Agency Guide to the Reporting Service

April 13, 2026

This version of the *Agency Guide to the Reporting Service* supersedes all previous versions. It replaces the previous *Agency Guide to the Reporting Service*.

Revision History

Date	Author	Description
December 17, 2016	Walter Rowinsky FRB Cleveland	Initial version created for Pay.gov 6.11 (replaces the previous Agency Guide to the Reporting Service).
March 1, 2017	Walter Rowinsky FRB Cleveland	Added new report (section .6); updated figure 3; sections 2.1.1, 2.5, 2, and 3.3.
March 17, 2017	Walter Rowinsky FRB Cleveland	Corrected sample HTML typo in section 20.4.6.
April 17, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.0 (added new section 11.5; updated section 19.2.).
July 17, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.1 (updated sections 14, 16.2 Table 34, and 20.7).
October 16, 2017	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 7.2 (no changes).
January 13, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.3 (updated sections 3.4.4, 15, and 24.1).
April 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.4 (added new section 5; deleted section 22.4 [Dwolla]; updated section 21.1 replaced references to Vantiv with Worldpay).
December 31. 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.7 (added new section 8.6).
April 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.8 (updated section 11.2).
July 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.9 (removed references to CCP; updated website URLs).
June 29. 2020	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.13 (added sections 3.1, 7.3.1, 7, 3.2, 7.3.3; updated sections 3.2, 3.3, 3.3.1, 3.3.2, 3.4.1, 3.4.5, 7.2, 8.3, 8.4, 9. 10, 10.4; updated screenshots throughout).
February 1, 2021	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.15 (added section 8.8; updated sections 8.5 and 17.1; updated section 11, table 44 in section 21.4, and table 46 in section 21.5.1).
April 26, 2021	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.16 (updated throughout; changes to all Activity File sections).
May 26, 2021	Walter Rowinsky FRB Cleveland	Complete rewrite and consolidation of Activity File sections into sections 8. 9, 10,.11, and 12.

Date	Author	Description
August 20, 2021	Walter Rowinsky FRB Cleveland	Updated sections 1.1 and 8.1; removed references to Pending status throughout. Pending status is now shown as Received.
October 19, 2021	Walter Rowinsky FRB Cleveland	Updated Activity File URLs in section 11.1.
December 15, 2021	Walter Rowinsky FRB Cleveland	Updated Activity Files section 11
January 10, 2022	Walter Rowinsky FRB Cleveland	Updated section 6.
July 11, 2022	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.21 (updated sections 2.5, 2.1.1, 8.4 ,11.1.3, appendix b; added new sections 8.2, 8.4, 9.2, 17).
October 10, 2022	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.0 (added Appendix C and Appendix D; corrected sections 10.1.1 and 10.1.2; updated sections 7, 8, 10, 11,16, 18, 22 and 24).
April 17, 2023	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.2 (updated section 17).
August 21, 2023	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.3 (removed Activity File sections, now in a separate guide).
January 20, 2025	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.8 (added new section 1; updated section 5.1).
March 4, 2025	Walter Rowinsky FRB Cleveland	Add Venmo payment method; added section 1.1; updated sections 1, 13.3 – Table 22.
October 7, 2025	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 8.11 (updated section 1, deleted old sections 2, 3; deleted section 22.3, updated new section 22.3
April 13, 2026	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 9.0 (updated sections 3.1.1, 3.5; added new sections 3.3 and 9 Activity Files).

Table of Contents

1 Venmo Payment Method Added

Venmo, a service of PayPal, has been added as a payment method for Forms and all eBilling services.

Venmo may not be used as a payment method for forms or bills that collect debt.

1.1 Venmo Included with PayPal in Reports and Activity Files

In Activity Files and in any reports, search results, and details that show digital wallet transactions, Venmo is included as a PayPal payment. Venmo is not shown separately.

2 Introduction

This document provides information to agencies on how to implement and use the Pay.gov Reporting Service. It is intended for agency staff members responsible for using the information available in Pay.gov reports:

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

2.1 Related Documents

Agency staff should also read the related *Agency Guide to the Activity File Service* and *Agency Guide to Transaction Search*.

Both documents are available for download from the Pay.gov Agency Documentation website at https://qa.pay.gov/agencydocs/index.html.

Other agency guides and reference manuals are also available on the Pay.gov Agency Documentation website or by request from Pay.gov Customer Support.

3 Overview of the Reporting Service

The reporting service delivers transaction details through online reports and downloadable activity files. The extensive range of reports allows for transaction reconciliation with reports from other financial applications, such as the Collection Information Repository (CIR), or reports from settlement agents.

3.1 Report Access

Agency users must log in to Pay.gov in order to view reports and activity files. Which reports and activity files are available to a particular user depends on their Pay.gov role and the collection applications they are permitted to access. Details and actions available on a report will also differ based on the user's role. For example, links to transaction details might be available on a report to some users but not to others.

3.1.1 Access Control

The following roles have access to your agency's reports

- Agency Customer Service (ACS): Can view all online reports for the agency collections application(s) they have permission to access.
- Collections Operator Sale (COS): Can view a large range of reports to assist them with processing payments.
- Collections Operator Exception (COE): Can view a large range of reports to assist them with processing payments.
- Company Profile Administrator (CPA): Can view reports related to company profiles.
- Payer Profile Reports Administrator (PRA): Can view reports related to payer profiles and notification of change (NOC).
- Report Office Analyst (ROA): Can view all online reports for the agency collection application(s) they have permission to access.

Refer to the *Agency Guide to Access Control* for more information on roles and access. Table 1 lists the reports each role may access.

Table 1: Reports accessible by user role

Report Name	ACS	COE	COS	CPA	CUS	PRA	ROA
ACH Effective Date	x	x	x		x		x
Activity File Download Query	x	x	x				x
Adapter File Status Report	x	x	x				x
Billing Search	x	x	x				x
Collections API Exception Report	x						x
Collections Search CSV Download	x	x	x				x

Report Name	ACS	COE	COS	CPA	CUS	PRA	ROA
Collection Voucher Report	x	x	x				x
Company Profile User Access Report				x			
Company Profile Values				x			
eMail Exceptions	x	x	x				x
Financial Summary Search	x	x	x				x
Forms Search	x	x	x				x
Notification of Change	x	x	x			x	x
Payer Profile Audit Log						x	
User Access Report	x						

3.2 Online Reports

Online reports present transaction details in web pages on Pay.gov's my agency website https://pay.gov/myagency/.

Information available in a report is restricted to your agency's collection applications and may be further restricted to the applications you have permission to access. A report may allow you to

- see transactions for all your agency's applications
- see transactions for a particular payment method
- filter so that only transactions for a chosen application are shown
- filter by criteria to specify what transactions should be returned. (For example, transactions made within a specific range of dates, for a specific dollar amount, or a specific payment method.)

Once generated, some online reports may be downloaded as portable document format (.pdf) or comma separated value (.csv) files. CSV format files can be imported into a spreadsheet for further processing and analysis. No report is directly available in Microsoft Excel spreadsheet file format.

To use a report:

1. Enter or select search criteria. (See section 5 and the individual report sections.)
2. View the report generated by Pay.gov. Report descriptions start with section 8.
3. Click a link in a report to view details if links are available to you.

3.3 Activity Files

Activity files are manually downloadable data extracts available through the Activity File Download Query. They are generated daily by Pay.gov and provide detailed payment information for collections transactions taking place on a given day. Each activity file has different information about transactions and payment methods. Commonly, they are used to track transactions and payments and as part of cash flow reconciliation. Downloaded activity files are in a format that allows the data to be imported into your agency's databases.

Pay.gov recommends manual activity file downloads

- for agencies with low transaction volume
- for occasional ad hoc downloads
- when more than one agency user will be requesting activity files
- when the agency is unable to retrieve files through the system-to-system Activity File Service.
- If the agency does not have the technical resources to automate retrieval with a system-to-system request. (See the *Agency Guide to the Activity File Service*.)

Activity files contain transactional data in a format that allows the data to be imported into your agency's databases where it can be used

3.4 Transaction Search

Use Pay.gov's Transaction Search service at https://pay.gov/myagency/ to find specific individual transactions or transactions occurring during a range of dates. See the *Agency Guide to Transaction Search* for instructions.

3.5 Report Data Sources

Most online reports and activity files access the Pay.gov live data source directly. However, for improved performance, the following reports access a separate data source, Pay.gov's Near-line Database Extract:

- ACH Effective Date Report
- Collections Search CSV Download Query
- Financial Summary Query

The data extract is not live data. It can lag behind live data by up to an hour, which could cause discrepancies between summary and detail drilldown reports.

3.6 Availability of Historical Data

Table 2 shows the maximum number of days that data will be displayed for a particular report. Older data is archived. Contact Pay.gov Customer Support for assistance if you require access to archived data.

Note: Plastic card transaction details are only available for 18 months after the date of the transaction. After 18 months the data is archived. The following are affected: Collections Search CSV Download Query, Financial Summary Query and Pay.gov's Transaction Search.
If the original plastic card transaction date is older than 18 months prior to the current date a request for information

will return a Data Not Found message.
To retrieve archived historical plastic card transaction data, you must contact Pay.gov Customer Support with your request. See section 25 for contact information.

Table 2: Number of days prior to the current date that data is displayed

Report Name	Number of Days Available
ACH Effective Date Report	Any up to 31-day period in the last 18 months.
Activity File Download Query	Up to 180 days prior to the current date (all Activity Files)
Adapter File Status Report	Up to 30 days prior to the current date.
Billing Search	Up to 90 days prior to the current date.
Collections Search CSV Download	Up to 90 days prior to the current date.
Collections Voucher Report	Up to 3 months prior to the current date.
eMail Exceptions	Up to 90-days prior to the current date.
Financial Summary Search	Up to 18 months prior to the current date.
Forms Search	Up to 90 days prior to the current date.
Notification of Change	Up to 90 days prior to the current date.
Payer Profile Audit Log	Up to 90 days prior to the current date.
Transaction Search (separate from reports)	Except for plastic card transaction data, there is no restriction on how far back the search extends; however, users may only search for 30 days at a time. Plastic card transaction data is available only for transactions occurring within 18 months prior to the current date.

3.7 Data Encryption

3.7.1 Account Numbers

Your role determines how account numbers are displayed. They may be in clear text or may be masked.

3.7.2 Encrypted Custom Collection Field Data

Custom collection field data collected during the payment process can be displayed on a report or in an activity file; encrypted data will be displayed as clear text.

4 Report Website

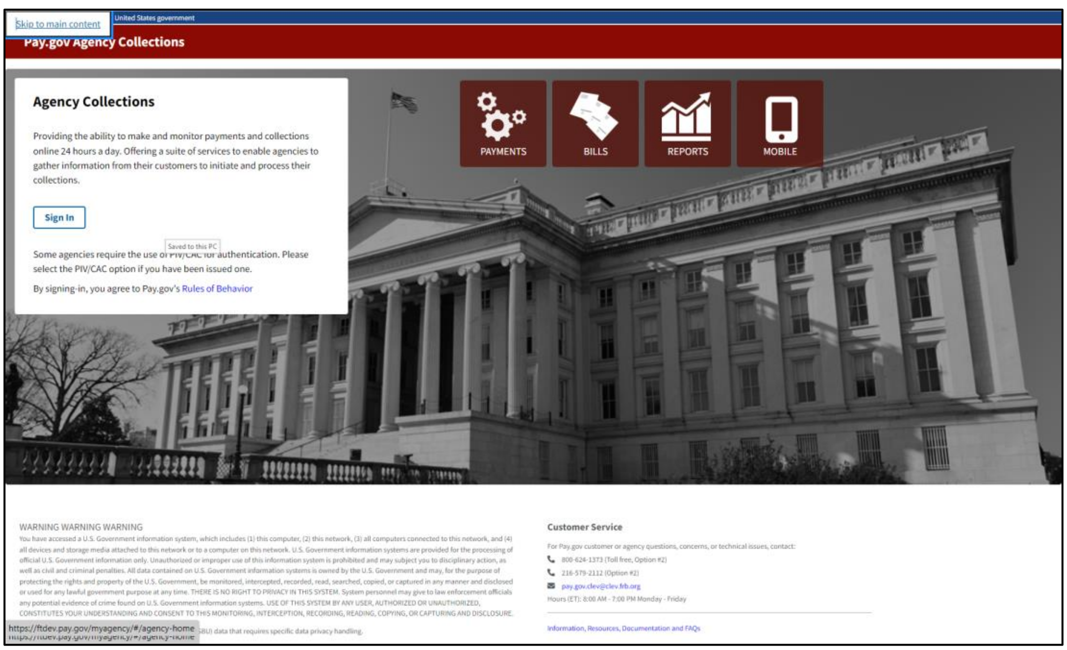
Pay.gov reports and activity files are available to users on the myagency website at https://pay.gov/myagency/.

1. On the myagency (Agency Collections) Home Page sign in with your Pay.gov username and password (Figure 1).
2. On the Agency Collections Page click the Reports link near the top-right of the page (Figure 2). The links visible may differ according to your assigned role.
3. On the Reports Overview Page click on a report title or its Run Report link to view its Query page (Figure 3). Your assigned role determines the reports visible.

4.1 Agency Collections (myagency) Home Page

Your myagency home page will resemble Figure 1. Only information describing Pay.gov services is displayed on this page. The links do not launch a service or function.

Figure 1: Agency Collections home page



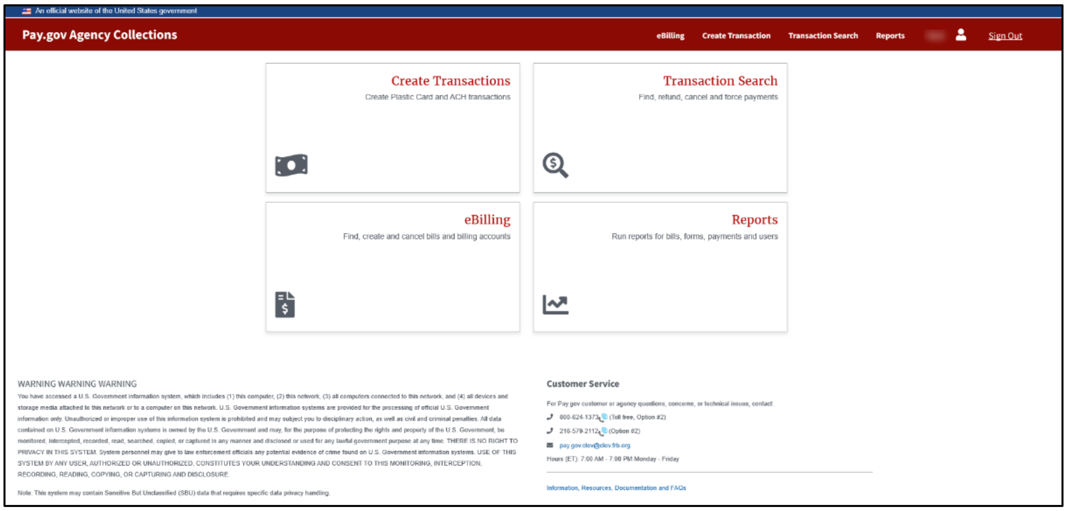
4.1.1 Sign In

Click Sign In, choose PIV/CAC, then use your PIV/CAC credentials to sign.

