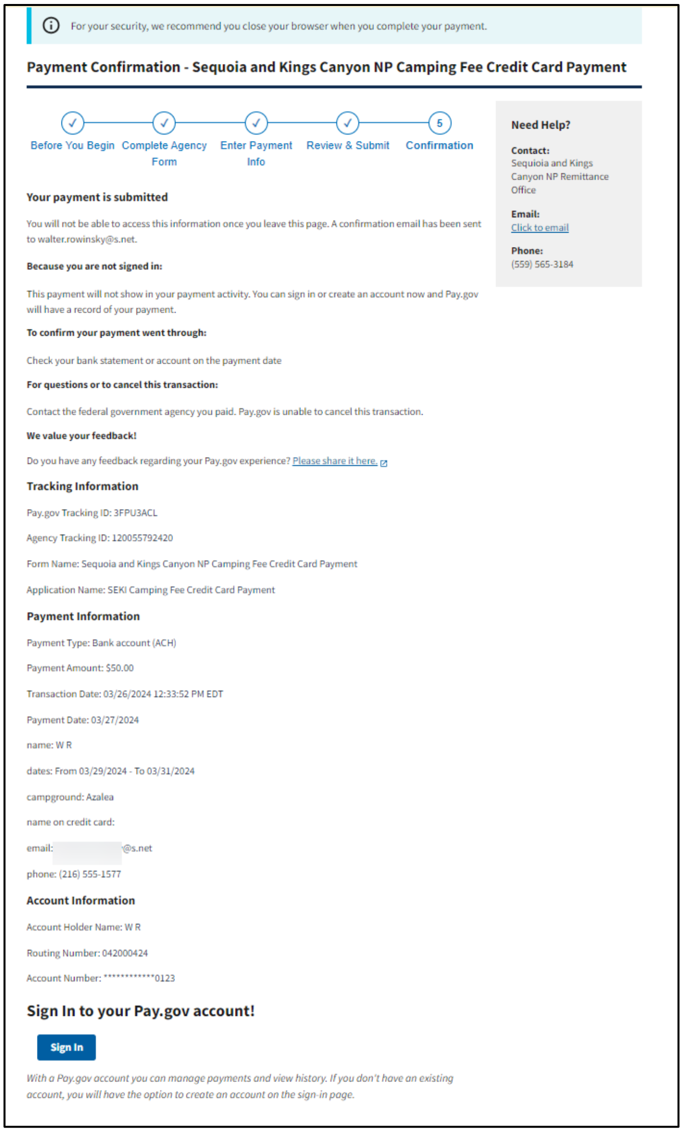
Figure 10: Sample Review and Submit page



Step 6

The confirmation page shows information about the form and payment and confirms they have been submitted for processing.

Figure 11: Sample Confirmation page



Both the form and the payment information are forwarded to the agency in one process.

> ***Note:*** The customer can click Sign In to go to their existing Pay.gov account or to create a new one.

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