4.2 Agency Collections Page

The agency collections page opens after your sign in and will resemble Figure 2. However, the links and tiles available may be different, depending on your role.

Figure 2: Sample agency collections page



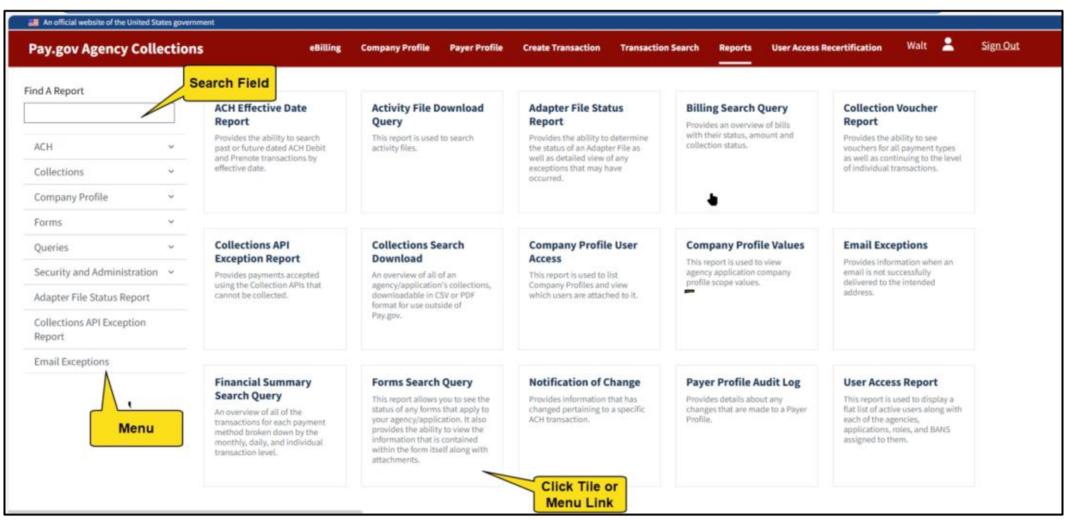
Click the Reports tile or click on the Reports link in the bar at the top.

4.3 Reports Dashboard Page

The reports dashboard page resembles Figure 3.

> ***Note:*** The page will only list the reports your role has access to.

Figure 3: Sample reports home page

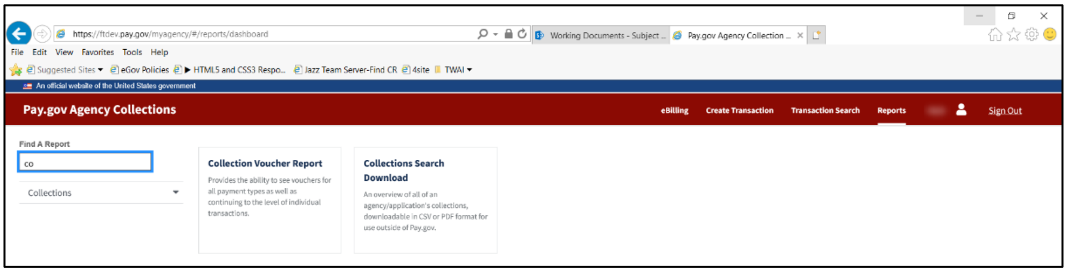


4.3.1 *Find A Report Field*

Use the Find A Report field to quickly find a specific type of report. Enter one or more characters of a report name or type.

For example, entering "co" would cause only the Collections reports to be shown. The menu list on the left-hand side would also show only these reports.

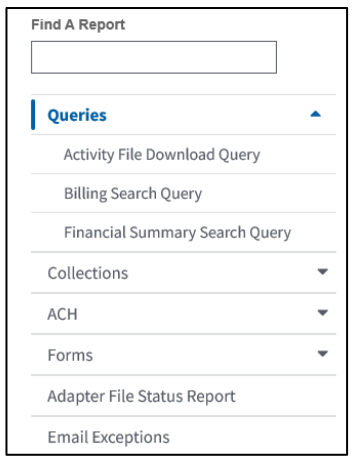
Figure 4: Find A Report showing only collection reports



4.3.2 Menu

Listed on the left side of the page are the reports available to you. Reports are grouped by type. Click the arrow next to type to expand or collapse the list of available reports.

Figure 5: Reports menu



Click on a report name to open its search criteria.

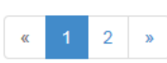
4.4 Search Criteria and Report Navigation

4.4.1 Breadcrumbs

Links at the upper right on report pages (breadcrumb trail) allow you to return to previous pages.

Figure 6: Example breadcrumb links

4.4.2 Pages List



For online reports spread over two or more pages, the number of pages is shown at the bottom left. Click on the numbers or arrows to change pages.

4.4.3 Items Displayed

10 | 25 | 50 | 100

Select the maximum number of items appearing on a report page by selecting from the choices at the bottom. The default is ten items.

4.4.4 Information and Help

- Click the information icon where it appears next to an item for information on what needs to be entered or selected.

- ***Note:*** Contact information for Customer Support can be found at the bottom of all pages on the myagency website, including Reports pages.

4.4.5 Export Files

Figure 7: Example export links

Download CSV File for Detail results.

Export to PDF   Export to CSV   or   Download CSV File for Summary results.

Some reports can be downloaded as a PDF or CSV file click on the appropriate link.

The **Export to PDF** link downloads a non-editable file. You must have a PDF viewer or editor to view the report.

Figure 8: Sample report in PDF format

Billing Search Results

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Report Generated on 10/27/2016 01:26 PM ET

Agency	Application	Pay.gov Tracking ID	Agency Tracking ID	Billing Account Number	User's Name	Bill Status	Issue Date	Amount	Collection Status	Date/Time (ET)
DHSCGFINCEN	980DHSCGFINCEN	24TNEV2C	eeeeee	a55createban		New	10/19/2016 11:44:42 AM	$1.00		10/19/2016 01:15:00 PM
DHSCGFINCEN	980DHSCGFINCEN	24TNEV2B	testing611moe	2tcstestcrscreatban		New	10/19/2016 12:00:00 AM	$149,076.00		10/19/2016 01:15:00 PM

Important! The Submitted Payment Date, if available, is only shown for cash flow applications using Collections API. This applies to both the PDF and CSV files.

Figure 9: Sample report in PDF format with Submitted Payment Date

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ACH - Transaction Detail

Label	Value	Label	Value
Transaction Amount:	$123.45	Account Holder Name:	
Collection Status:	Failed	Email Address:	
Transaction Type:	ACHDebit	Routing Number:	041000124
Transaction Date:	09/19/2022 12:00 AM ET	Bank Account:	************0002
Payment Date:	09/20/2022 12:00 AM ET	Account Type:	PersonalChecking
Effective Date:	09/20/2022 12:00 AM ET	Street Address:	
Pay.gov Tracking ID:	UGI1	City:	
Agency Tracking ID:	123ABC-XYZ_2	State/Province:	
Agency:	short_name_for_3001	Zip/Postal Code:	
Application:	app_151634299	Country:	
Payment Frequency:	OneTime	Tax Identification Number:	
Payment:	1 of 1	Date of Birth:	
Submitted Payment Date:	09/20/2022 12:00 AM ET		
Deposit Ticket:			
Debit Voucher:			
Return Reason Code:			
Reject Reason Code:	199 - Rejected		
Username:	tcsUser		
Agency Memo:			

The **Export to CSV** link downloads the report in comma separated values (.csv) file format. A csv file is a text file where each line is a string that contains either the column headings or the values separated by commas (Figure 10).

A csv file can be opened and edited in any text editor or can be imported into a spreadsheet program (Figure 11). No formatting is included in the csv file. Formatting can only be added in your text editor or spreadsheet.

> ***Note:*** Data in csv files is in the same column order as in corresponding previous versions of the reports. You can import the csv file into a spreadsheet template that includes your macros, and the macros will work as in the past.

Figure 10: Sample report in .csv format opened in MS Notepad

BillingSearchQuery-10_28_2016_09_52_AM.csv - Notepad

File Edit Format View Help

```
"Billing Search Results","","","","","","","","","","""Report Generated on 10/28/2016 09:52 AM
ET","","","","","","","","","""""","","","","","","","","","","""Agency","Application","Pay.gov
Tracking ID","Agency Tracking ID","Billing Account Number","User's Name","Bill Status","Issue
Date","Amount","Collection Status","Date/Time (ET)"
"DHSCGFINCEN","980DHSCGFINCEN","24TNEV2B","testing611moe","2tcstestcrscreatban","","New","10/19/2
016 12:00:00 AM","149076","","10/19/2016 01:15:00 PM"
"DHSCGFINCEN","980DHSCGFINCEN","24TNEV2C","eeeeee","a55createban","","New","10/19/2016 11:44:42
AM","1","","10/19/2016 01:15:00 PM""","","","","","","","","","",""
```

> ***Important!*** To automatically open a csv file in a spreadsheet or other program you must make the file association in your computer operating system.

Figure 11: Sample csv file imported into Excel (no formatting)

	A	B	C	D	E	F	G	H	I	J	K	L
1	Billing Search Results											
2	Report Generated on 10/28/2016 09:52 AM ET											
3												
4	Agency	Applicatio	Pay.gov Tr	Agency Tra	Billing Acc	User's Nar	Bill Status	Issue Date	Amount	Collection	Date/Time (ET)	
5	DHSCGFIN	980DHSCG	24TNEV2B	testing611	2tcstestcrscreatban		New	10/19/2016 0:00	149076		10/19/2016 13:15	
6	DHSCGFIN	980DHSCG	24TNEV2C	eeeeee	a55createban		New	10/19/2016 11:44	1		10/19/2016 13:15	
7												
8												
9												
10												
11												
12												

BillingSearchQuery-10_28_2016_0

Figure 12: Sample csv file with Submitted Payment Date

> ***Important!*** The Submitted Payment Date, if available, is only shown for cash flow applications using Collections API

1	ACH - Transaction Detail,"","",""
2	,"","",""
3	Label,"Value","Label","Value"
4	Transaction Amount:,"$123.45","Account Holder Name:",""
5	Collection Status:,"Failed","Email Address:",""
6	Transaction Type:,"ACHDebit","Routing Number:","041000124"
7	Transaction Date:,"09/19/2022 12:00 AM ET","Bank Account:","************0002"
8	Payment Date:,"09/20/2022 12:00 AM ET","Account Type:","PersonalChecking"
9	Effective Date:,"09/20/2022 12:00 AM ET","Street Address:",""
10	Pay.gov Tracking ID:,"UGI1","City:",""
11	Agency Tracking ID:,"123ABC-XYZ_2","State/Province:",""
12	Agency:,"short_name_for_3001","Zip/Postal Code:",""
13	Application:,"app_151634299","Country:",""
14	Payment Frequency:,"OneTime","Tax Identification Number:",""
15	Payment:,"1 of 1","Date of Birth:",""
16	Submitted Payment Date:,"09/20/2022 12:00 AM ET","",""
17	Deposit Ticket:,"","",""
18	Debit Voucher:,"","",""
19	Return Reason Code:,"","",""
20	Reject Reason Code:,"199 - Rejected","",""
21	Username:,"tcsUser","",""
22	Agency Memo:,"","",""
23	,"","",""

5 Search Criteria Overview

Reports and activity files are generated from search criteria, which specify the information you want to be returned in the report. Each report has its own criteria input page, and criteria differs according to the report being requested.

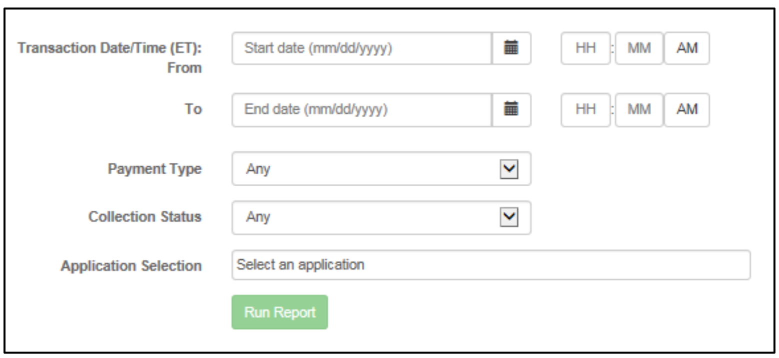
Selecting or entering a value in one criteria field may affect the choices available in another field, or even disable other fields. For example, selecting a specific payment method restricts your choice of transaction status to only the statuses used for that method.

Figure 13 shows an example of a page used to enter search criteria.

To enter criteria

1. Select a report from the reports list.
2. Enter or select the criteria.
3. Pay.gov validates the criteria data and then enables the Run Report button.
4. Click Run Report to generate the report or activity file.
5. Only information matching your criteria is returned in the report or activity file.

Figure 13: Criteria input example



5.1 Search Criteria Restrictions

- Search data you can enter may be restricted by a choice in another field.
- Dates can be typed in or selected using the date picker.
- Date or Date Range is restricted according to the report. See Table 2.
- If an agency tracking ID contains special characters, it cannot be used for a search. Special characters may not be entered in search criteria.
- Only ASCII 2 characters can be used when entering data directly into search.

5.2 Saved Criteria

Some query criteria are saved during your session so, if you return to the criteria page after generating a report, the criteria can be reused and modified to generate a new report.

For example, if you generate a report and then use the Report Criteria link to return to the query, information will already be selected or entered. You can then change criteria and regenerate the report.

5.3 Validation

Search criteria is validated as it is entered. Validation checks for

- invalid characters (non-ASCII 2)
- blanks
- valid date and date format
- all required data

Errors and hints are displayed below criteria entry fields.

The query run button is disabled until all required criteria is entered and all entered criteria passes validation.

5.4 Errors

Processing errors, if they occur, are explained in text below the criteria title.

6 Recurring Payments and Multiple Forces

6.1 Recurring ACH Debits

For recurring ACH debits, reports show only one transaction (identified by the Pay.gov Tracking ID) with multiple installments. The `installment_number` element in a query response identifies which recurring installment the transaction was for.

6.2 Recurring Plastic Card Transactions

Each plastic card transaction in a recurring series is treated as a separate transaction with its own Pay.gov Tracking ID. These individual transactions are associated by the concept of a "schedule." Additional details for recurring plastic card transactions are available from the TCS Single Query Web Service and the TCS Plastic Card Web Service.

6.3 Multiple Forces (Sales) for a Single Order

When agencies selling merchandise to customers fulfill an order with multiple shipments, they authorize the total amount for the order when it is placed but must wait until items are actually shipped before they can request payment for them. This means that if an order is split into two or more shipments, the agency will need to submit multiple Forces (requests) for amounts against the authorization for the order.

Pay.gov's Order-Auth-Capture option for Hosted Collection Pages and the Billing Agreements Web Service allows this for orders paid through PayPal.

In report transaction details, the transaction authorizing the amount for the order is shown with its own Pay.gov Tracking ID and an Agency Tracking ID. Subsequent Forces for amounts against the order's authorization and shown as individual sales that each have their own Pay.gov Tracking ID, but that all share the same Agency Tracking ID with the order authorization.

7 Online Reports Overview

Pay.gov online reports provide details of all transactions, both received and settled. The reports can contain information including

- application name
- agency tracking ID
- Pay.gov tracking ID
- payer
- transaction amount
- payment method
- transaction date
- transaction status
- custom collection field data
- details such as payment schedule

7.1 Downloading a Report

All reports start with entering search criteria.

1. Go to https://pay.gov/myagency/.
2. Log in on the Agency Collection page.
3. Click the Reports link at the upper right.
4. Reports list page opens. You will see only the reports available to your user role and permission granted.
5. Click the title of the report or its Run Report link.
6. Enter the search criteria.
7. Click the Run Report button.
8. The returned report will contain only information specified by your criteria.

7.2 Report Restrictions

- Depending on your role, a report may not allow certain actions or have links to transaction details.
- Bank Account numbers will be viewable or masked depending on the agency user role. The COE, COS, and ACS agency roles have the account number masked. The ROA role will see unmasked account number.

7.3 Agency Tracking ID Valid Characters

- Space
- #
- &
- , (comma)
- ‘ (apostrophe)
- (
-)
- - (hyphen)
- . (period)
- /

- 0 – 9
- : (colon)
- @
- A – Z
- a – z
- _ (underscore)

7.4 Pay.gov Tracking ID Valid Characters

- A – Z
- A – z
- 0 – 9
- space

7.5 eMail Address Valid Characters

Valid characters have been expanded to allow the following special characters:

<table>
<tr><td>#</td><td>?</td></tr>
<tr><td>$</td><td>^</td></tr>
<tr><td>&</td><td>_</td></tr>
<tr><td>‘</td><td>`</td></tr>
<tr><td>*</td><td>{</td></tr>
<tr><td>+</td><td>|</td></tr>
<tr><td>-</td><td>}</td></tr>
<tr><td>/</td><td>~</td></tr>
<tr><td>=</td><td></td></tr>
</table>

8 ACH Effective Date Report

The ACH Effective Date Report provides the ability to search for past and future ACH and Prenotification transactions by effective date and to drill down to a transaction's details if it has settled. Information is retrieved for transactions occurring on a specific range of dates and can include all your Pay.gov cash flow applications or only selected cash flows. The report provides information about ACH transactions, including prenotifications, submitted by any Pay.gov service you use.

Settled, not settled, recurring, and canceled transactions can be listed in the results.

Information returned for an ACH transaction includes

- Pay.gov and Agency Tracking IDs
- transaction dates
- the dollar amount of each transaction
- the status of each transaction

After detail information has been processed, the Pay.gov Tracking ID link may become a link that opens the ACH Debit Transaction Detail to provide additional information about a specific debit.

The roles that can access the report are

- ACS
- COS
- COE
- CUS
- ROA

8.1 Dates in Report Results

Transaction	Searches for
Settled	The effective date
Not settled (includes Deferred and One-time payments)	Payment date
Recurring	Next payment date in the schedule. Returns any installments settled or expected to settle in specified Effective Date range.
Canceled	All dates

8.2 Entering Search Criteria

You can search by

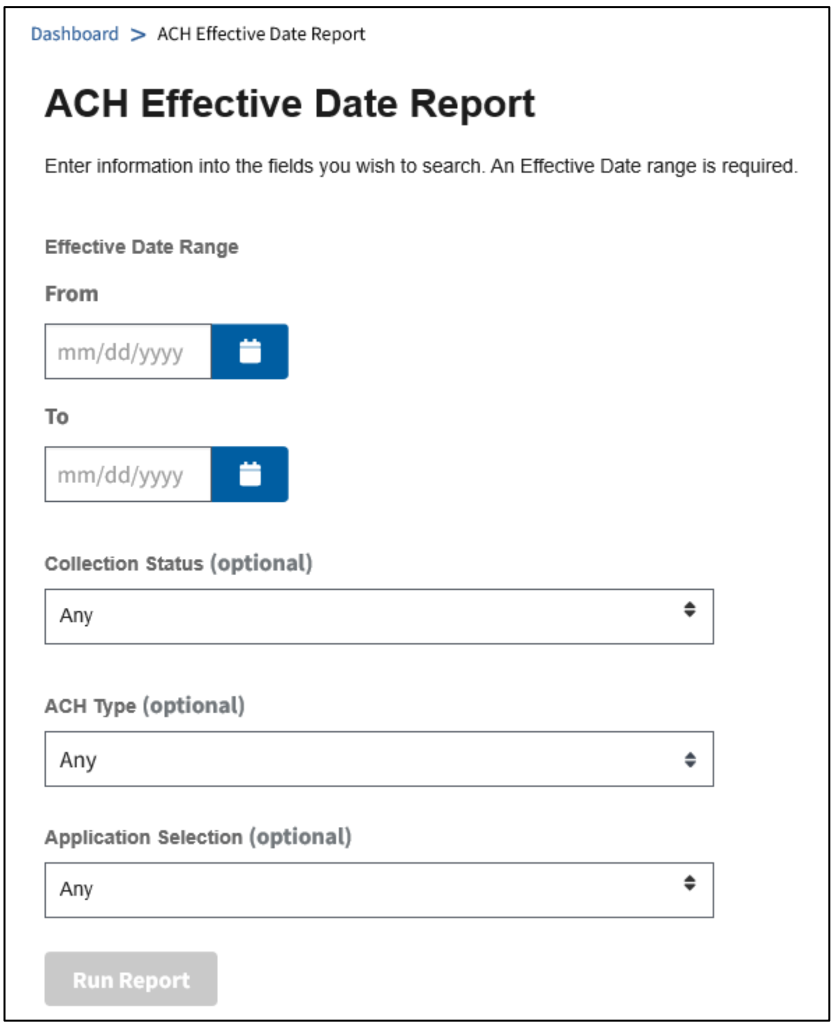
- A range of up to 31 contiguous effective dates

You can limit your search to return

- Transactions with a one or more specific statuses
- ACH Type
- Transactions for all of your Pay.gov cash flows or only specified cash flows

1. Select the report in the reports list.
2. Enter or select at least the Effective Date range.
3. Click Run Report.
   The run report button is disabled until both From and To effective dates are entered or selected.

Figure 14: ACH Effective Date Report search



Financial ACH Effective Date Report search criteria

Criteria Field	Instructions	Use
Effective Date From – To Required.	Enter a date range. A date must be entered in both the From and To fields. The default for the To field is today's date. To search a single date, enter the same date in both the fields. You can enter a contiguous range of up to 31 calendar days. You can search any 31-day period in the past 18 months, or your search period can extend anytime into the future. For example, if the current date is March 1, you could search an effective date period from February 20 (past) to March 22 (future).	Used alone or combined with any other criteria.
Collection Status Optional	The status of the ACH collection. The default status is All if no selection is made. You can select multiple statuses. 1. Click on the field to display a list. 2. Click on each status one at time to include them in your search. See Table 24 for a list of ACH statuses.	Cannot be used alone. Must be combined with Effective Date. Can be combined with all other criteria.
ACH Type Optional	Select the type of ACH transaction from the dropdown list. Your choices are: • Any • ACH Debit • ACH Prenote You can only choose one type at a time. If no choice is made, all ACH types will be returned (Any).	Cannot be used alone. Must be combined with Effective Date. Can be combined with all other criteria.

Criteria Field	Instructions	Use
Application Selection Optional.	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it. To select multiple applications, click on one at a time. If no applications are selected the report will include summary information for all your agency applications.	Cannot be used alone. Must be combined with Effective Date. Can be combined with all other criteria.

8.3 ACH Effective Date Search Results Report

The ACH Effective Date Search Results displays summary information for all ACH transactions occurring in the Effective Date range.

Click on an up or down arrow a column heading to change the listing of items into descending or ascending order.

Click the Export to PDF or Export to CSV link to create a PDF or comma separated values file version of the report.

Figure 15: Sample ACH Effective Date Search Results page

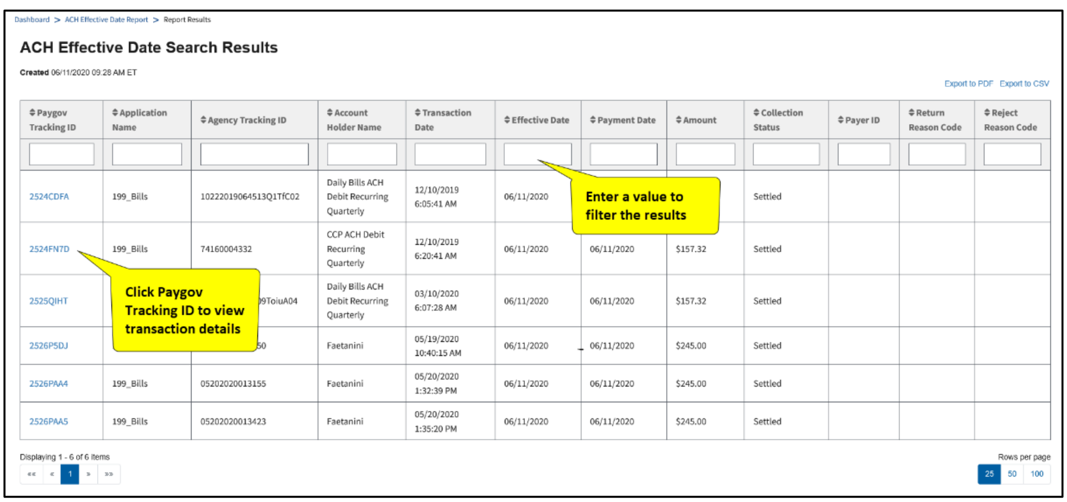


Table 3: ACH Effective Date search results columns

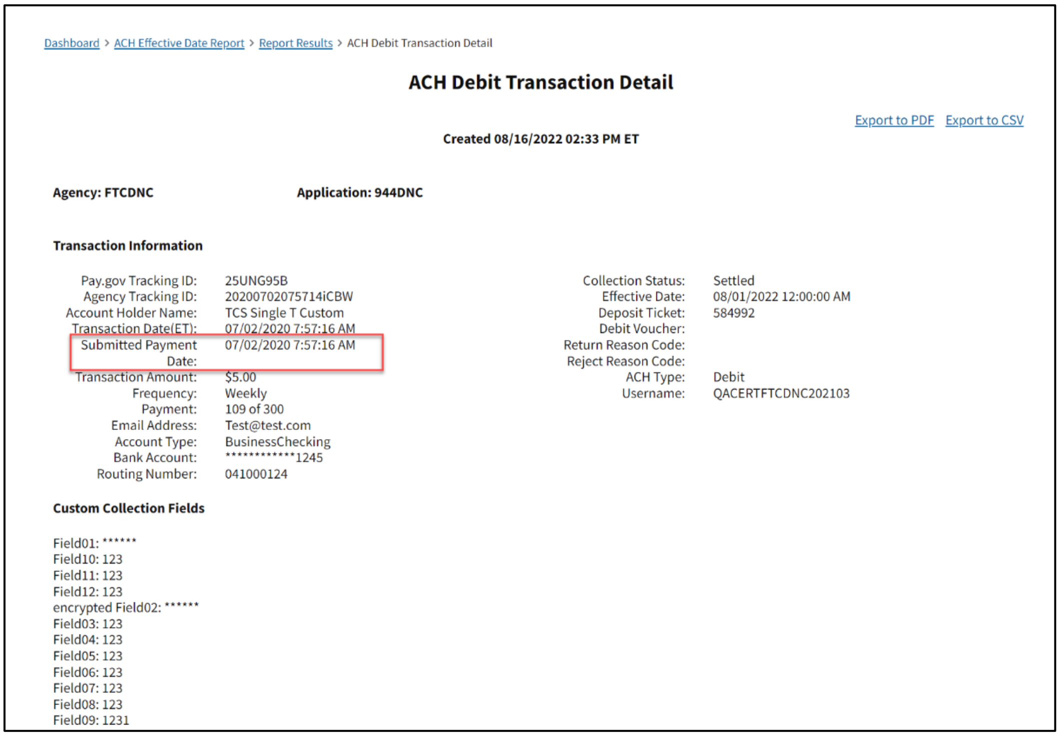
Column	Description
Account Holder Name	The full name of the individual or entity having the ACH account used for the transaction.

Column	Description
Agency Tracking ID	The ID your agency created and assigned to the ACH transaction. If your agency did not assign an ID, Pay.gov will create an Agency Tracking ID for the transaction.
Amount	The dollar amount of the ACH payment.
Application Name	The agency application the ACH transaction is paying.
Collection Status	Status of the ACH payment. See Table 24.
Effective Date	The date the money will be debited from the checking or savings account and the date your agency will receive the funds.
Payer ID	Included only if ACH Adapter and Payer Profile are used, otherwise, the field is blank. The Pay.gov ID assigned to the customer who created the transaction.
Paygov Tracking ID	The ID Pay.gov assigned to the ACH debit transaction. If your role allows, may link to transaction and payment details and history.
Payment Date	The same as the effective date.
Return Reason Code	A code indicating why the ACH transaction was returned for any reason. See section 8.4.
Transaction Date	The date and time the ACH transaction was entered in Pay.gov. Always Eastern Time. It can be any day whether or not it is a business date and includes weekends and holidays.

8.3.1 Viewing Transaction Details

If your role allows click on a transaction's Paygov Tracking ID to view the details.

Figure 16: Sample Transaction Detail


Dashboard > ACH Effective Date Report > Report Results > ACH Debit Transaction Detail

ACH Debit Transaction Detail

Export to PDF Export to CSV

Created 08/16/2022 02:33 PM ET

Agency: FTCDNC **Application: 944DNC**

Transaction Information

Pay.gov Tracking ID: 25UNG95B
Agency Tracking ID: 20200702075714iCBW
Account Holder Name: TCS Single T Custom
Transaction Date(ET): 07/02/2020 7:57:16 AM
Submitted Payment Date: 07/02/2020 7:57:16 AM
Transaction Amount: $5.00
Frequency: Weekly
Payment: 109 of 300
Email Address: Test@test.com
Account Type: BusinessChecking
Bank Account: ************1245
Routing Number: 041000124

Collection Status: Settled
Effective Date: 08/01/2022 12:00:00 AM
Deposit Ticket: 584992
Debit Voucher:
Return Reason Code:
Reject Reason Code:
ACH Type: Debit
Username: QACERTFTCDNC202103

Custom Collection Fields

Field01: ******
Field10: 123
Field11: 123
Field12: 123
encrypted Field02: ******
Field03: 123
Field04: 123
Field05: 123
Field06: 123
Field07: 123
Field08: 123
Field09: 1231

Note: The Submitted Payment Date (highlighted) is only shown for cash flow applications using Collections API.

Table 4: ACH Effective Date search results columns and Transaction Detail fields

Field	Description
Account Holder Name	The full name of the individual or entity having the ACH account used for the transaction.
Account Type	The type of ACH account used for the payment. Examples: Personal Savings, General Ledger.
ACH Type	The type of ACH transaction. Usually Debit.
Agency Tracking ID	The ID your agency created and assigned to the ACH transaction. If your agency did not assign an ID, Pay.gov will create an Agency Tracking ID for the transaction.
Bank Account	The masked bank account number. Only the last four digits are shown.
Collection Status	Status of the ACH payment. See Table 24.
Custom Collection Fields	Field names and values for any custom collection fields for the transaction.
Debit Voucher	The number of the corresponding debit voucher.

Field	Description
Deposit Ticket	The Deposit Ticket Number associated with this payment.
Effective Date	The date the money will be debited from the checking or savings account and the date your agency will receive the funds.
Email Address	The payer's email address.
Frequency	How often a payment will be made.
Payer ID	Included only if ACH Adapter and Payer Profile are used, otherwise, the field is blank. The Pay.gov ID assigned to the customer who created the transaction.
Paygov Tracking ID	The ID Pay.gov assigned to the ACH debit transaction.
Payment	For recurring payments, the number of the payments to be made and the number of this payment in the series. For example, 6 of 12. For one-time payments this is always 1 of 1.
Reject Reason	The code/reason the transaction was rejected.
Return Reason Code	A code indicating why the ACH transaction was returned for any reason. See section 8.4.
Routing Number	The bank's Routing Transit Number (RTN).
Submitted Payment Date	In Transaction Detail only. Shown only for cash flow applications using Collections API. The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Amount	The dollar amount of the ACH payment.
Transaction Date (ET)	The date and time the ACH transaction was entered in Pay.gov. Always Eastern Time. It can be any day whether or not it is a business date and includes weekends and holidays.
Username	The username of the person/entity that submitted the transaction.

8.3.2 eMail Address Valid Characters

Valid characters have been expanded to allow the following special characters:

#	?
$	^
&	_
‘	`
*	{
+	|
-	}
/	~
=	

8.3.3 Filtering Results

You can filter (limit) the transactions displayed in the report be entering a value in any of the filter fields along the top of the report.

For example, entering 245 in the Amount field causes only transactions for $245 to be shown.

8.3.4 Reordering Results

Click either arrow in a column heading to redisplay transactions in either ascending or descending value order.

8.4 Return Reason Codes

Table 5 lists a representative subset of ACH debit return reason codes that can be received from the customer’s bank and the subsequent action. Items with return reason codes “R01- Insufficient Funds” and “R09 - Uncollected Funds” may be represented if that option is chosen by the agency; all other items would be retired. An ACH debit collection may be represented up to two times after the initial presentment. If the collection is still not settled after the designated number of representments, it will be retired.

Table 5: ACH Return Reason Codes

Return Reason Code	Description	Pay.gov Disposition
R01	Insufficient Funds	Can be represented. Your agency defined the number of representments allowed in your Application Configuration Template (ACT) for your Pay.gov cash flow.
R02	Account Closed	Retired
R03	No Account/Unable To Locate Account	Retired
R04	Invalid Account Number	Retired

Return Reason Code	Description	Pay.gov Disposition
R06	Returned Per ODFI Request	Retired
R07	Authorization Revoked By	Retired
R08	Payment Stopped	Retired
R09	Uncollected Funds	Can be represented
R10	Customer Advises Not Authorized	Retired
R14	Representative Payee Deceased	Retired
R16	Account Frozen	Retired
R20	Non-Transaction Account	Retired
R21	Invalid Company Identification	Retired
R22	Invalid Individual ID Number	Retired
R24	Duplicate Entry	Retired
R29	Corporate Customer Advises Not Authorized	Retired
R85	Incorrectly Coded Outbound International Payment	Retired

9 Activity Files

An activity file is a downloadable data extract generated daily by Pay.gov. Downloaded activity files include data for a specific date requested. They are in a format that allows the data to be imported into your agency's databases.

If used by your agency, information such as custom collection fields and agency memo are included in an activity file.

9.1 Restrictions

- Manual activity file download can only be done by selecting the Activity File Download Query in the Reports function.
- Transaction data for activity files is available for up to 180 days prior to the current date. Older data is archived. Contact Pay.gov Customer Support for assistance if you require access to archived data.
- Historical data for Amazon Pay transactions and refunds continues to be available.
- Depending on the activity file, account numbers may be in clear text or may be masked.

9.2 Access by User Role

Table 6: Activity File User Access

Activity File Name	COS	COE	ROA	ACS
ACH Activity File	x	x	x	x
Billing Activity File	x	x	x	x
CC Activity File	x	x	x	x
Collections Activity File	x	x	x	x
Collections Activity File v2	x	x	x	x
Collections Activity File v3	x	x	x	x
Collections Activity File v4	x	x	x	x
Digital Wallet Activity File	x	x	x	x
Form Activity File	x	x	x	x
Form Activity File v2				
Form Activity File XSL				

9.3 Available Activity Files

9.3.1 ACHActivityFile

Details on the ACH debit settled items for the day of the request, and the retired and failed items from the previous day. Available in XML and Pretty Print file format.

9.3.2 BillingActivityFile

Bill data and activity for any bill event on the requested day. Available in XML format.

9.3.3 CCActivityFile

Credit card and debit card successful and unsuccessful activity for the requested day, including sales, forces, voids, credits, and authorizations.

9.3.4 CollectionsActivityFile

ACH debit, ACH prenote, credit card, debit card, notification of change, bill, and form data. It shows the actual date an ACH transaction was created.

9.3.5 CollectionsActivityFilev2

Contains the same data as the CollectionsActivityFile with additional elements used by the Central Information Repository (CIR), and elements supporting Trusted Collection Web Services (TCS).

9.3.6 CollectionsActivityFilev3

Contains the same data as the CollectionsActivityFile v2 and adds agency data, application details, form revision, and last form revision and deploy.

9.3.7 CollectionsActivityFilev4

Provides the same information as version 3 and adds data for all cancellation types.

9.3.8 DigitalWalletActivityFile

Contains settled Amazon Pay and PayPal transaction items and refunds for the date of the request.

9.3.9 FormActivityFile

Contains form data for all successfully submitted forms for the requested day.

9.3.10 FormActivityFilev2

Contains form data for all successfully submitted forms for the requested day.
Displayed by agency and application. Form data tied back to an Agency Tracking ID.

9.3.11 FormActivityFileXSL

Contains form data for all successfully submitted forms for the requested day.

9.4 Form Attachment Activity File

Available separately. See the *Agency Guide to the Forms Service*.

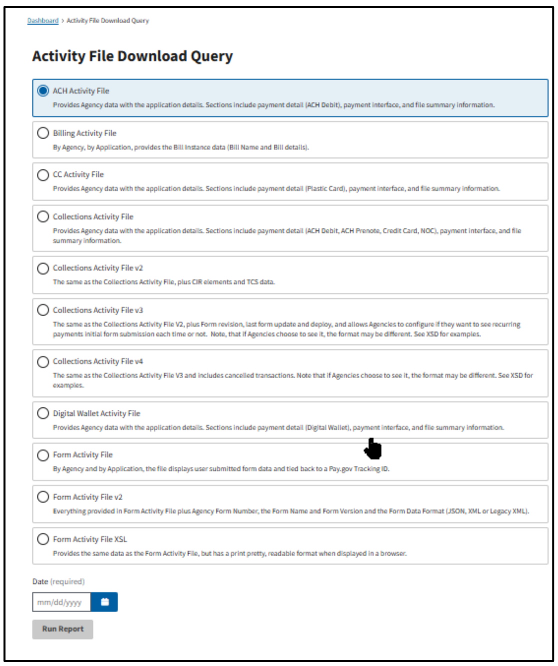
9.5 CBP Duties and Education Activity Files

Access to these files is restricted to CBP and Education agencies and are available only through the system-to-system Activity File Service. See the *Agency Guide to the Activity File Service*.

9.6 Downloading an Activity File

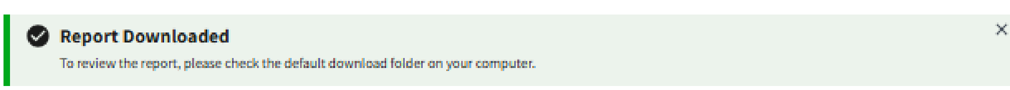
1. Select the Activity File to download.

Figure 17: List of Activity Files



2. Select or enter a date for the data.
3. Click **Run Report**.
   — Or —
   Click the **Dashboard** at the top of the page to return to the main Report page.
4. The report is downloaded to your download folder. The download confirmation is displayed at the bottom of the page.

Figure 18: Report downloaded message



9.7 Sample ACH Activity File

This sample XML file does not have any style information associated with it. The document tree is shown below.


```
<Settlement_Info>
  <file_header>
    <application_name>SAT212 DHHS PCS Program
Support</application_name>
    <agency_id>212</agency_id>
    <agency_form_number/>
    <omb_form_number/>
    <treasury_account_symbol/>
    <percent_of_amount/>
  </file_header>
  <file_header>
    <application_name>Sat107 PC Retail AF
Regression</application_name>
    <agency_id>107</agency_id>
    <agency_form_number/>
    <omb_form_number/>
    <treasury_account_symbol/>
    <percent_of_amount/>
  </file_header>
  <file_footer>
    <file_name>ACHActivityFile_04012026.xml</file_name>
    <file_creation_date>04/07/2026 16:48:49
PM</file_creation_date>
  </file_footer>
</Settlement_Info>
```

10 Adapter File Status

The Adapter File Status Report is only available to users at agencies using the ACH Collections Adapter to submit their transactions to Pay.gov. The online report provides information about files sent to the adapter, such as

- their status
- the total dollar amount of transactions included in the file
- transaction exceptions in the file

The roles that can access the report are

- COS
- COE
- ROA
- ACS

10.1 Entering Search Criteria

You can search by

- File ID
- File create date

You can limit your search to return

- A specific file status
- Transactions in the file for a specific application
- All submitted files or only files containing exceptions

1. Select the report in the reports list.
2. Enter or select at least the File ID or File Create Date.
3. Click Run Report.

Figure 19: Adapter File Status search

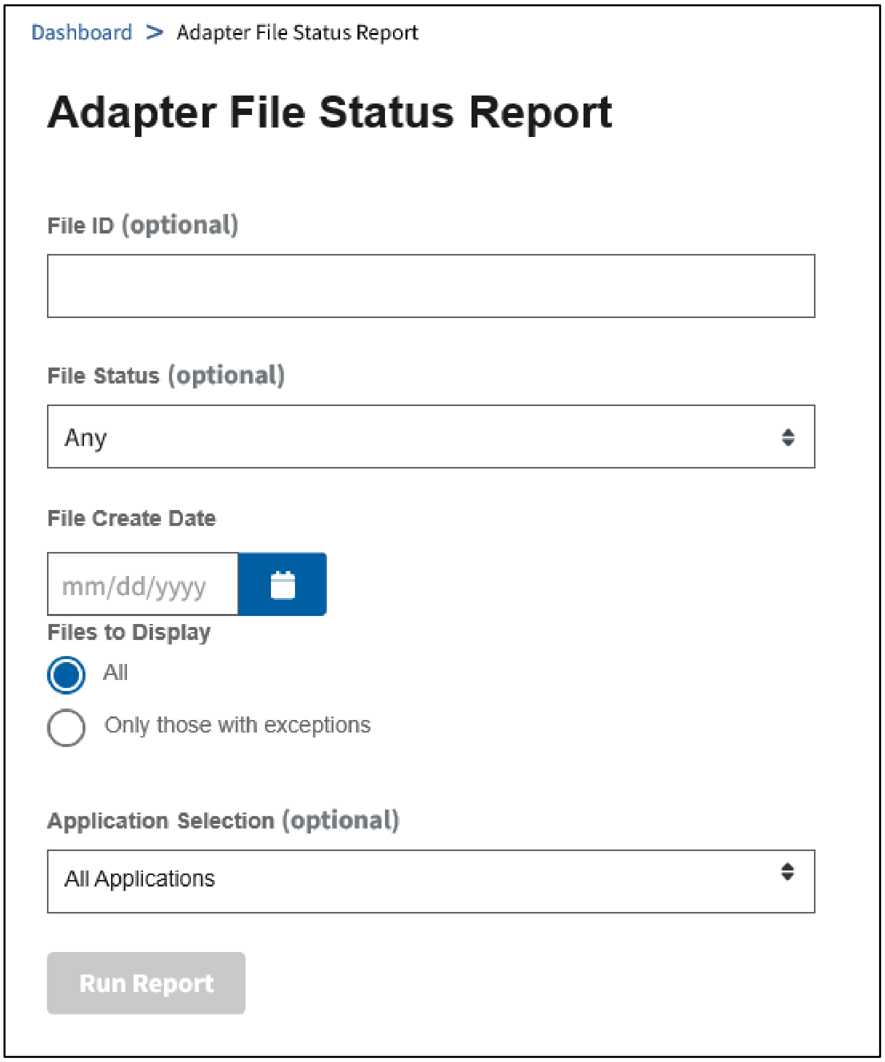


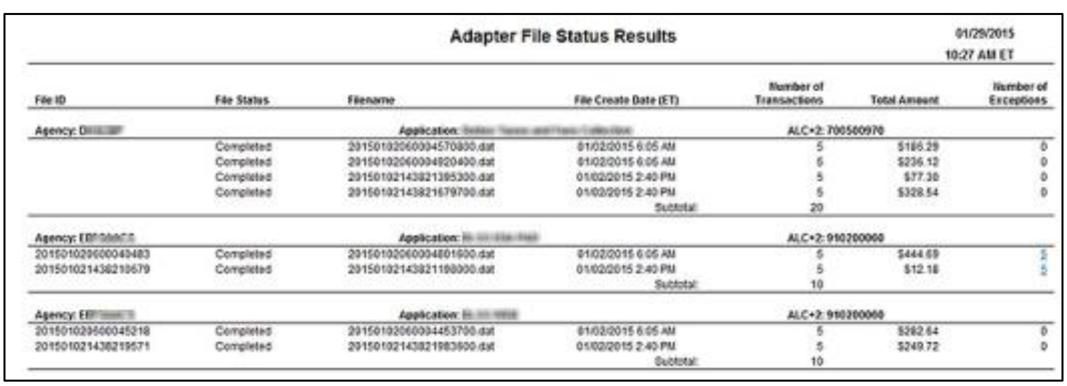
Table 7: Adapter file status search criteria

Criteria Field	Instructions	Use
File ID Required if File Create Date is not entered.	Enter the ID your agency assigned to adapter file.	Used alone or can be used with all other criteria including File Create Date.
File Status Optional, defaults to any status.	Select a status from the dropdown list. You can select Any status or just one of the statuses. Available statuses are: • Any • Completed	Can be used with all other criteria.

Criteria Field	Instructions	Use
	• Duplicated • Failed • In Process	
File Create Date Required if File ID is not entered.	Enter or select the date the adapter file was created. The date must be within the last 30 days.	Used alone or can be used with all other criteria including File ID.
Files to Display Optional, defaults to All	Select one of the options, All or Only those with exceptions. All will include with and without exceptions in the report/	Can be used with all other criteria.
Application Selection Optional, defaults to all applications	Select your application from the dropdown list to limit the report to one application. Click inside the field then click on the application name to select it. You can select multiple applications. If no application is selected the report will include results for all your agency applications.	Can be used with all other criteria.
Run Report	Click the button to create the report. The button is disabled until all information for the query is entered.	

10.2 Adapter File Status Report

Figure 20: Sample Adapter File Status Results


Adapter File Status Results

01/29/2015
10:27 AM ET

File ID	File Status	Filename	File Create Date (ET)	Number of Transactions	Total Amount	Number of Exceptions
Agency: [illegible]		Application: [illegible]		ALC+2: 700500970		
	Completed	20150102060004570800.dat	01/02/2015 6:05 AM	5	$186.29	0
	Completed	20150102060004920400.dat	01/02/2015 6:06 AM	5	$236.12	0
	Completed	20150102143821395300.dat	01/02/2015 2:40 PM	5	$77.30	0
	Completed	20150102143821679700.dat	01/02/2015 2:40 PM	5	$328.54	0
			Subtotal:	20		
Agency: [illegible]		Application: [illegible]		ALC+2: 910200000		
20150102060004048 3	Completed	20150102060004801600.dat	01/02/2015 6:06 AM	5	$444.69	5
20150102143821065 79	Completed	20150102143821198000.dat	01/02/2015 2:40 PM	5	$12.18	5
			Subtotal:	10		
Agency: [illegible]		Application: [illegible]		ALC+2: 910200000		
20150102060004521 8	Completed	20150102060004453700.dat	01/02/2015 6:05 AM	5	$282.64	0
20150102143821957 1	Completed	20150102143821983600.dat	01/02/2015 2:40 PM	5	$249.72	0
			Subtotal:	10		

Table 8: Adapter files status report columns

Column	Description
File ID	ID provided by your agency.
File Name	Name provided by your agency.
File Status	Can be: • Completed • Duplicated • Failed • In process
File Create Date (ET)	The date the file was created.
Number of Transactions	Total number of transactions contained in the file.
Total Amount	Total amount of all transactions in the file, in dollars and cents.
Number of Exceptions	Total number of file level or transaction level exceptions that occurred during processing. If greater than zero, the number is a link that opens the Exceptions Detail.

10.3 Exceptions Detail

On the Adapter File Status Results report, click on the number or exceptions for a file, if greater than zero.

The Exceptions Detail lists

- Exceptions grouped by agency and collection application
- A reason for the exception

Figure 21: Sample adapter files exception search results detail (no data)

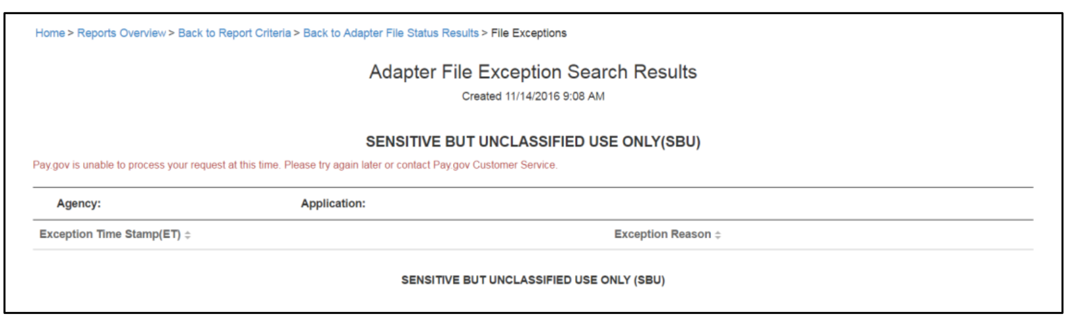


Table 9 Adapter file exception search results detail columns:

Column	Description
Exception Time Stamp (ET)	The date and time the transaction was determined to be an exception by the processor. The time stamp is Eastern Time, which may differ from the local time the exception was determined.
Exception Reason	A code explaining the reason for the exception.

11 Billing Search Query

The Billing Search report is available only to users at agencies using the eBilling Web Service or eBilling Online. It provides information on ebills created through Pay.gov. The report includes

- Pay.gov Tracking ID assigned to the ebill
- The Billing Account Number (BAN) the ebill was created for
- The date the ebill was issued
- The amount of the ebill
- eBill payment collection status

Depending on your role, you may be able to view a particular bill and its payment transactions.

The roles that can access the report are

- COS
- COE
- ROA
- ACS

11.1 Entering Search Criteria

You can search by

- Billing Account Number
- Pay.gov Tracking ID
- Agency Tracking ID
- A date or date range when the ebill was created
- A date or date range when the ebill was issued

You can limit your search to return

- A specific ebill status
- A specific collection status
- eBills created by a specified agency user
- All ebills above a minimum amount
- All ebills below a maximum amount
- All ebills with an amount between a minimum and maximum
- eBills created for one or more collection applications

1. Select the report from the reports list.
2. Enter or select at least one of the following: Billing Account Number, Pay.gov Tracking ID, or Agency Tracking ID.
3. Click Run Report.

Figure 22: Billing search query

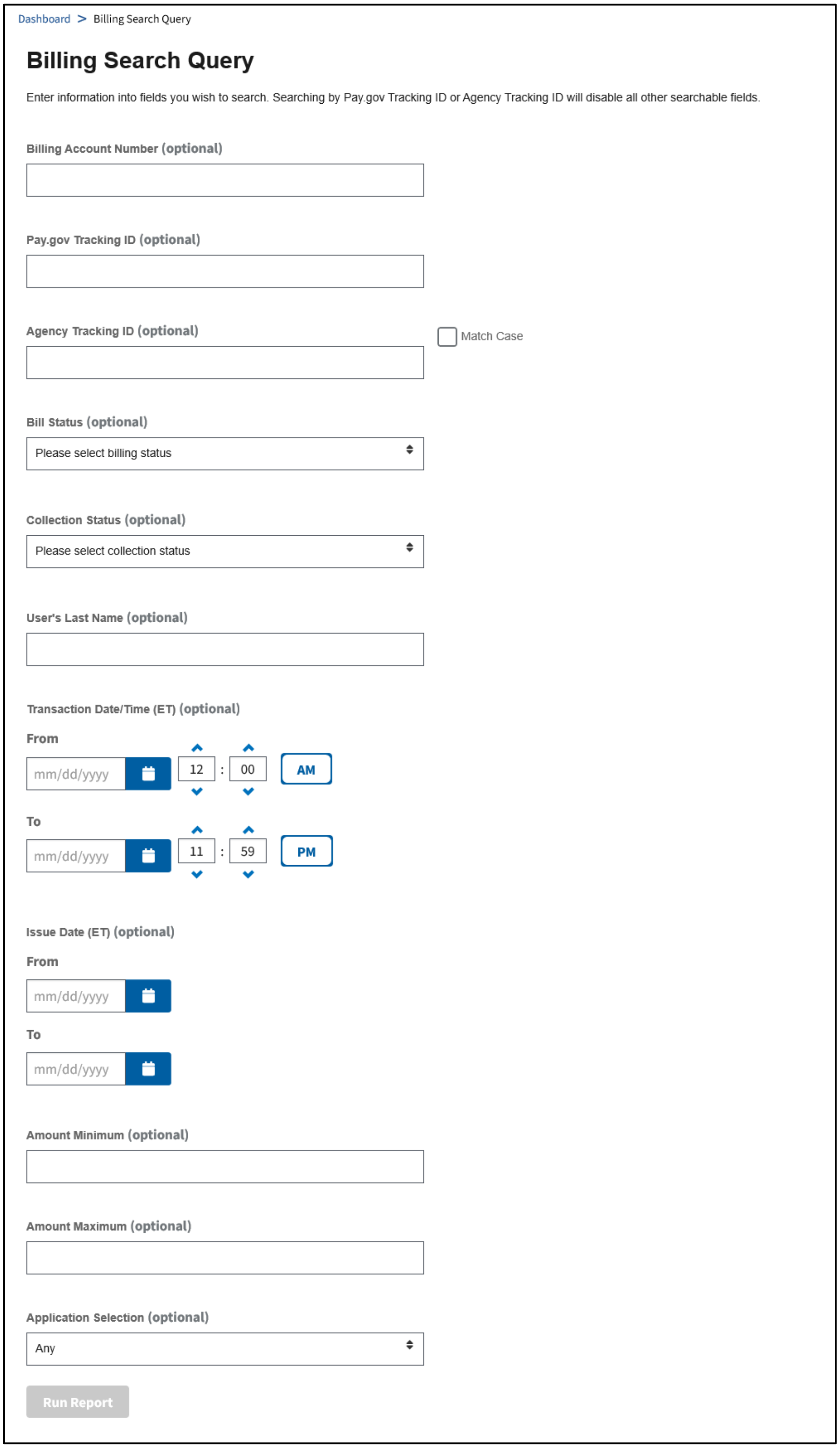


Table 10: Billing search criteria

Criteria	Instructions	Use
Billing Account Number Optional.	The BAN used for the ebill(s) to be in the report.	Used alone or combined with other criteria except Pay.gov Tracking ID or Agency Tracking ID.
Pay.gov Tracking ID Optional and Exclusive.	The tracking ID assigned to the ebill and transaction by Pay.gov. The Pay.gov Tracking ID is unique to the instance of the ebill. The ebill and its associated payment have different Pay.gov Tracking IDs.	**Must be used alone**. If used all other criteria fields are disabled.
Agency Tracking ID Optional and Exclusive.	The tracking ID created by your agency and assigned to the ebill.	**Must be used alone.** If used all other criteria fields are disabled.
Match Case	Check the box to instruct the query to exactly match the case of the Agency Tracking ID.	
Bill Status Optional.	Select a status from the dropdown list. See Table 11 for status descriptions.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date and can include other optional criteria.
Collection Status Optional.	Select a status from the dropdown list. See Table 12 for status descriptions.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date and can include other optional criteria.
User's Last Name Optional	The last name of the agency user who created the ebill.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date and can include other optional criteria.

Criteria	Instructions	Use
Transaction Date/Time From/To Optional.	A date range when a transaction (payment) was created for the ebill. Enter a date range. Both From and To must have a date. To defaults to today's date. After a date is entered, you can specify a time range when the transaction was created. Both the date and time must be Eastern Time. For example, a transaction created at 11:00 pm Pacific Time on January 2nd was actually created at 2 am ET on January 3rd.	Used alone or combined with other criteria except Pay.gov Tracking ID or Agency Tracking ID. Can be used with Issue Date.
Issue Date/Time range. From – To Optional.	A date range of dates when the bill could have been issued. Enter a date range. Both From and To must have a date. To defaults to today's date. After a date is entered, you can specify a time range when the transaction was created. Both the date and time must be Eastern Time. For example, a transaction created at 11:00 pm Pacific Time on January 2nd was actually created at 2 am ET on January 3rd.	Used alone or combined with other criteria except Pay.gov Tracking ID or Agency Tracking ID. Can be used with Transaction Date/Time.
Amount Minimum Optional.	Enter a minimum dollar amount If only the minimum dollar amount is entered, all bills/transactions for that amount and higher will be returned.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date and can include other optional criteria.

Criteria	Instructions	Use
Amount Maximum Optional.	Enter a maximum dollar amount for the search. For a range, only transactions with a dollar amount within the range will be returned in the report. If no Amount Minimum is specified, all bills/transactions with the maximum amount and less will be included in the report.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date and can include other optional criteria.
Application Selection Optional	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it.	Must be combined with Billing Account Number, Transaction Date/Time, or Issue Date; and can include other optional criteria.
Run Report	Click the button to run the report. The button is disabled until a value is entered or selected for at least one of the fields.	

Table 11: Bill Status

Bill Status	Definition
Any	Default. Returns transactions with all statuses.
Accepted	The data to create the ebill was received and accepted by Pay.gov.
Activated	The ebill is available to be paid.
Cancelled	The ebill was canceled by your agency. It is no longer active and cannot be paid.
Deactivated	The ebill can no longer be accessed by the customer.
New	A new ebill has been created and the notice has been sent to the customer.
Rejected	The ebill was not created. Some bill data was incorrect.
Retired	An issued ebill is no longer payable. It may not have been paid on time. It may have been overlayed
Saved	The customer viewed and saved the ebill.
Submitted	The customer submitted a payment for the ebill. The payment may not yet be settled.

Bill Status	Definition
Viewed	The ebill was accessed and viewed by the customer but not yet paid.

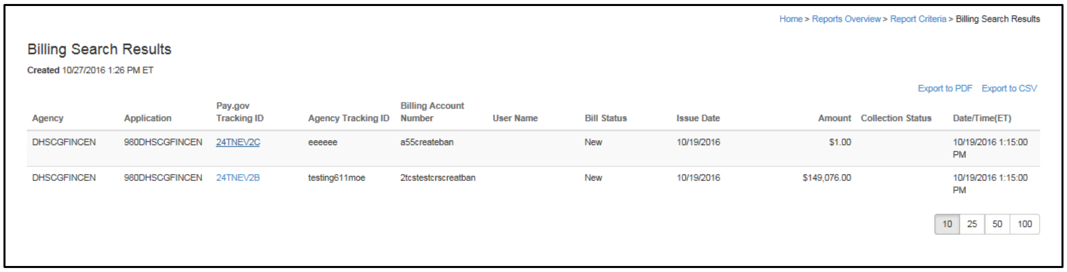
Table 12: Collection Status

Collection Status	Definition
Any	Default. Returns transactions with all statuses.
Cancelled	Transaction has been canceled (ACH). For recurring payments, remaining transactions are canceled.
Denied	Transaction denied by the processor (PayPal).
Failed	Transaction could not be processed due to a problem with the payment data or insufficient funds (ACH, Credit/Debit Card). For recurring payments, one of the transactions in the series could not be processed.
Received	Transaction has been received by Pay.gov and will be forwarded to the processor for settlement (ACH, Credit/Debit Card, PayPal, Venmo). For recurring payments, the status until all payments have been made. For deferred payments, the status until payment is sent for settlement.
Retired	Transaction not completed and returned (ACH).
Scheduled	Transaction in a series of scheduled payments (ACH, Credit/Debit card).
Settled	Transaction complete and entry made in the CIR (ACH, Mobile/Ecommerce, PayPal, Venmo). For recurring payments, last payment has been made.
Submitted	Received for processing (Pay, PayPal, Mobile / eCommerce).
Success	Transaction complete (PayPal), Venmo. Transaction authorized, data correct and funds available (Credit/Debit Card).

11.2 Billing Search Results Report

The Billing Search Results report displays all bills that match the search criteria. Information is grouped by agency and then your agency billing applications.

Figure 23: Sample Billing Search Results page (created using only Transaction Date criteria)


Home > Reports Overview > Report Criteria > Billing Search Results

Billing Search Results

Created 10/27/2016 1:26 PM ET

Export to PDF Export to CSV

Agency	Application	Pay.gov Tracking ID	Agency Tracking ID	Billing Account Number	User Name	Bill Status	Issue Date	Amount	Collection Status	Date/Time(ET)
DHSCGFINCEN	980DHSCGFINCEN	24TNEV2C	eeeeee	a55createban		New	10/19/2016	$1.00		10/19/2016 1:15:00 PM
DHSCGFINCEN	980DHSCGFINCEN	24TNEV2B	testing611moe	2tcstestcrscreatban		New	10/19/2016	$149,076.00		10/19/2016 1:15:00 PM

10 25 50 100

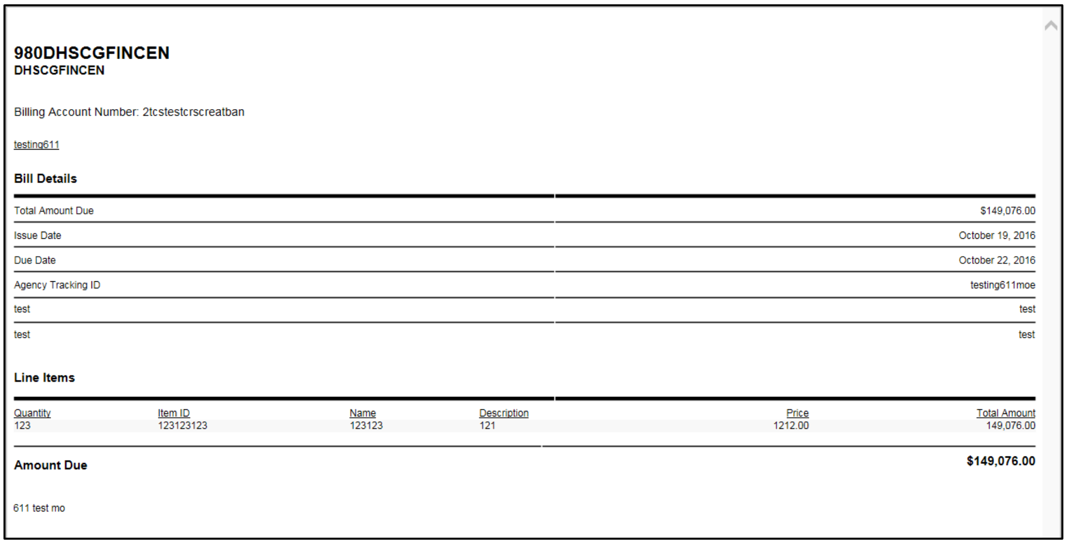
Table 13: Billing search results report columns

Column	Description
Agency	Your agency.
Application	The agency application the ebill was created for.
Pay.gov Tracking ID	The ID Pay.gov assigned to the ebill. Depending on your role, this may be a link that displays the bill as it is displayed on Pay.gov.
Agency Tracking ID	The ID your agency created and assigned to the ebill.
Billing Account Number	The BAN (customer billing account) the ebill was created for.
User Name	The username of the agency user who created the ebill.
Bill Status	The ebill's status. See Table 11.
Issue Date	The date the ebill was created in Pay.gov (Eastern Time).
Amount	The amount that was billed.
Collection Status	Status of the payment for the ebill. See Table 12. Depending on your role, the status may link to information on the transaction and payment details and history.
Date/Time ET	Date of the last activity for the ebill.

11.3 Bill Detail

If your role permits, the Pay.gov Tracking ID will be a link. Click the link to view the issued ebill, which will include what was billed for and any agency custom billing fields.

Figure 24: Sample bill detail



980DHSCGFINCEN
DHSCGFINCEN

Billing Account Number: 2tcstestcrscreatban

testing611

Bill Details

Total Amount Due	$149,076.00
Issue Date	October 19, 2016
Due Date	October 22, 2016
Agency Tracking ID	testing611moe
test	test
test	test

Line Items

Quantity	Item ID	Name	Description	Price	Total Amount
123	123123123	123123	121	1212.00	149,076.00

Amount Due	**$149,076.00**

611 test mo

11.4 Transaction Detail

If your role permits, click the ebill's collection status to view the transaction and payment details for the bill. Information in the detail will differ according to the payment method used by the customer.

12 Collection Voucher Search Report

The Collection Voucher Report provides a summary list of vouchers for the effective date searched. A detail report summarizes the individual transactions included in a voucher and further allow viewing the details for a specific transaction.

The information available in the summary includes

- Voucher number and type
- Payment type (method)
- Number of transactions and total dollar amount for each payment type
- The grand total for transactions and dollar amount of all vouchers in the report

Detail reports summary data for all transactions included in a voucher.

Individual transaction details include the deposit ticket number.

The roles that can access the report are

- COS
- COE
- ROA
- ACS

12.1 Entering Search Criteria

You can search by

- Voucher effective date

You can limit your search to return

- A specific voucher number
- A specific payment type
- One or more specific applications

1. Select the report from the reports list.
2. Select or enter at least the effective date.
3. Click Run Report.

Figure 25: Collection Voucher Report search

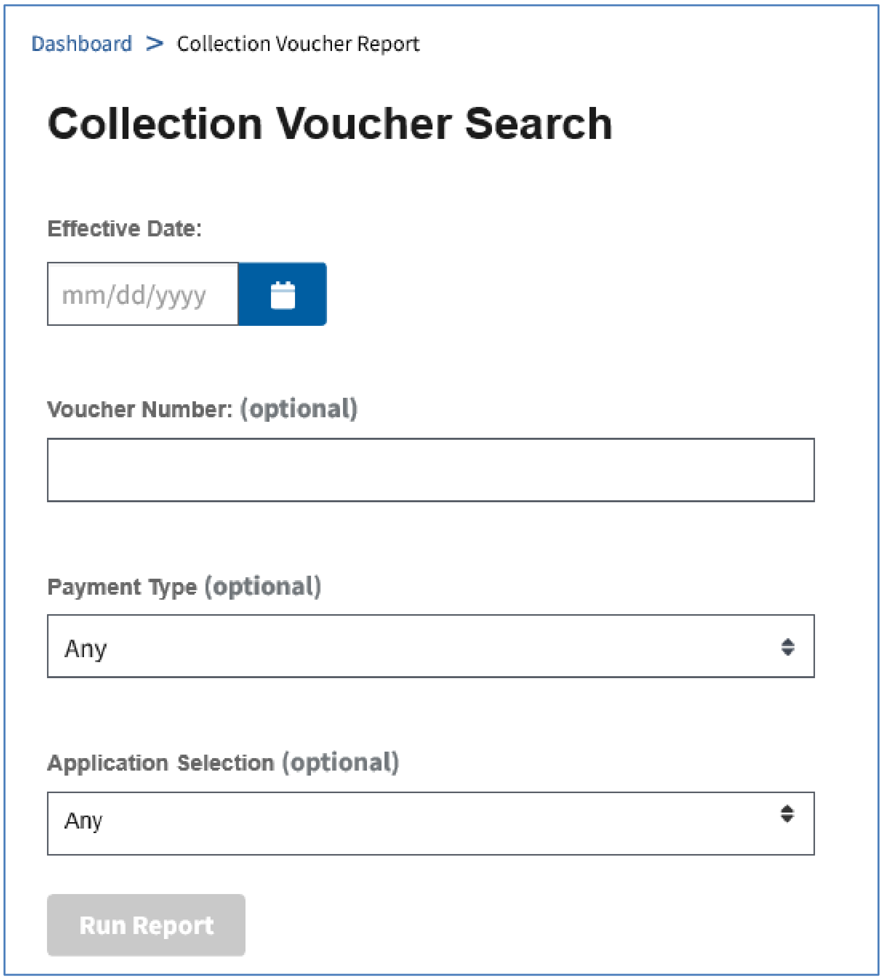


Table 14: Collection voucher search criteria

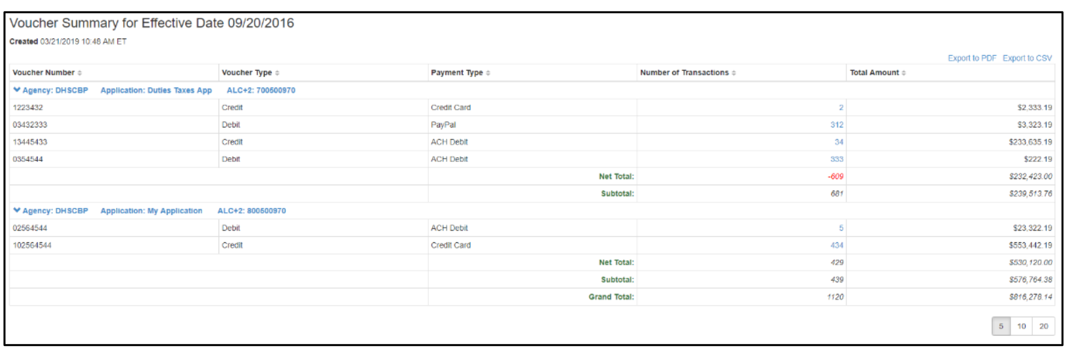
Criteria Field	Instructions	Use
Effective Date Required.	Select or enter the date when the voucher became effective. The effective date can be any date in the previous 18 months.	Must be selected. Used alone or combined with other criteria.
Voucher Number Optional.	Enter a specific voucher number that you want information on. If no voucher number is selected, all vouchers for the effective date will be included in the report.	Can be used with all other criteria.
Payment Type Optional	Select a payment type from the drop-down list. Only payment types accepted by your agency are listed.	Can be used with all other criteria.

Criteria Field	Instructions	Use
	The default is any, which will include all payment types in the report. Choices can include: • Any • ACH • Credit Card (includes Debit Card) • PayPal • Venmo	
Application Selection Optional	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it.	Can be used with all other criteria.
Run Report	Click the button to run the report. The button is disabled until a value is entered or selected for at least the Effective Date field.	

12.2 Collection Voucher Summary Report

The Voucher Summary report lists the vouchers and voucher amounts, for the effective date searched, grouped by agency and collection application. Depending on the search criteria, multiple vouchers may be listed.

Figure 26: Sample Voucher Summary report for an effective date



Voucher Summary for Effective Date 09/20/2016

Created 03/21/2019 10:48 AM ET

Export to PDF Export to CSV

Voucher Number	Voucher Type	Payment Type	Number of Transactions	Total Amount
Agency: DHSCBP Application: Duties Taxes App ALC+2: 700500970				
1223432	Credit	Credit Card	2	$2,333.19
03432333	Debit	PayPal	312	$3,323.19
13445433	Credit	ACH Debit	34	$233,635.19
0354544	Debit	ACH Debit	333	$222.19
		Net Total:	-609	$232,423.00
		Subtotal:	681	$239,513.76
Agency: DHSCBP Application: My Application ALC+2: 800500970				
02564544	Debit	ACH Debit	5	$23,322.19
102564544	Credit	Credit Card	434	$553,442.19
		Net Total:	429	$530,120.00
		Subtotal:	439	$576,764.38
		Grand Total:	1120	$816,278.14

5 10 20

Table 15: Voucher Summary columns

Column or Label	Description
Voucher Number	The voucher number, grouped by collection application.

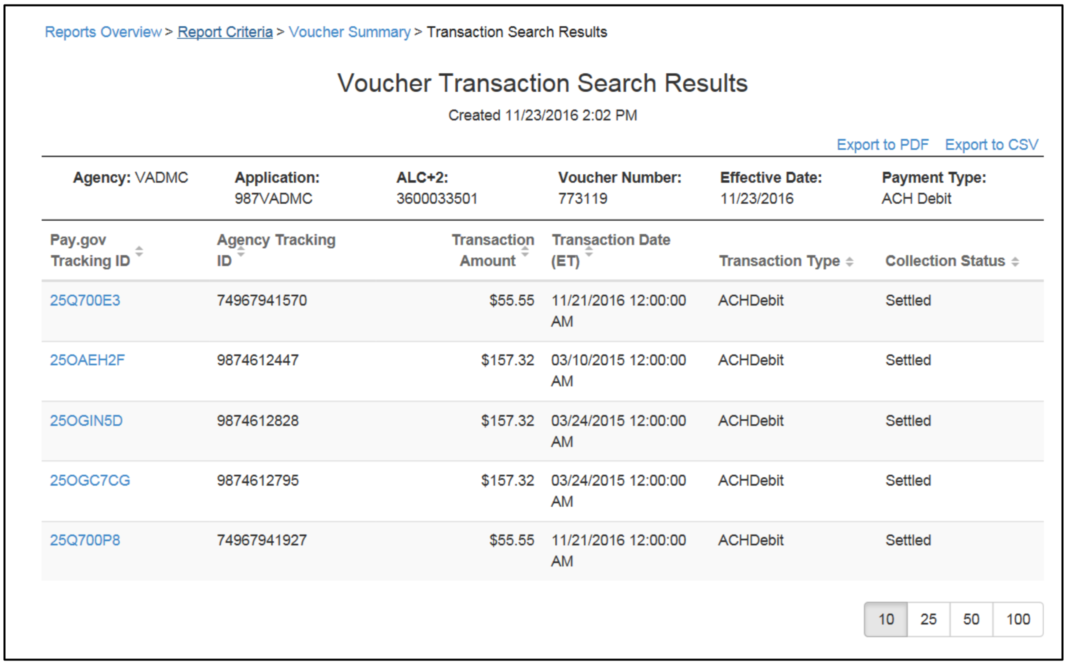
Column or Label	Description
Voucher Type	Whether the voucher is a credit or debit voucher, grouped by collection application.
Payment Type	The payment type (method) of the transactions included in the voucher.
Number of Transactions	The total number of transactions included in the voucher. If your role permits, click on the number to view a list of the transactions.
Net Total	The count and amount in the row are the result of credits minus debits.
Total Amount	The total dollar amount of all transactions included in the voucher.
Subtotal	The total number of transactions and their total dollar amount for all transactions included in the voucher (debits and credits).
Grand Total	The total number of transactions and the total dollar amount for all vouchers listed in the report (debits and credits).

12.2.1 Voucher Transaction Search Results

The Voucher Transaction Search Results report opens when you click on the number in the Number of Transactions column.

It displays summary information about the individual transactions included in the voucher, including their Pay.gov and Agency tracking IDs.

Figure 27: Voucher Transaction Search Results


Reports Overview > Report Criteria > Voucher Summary > Transaction Search Results

Voucher Transaction Search Results

Created 11/23/2016 2:02 PM

Export to PDF Export to CSV

Agency: VADMC	Application: 987VADMC	ALC+2: 3600033501	Voucher Number: 773119	Effective Date: 11/23/2016	Payment Type: ACH Debit

Pay.gov Tracking ID	Agency Tracking ID	Transaction Amount	Transaction Date (ET)	Transaction Type	Collection Status
25Q700E3	74967941570	$55.55	11/21/2016 12:00:00 AM	ACHDebit	Settled
25OAEH2F	9874612447	$157.32	03/10/2015 12:00:00 AM	ACHDebit	Settled
25OGIN5D	9874612828	$157.32	03/24/2015 12:00:00 AM	ACHDebit	Settled
25OGC7CG	9874612795	$157.32	03/24/2015 12:00:00 AM	ACHDebit	Settled
25Q700P8	74967941927	$55.55	11/21/2016 12:00:00 AM	ACHDebit	Settled

10 25 50 100

Table 16: Agency and voucher information for a Voucher Transaction Search Results report

Column or Label	Description
Agency	Your agency name in Pay.gov
Application	Your agency collection application
ALC+2	You're Agency Location Code with the two-digit suffix assigned by Pay.gov.
Voucher Number	The number assigned to the voucher that includes the listed transactions.
Effective Date	The effective date of the voucher.
Payment Type	The payment method (type) used for the listed transactions.

Table 17: Transaction information for a Voucher Transaction Search Results report

Column or Label	Description
Pay.gov Tracking ID	The ID assigned to the transaction by Pay.gov. Click on the ID to open that transaction's detail information.
Agency Tracking ID	The ID assigned to the transaction by your agency.
Transaction Amount	The dollar amount of the transaction.
Transaction Date	The date and time the transaction occurred.

Column or Label	Description
Submitted Payment Date	If available, shown only for cash flow applications using Collections API. The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Type	The transaction type, such as ACH Debit, Credit Card.
Collection Status	The status of the collection associated with the transaction (see Table 18).

Table 18: Voucher Transaction Search Results collection status

Collection Status	Definition
Cancelled	Transaction has been canceled (ACH). For recurring payments, remaining transactions are canceled.
Denied	Transaction denied by the processor (PayPal).
Failed	Transaction could not be processed due to a problem with the payment data or insufficient funds (ACH, Credit/Debit Card). For recurring payments, one of the transactions in the series could not be processed.
Received	Transaction has been received by Pay.gov and will be forwarded to the processor for settlement (ACH, Credit/Debit Card, PayPal). For recurring payments, the status until all payments have been made. For deferred payments, the status until payment is sent for settlement.
Retired	Transaction not completed and returned (ACH).
Scheduled	Transaction in a series of scheduled payments (ACH, Credit/Debit card).
Settled	Transaction complete and entry made in the CIR (ACH, Amazon Pay, Mobile/Ecommerce, PayPal). For recurring payments, last payment has been made.
Submitted	Received for processing (PayPal, Mobile / eCommerce).

Collection Status	Definition
Success	Transaction complete (PayPal). Transaction authorized, data correct and funds available (Credit/Debit Card).

12.2.2 Voucher Transaction Detail

Click a transaction's Pay.gov Tracking ID to see the transaction's detail.

The detail differs depending on the payment type, but it provides additional information about the transaction and its status.

Figure 28: Sample ACH Debit transaction detail

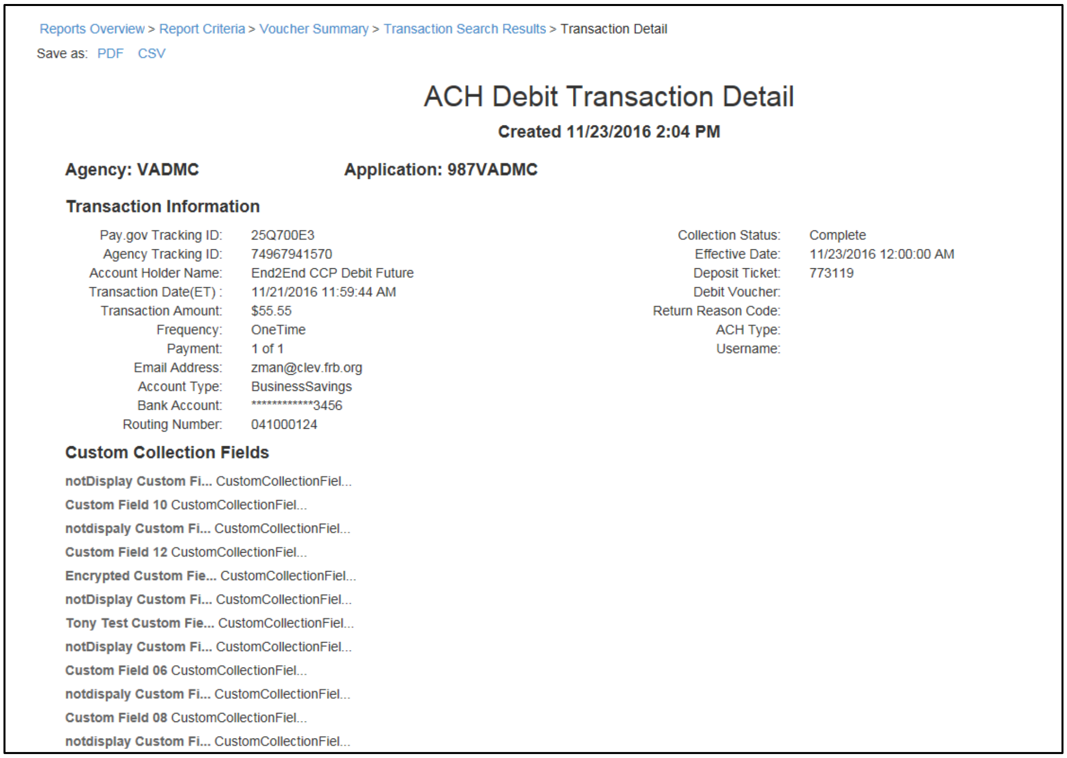


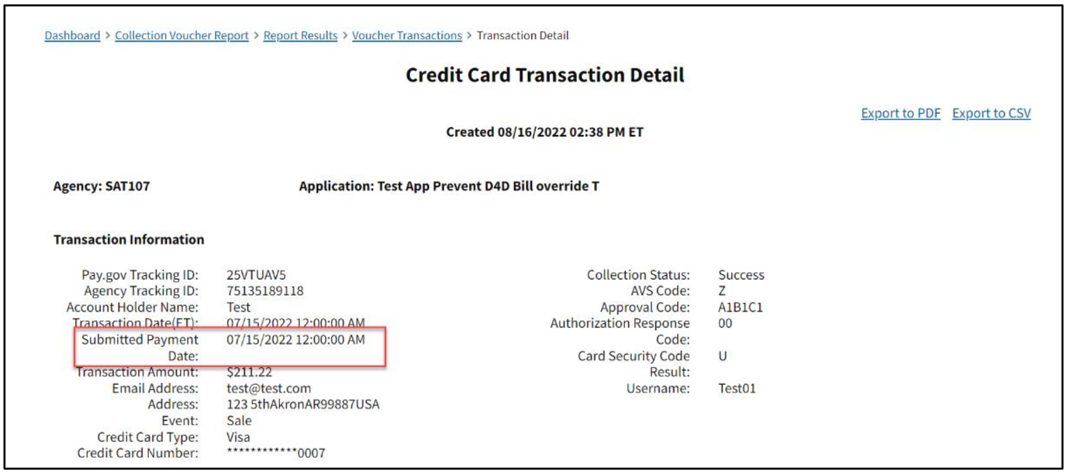
Table 19: ACH Debit Transaction Detail fields

Field	Description
Account Holder Name	The full name of the individual or entity having the credit card account used for the transaction.
Address	The billing address for the plastic card account.
Agency Tracking ID	The ID assigned to the transaction by your agency.
Approval Code	An alphanumeric code assigned by the card issuer to identify the approval for the authorization request.

Field	Description
Authorization Response Code	The numbers generated by an issuing bank for the purpose of validating a credit card whenever it is approved in the sale of a good or a service.
AVS Code	The Address Verification Code (AVS) shows whether or not the billing address supplied with the transaction matches the address on file with the card issuer. Shown if your cash flow application is configured to use AVS.
Card Security Code Result	A code indicating if the credit card security code (CSC, CVV. CVV2) provided with an online transaction is valid. The result indicates if: • the code matches the information on file at the bank (M) • the code does not match (N) • the code is not verified by the issuing bank (U) • the code was not provided with the transaction (I) • the card issuer does not use card verification (S) • the type of transaction does not support card verification (A) • checks were skipped for this transaction (B)
Collection Status	The status of the collection associated with the transaction (see Table 18).
Credit Card Number	The masked credit card number with only the last four digits visible.
Credit Card Type	The brand of credit card used (Visa, MasterCard, etc.).
Email Address	The card holder's email address supplied with the transaction.
Event	The type of plastic card transaction, such as Sale or Authorization.
Pay.gov Tracking ID	The ID assigned to the transaction by Pay.gov.
Submitted Payment Date	If available, shown only for cash flow applications using Collections API.

Field	Description
	The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Amount	The dollar amount of the transaction.
Transaction Date	The date and time the transaction occurred.
Username	The username of the person/entity that submitted the transaction.

Figure 29: Sample Credit Card Transaction Detail



> *Important!* Submitted Payment Date (highlighted) shown only for cash flow applications using Collections API.

Table 20: Credit card transaction detail fields

Field	Description
Account Holder Name	The full name of the individual or entity having the credit card account used for the transaction.
Address	The billing address for the plastic card account.
Agency Tracking ID	The ID assigned to the transaction by your agency.
Approval Code	An alphanumeric code assigned by the card issuer to identify the approval for the authorization request.
Authorization Response Code	The numbers generated by an issuing bank for the purpose of validating a credit card whenever it is approved in the sale of a good or a service.
AVS Code	The Address Verification Code (AVS) shows whether or not the billing address supplied with the

Field	Description
	transaction matches the address on file with the card issuer. Shown if your cash flow application is configured to use AVS.
Card Security Code Result	A code indicating if the credit card security code (CSC, CVV. CVV2) provided with an online transaction is valid. The result indicates if: • the code matches the information on file at the bank (M) • the code does not match (N) • the code is not verified by the issuing bank (U) • the code was not provided with the transaction (I) • the card issuer does not use card verification (S) • the type of transaction does not support card verification (A) • checks were skipped for this transaction (B)
Collection Status	The status of the collection associated with the transaction (see Table 18).
Credit Card Number	The masked credit card number with only the last four digits visible.
Credit Card Type	The brand of credit card used (Visa, MasterCard, etc.).
Email Address	The card holder's email address supplied with the transaction.
Event	The type of plastic card transaction, such as Sale or Authorization.
Pay.gov Tracking ID	The ID assigned to the transaction by Pay.gov.
Submitted Payment Date	Shown only for cash flow applications using Collections API. The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Amount	The dollar amount of the transaction.

Field	Description
Transaction Date	The date and time the transaction occurred.
Username	The username of the person/entity that submitted the transaction.

12.2.3 eMail Address Valid Characters

Valid characters have been expanded to allow the following special characters:

<table>
<tr><td>#</td><td>?</td></tr>
<tr><td>$</td><td>^</td></tr>
<tr><td>&</td><td>_</td></tr>
<tr><td>‘</td><td>`</td></tr>
<tr><td>*</td><td>{</td></tr>
<tr><td>+</td><td>|</td></tr>
<tr><td>-</td><td>}</td></tr>
<tr><td>/</td><td>~</td></tr>
<tr><td>=</td><td></td></tr>
</table>

13 Collections API Exception Report

The Collections API Exception Report lists transactions that failed during Pay.gov processing. For example, a transaction will fail if it has the same (duplicate) Agency Tracking ID as another transaction's already in Pay.gov's system, including transactions entered through the Trusted Collections Service (TCS) or Hosted Collection Pages (HCP).

> ***Note:*** Account Holder detail fields for Plastic Card Force and Voids in the Exceptions report will be blank.
> The Agency Tracking ID for the original transaction will display and can be used to look up the original transaction using Transaction Search.

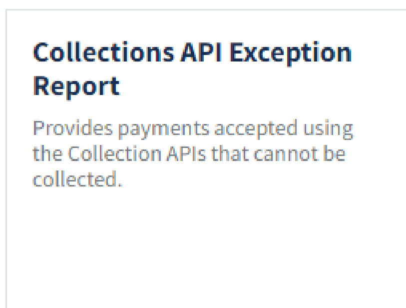
13.1 Report Access

The roles that can access the report are

- ACS
- ROA

1. Select the report from the reports list

Figure 30: Collections API Exception Report tile



2. Enter or select at least the date range.
3. Click Run Report.

13.2 Entering Search Criteria

You can search for exceptions by

- Transaction Date Range

You can limit your search to return:

- Payment Type
- Application (cash flow application)

Figure 31: Collections API Exception Report search page

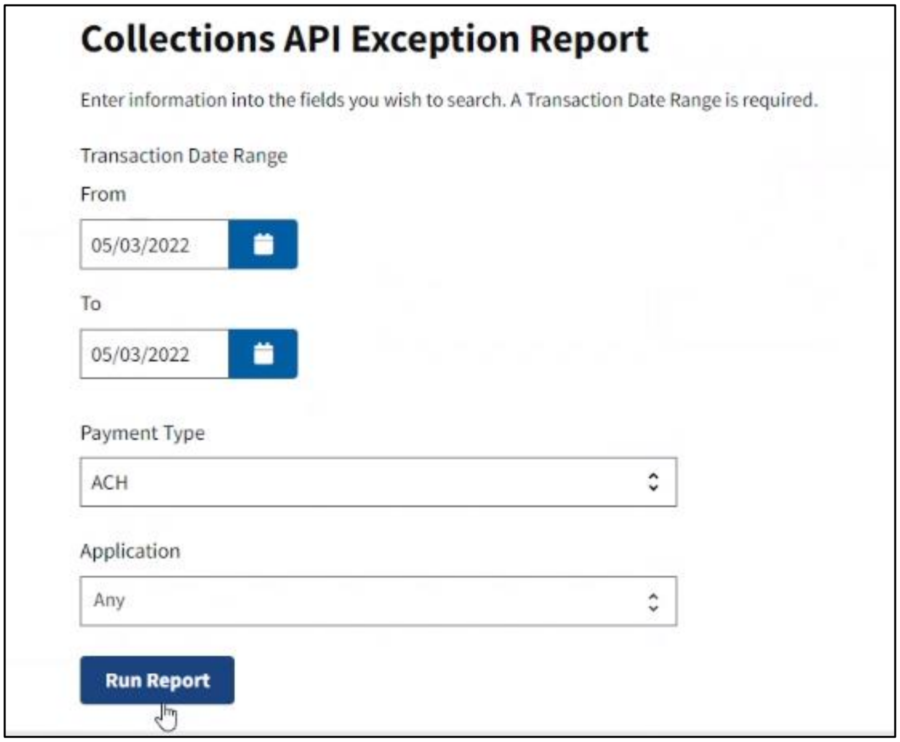


Table 21: Collections API Exception Report search criteria

Criteria Field	Instructions	Use
Transaction Date Range From/To Required.	Enter a date range. Both From and To must have a date. The default is today's date. The range must be 31 days or less	Used alone or combined with other criteria.
Payment Type Optional.	Select a payment type (default is any). You are allowed only one choice. Payment types listed may be limited to the types your agency accepts. If none is selected, all payment types allowed for your agency application(s) will be returned in the report. In general, the payment types available are: • Any (default) • ACH • Credit Card (includes debit cards)	Can be combined with all other criteria.

Criteria Field	Instructions	Use
Application Optional,	Select your cash flow application from the dropdown list. Click inside the field, then check the box to add an application to the search criteria. You can select multiple applications The default is Any to see results for all your cash flow applications.	Can be combined with all other criteria.
Run Report	Click to run the report. The button is disabled until at least the transaction date range is entered.	

Figure 32: Example Collections API Exception Report

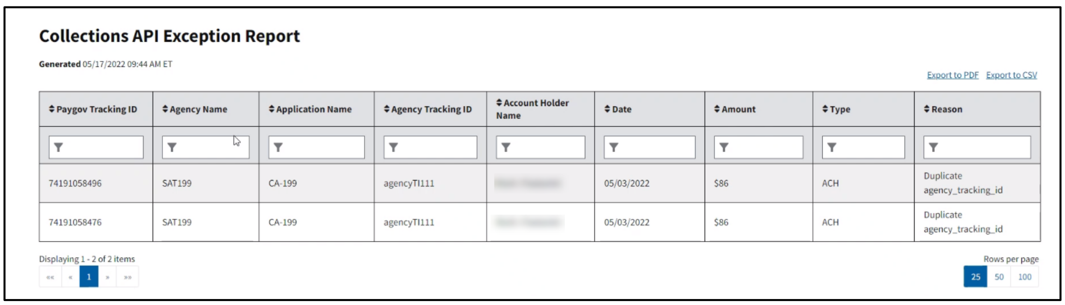


Table 22: Collections API Exception Report columns

Column	Description
Pay.gov Tracking ID	The tracking id Pay.gov assigned to the transaction.
Agency Name	Your agency name in Pay.gov.
Application Name	The name of your agency's cash flow application.
Agency Tracking ID	The Agency Tracking ID assigned to the transaction.
Account Holder Name	The name of the individual having the Pay.gov account used to enter the transaction.
Date	Date the transaction was created.
Amount	The dollar amount of the transaction.
Type	The payment type of the transaction. For example ACH.
Reason	The reason the transaction failed.

14 Collections Search Download

The Collections Search CSV Download is used to download two comma separated values (CSV) files. These files provide summary and detailed information on the transactions specified by your search. The csv files are optimized for direct import into your agency system or import into a spreadsheet.

See section 4.4.5 for an explanation of a csv file.

A report may include ACH Debit, credit and debit card, and digital wallet transactions.

14.1 Report Data Source

Data in the Collections Search CSV Download report is from Pay.gov's Near-line Database Extract. As a result, the report may not display data for transactions occurring within the preceding hour. For example, ACH data is refreshed hourly, so data settled, retired, or entered within the last hour may not be available.

For ACH transactions, in the unlikely event the payment amount of a deferred or recurring ACH Debit transaction was modified, the report will not show the updated transaction amount until the business day before it settles.

Depending on the search criteria, the report can include ACH Debit, ACH Pre-notification, plastic card (credit and debit card) and digital wallet data along with corresponding custom collection fields.

14.2 Report Access

The roles that can access the report are

- COS
- COE
- ROA
- ACS

14.3 Entering Search Criteria

You can search by

- Transaction Date Range

You can limit your search to return

- Payment Type (method)
- Collection Status
- Application

1. Select the report from the reports list
2. Enter or select at least the date range.
3. Click Run Report.

Figure 33: Collections download CSV search criteria

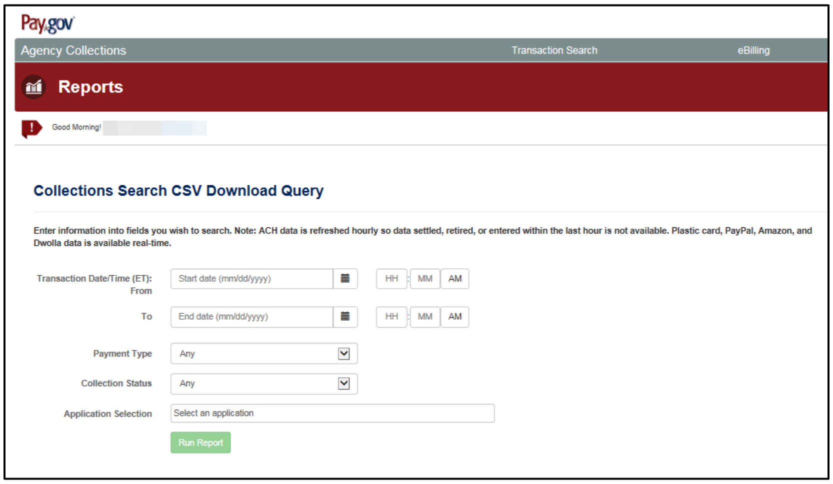


Table 23: Collections download search criteria

Criteria Field	Instructions	Use
Transaction Date/Time (ET)From/To Required.	Enter a date range. Both From and To must have a date. The To field defaults to today's date. The range must be 31 days or fewer. After a date is entered, you can specify a time range when the transaction was created. Both the date and time must be Eastern Time. For example, a transaction submitted at 11:00 pm Pacific Time on January 2 was actually created at 2 am Eastern Time on January 3.	Used alone or combined with other criteria.
Payment Type Optional.	Select a payment type (default is Any). You are allowed only one choice. Payment types listed may be limited to the types your agency accepts. If none is selected, all payment types allowed for your agency application(s) will be returned in the report. In general, the payment types available are:	Can be combined with all other criteria.

Criteria Field	Instructions	Use
	• Any (default) • ACH • Credit Card (includes debit cards) • PayPal (includes Venmo)	
Collection Status Optional.	Available only if a Payment type is selected. If no payment type is selected, the Collections status is automatically Any and cannot be changed. Select a status from the dropdown list. The statuses available change according to the payment type selected. See Table 24.	Can be combined with all other criteria.
Application Selection Optional,	Select your application from the dropdown list. Click inside the field, then click on the application name. You can select multiple applications. Click on each one individually to add it to the search criteria. If no application is selected the report will include results for all your agency applications.	Can be combined with all other criteria.
Run Report	Click to run the report. The button is disabled until at least the transaction date range is entered.	

Table 24: Payment type collection status

Payment Type	Status
ACH	• Any • Canceled • Failed • Received • Retired

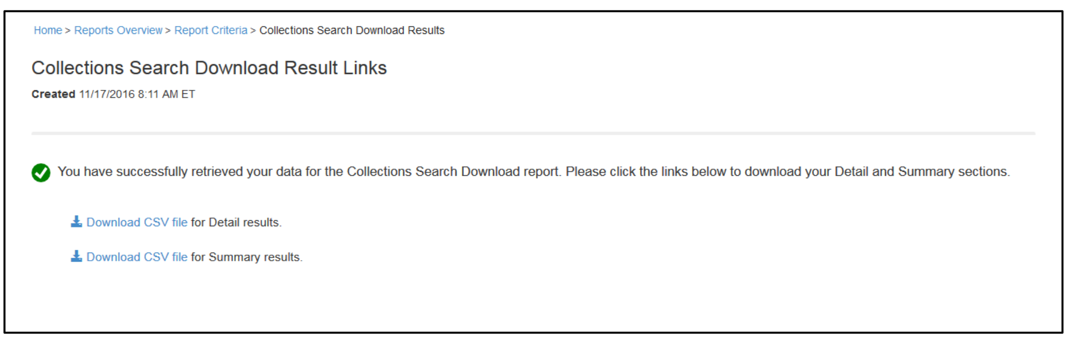
Payment Type	Status
	• Settled
Credit Card (includes Debit Card)	• Any • Canceled • Failed • Received • Scheduled (for recurring plastic card transactions) • Success
PayPal (includes Venmo)	• Any • Denied • Disputed • Received • Settled • Submitted

14.4 Report links

After clicking Run Report, you are presented with links to two CSV files: detail results and summary results. Clicking a link downloads the corresponding file, which can be imported to your system or opened in a spreadsheet. No PDF or other file format is available for download.

> Note: To automatically open a CSV file in a spreadsheet, csv files must be associated with the spreadsheet program.
> Because the details and summary are in different files, each file must be imported into a worksheet separately. For example, the detail file would be imported into sheet 1 and the summary file would be imported into sheet 2.

Figure 34: Collections search csv file download links



14.5 CSV File Examples

The csv file examples below have been opened in Microsoft Excel spreadsheets.

Columns in the reports are in the same order as the columns in collection report previously provided by Pay.gov. You may import the files into existing spreadsheet templates that you used for the earlier report. Any macros set up for your spreadsheet templates should still be usable.

Note: The csv files do not include any formatting. Formatting can only be added in your spreadsheet.

14.5.1 Summary Collections CSV File

It is suggested that you download the summary file first.

Figure 35: CSV summary file opened in a spreadsheet

	A	B	C	D	E	F	G	H	I	J	K	L
1	Collections Search Download Summary Results 11/17/2016 08:15 AM ET											
2												
3	Credit Card Totals											
4												
5	Summary	Success		Failed		Sales/Forces		Voids		Credits		
6	app_2001	1		0		1	111.11	0	0	0	0	
7												
8	ACH Totals											
9												
10	Summary	Received		Failed		Canceled		Settled		Retired		
11	app_2001	0	0	0	0	0	0	0	0	0	0	
12												
13	PayPal Totals											
14												
15	Summary		Credits		Debits		Pending		Disputes			
16	app_2001	0	0	0	0	0	0	0	0			
17												
18	Dwolla Totals											
19												
20	Summary		Credits		Debits							
21	app_2001	0	0	0	0							
22												
23	Amazon Totals											
24												
25	Summary		Credits		Debits							
26	app_2001	0	0	0	0							
27												

14.5.2 Detail Collections CSV File

It is suggested that your download the detail file after the summary file.

The detail file groups transactions by application and then in ascending chronological order. The following data is included:

- Agency name
- Application name
- ALC+2
- Pay.gov Tracking ID
- Agency Tracking ID
- Account holder name

- Transaction date
- Transaction amount
- Effective date
- Payment type
- Collection status
- Any custom collection field names and values
- Transaction-level TAS/BETC values are included.

The report may include information required by international ACH transactions when needed

Figure 36: CSV detail file opened in a spreadsheet

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Collections Search Download Detail Results 11/17/2016 08:15 AM ET																	
Agency	Application	ALC+2	Pay.gov Tracking ID	Agency Tracking ID	Account Holder Name	Transaction Date (ET)	Transaction Amount	Effective Date	Payment Type	Collection Status	CCF #1 Name	CCF #1 Value	CCF #2 Name	CCF #2 Value	CCF #3 Name	CCF #3 Value	CCF #4 N
full_name_for_3001	app_2001	101	250NQTM0	222222	Chuck Testguy	11/17/2016 8:10	111.11	11/17/2016	Credit Card	Success	my ccf field1						

14.6 Refunds

"-CR" appended to a Payment Type in the Detail Collections CSV report designates a refund. Examples are

- Credit Card-CR
- PayPal-CR

14.7 Errors and Known Issues

1. If too many results are returned an error message will appear or be on the report. A maximum of 16,000 results are allowed in a file.
2. In the detail report, your agency custom collection fields are always masked if they have been encrypted in the transaction.
3. Reports may show a plastic card count that is greater than the number of transactions for the same date as shown in the Financial Summary Results – Daily report. This occurs when multiple cards are used to complete a single transaction. For example, if the daily summary shows ten transactions and three cards were used to complete one of them, the card count on the report would be twelve. In any case, the dollar amounts of the two reports will balance.
4. The Reversal Reason field may display a value if your application has enabled the option to automatically decline credit card transactions when an Address Verification Service (AVS) or Card Security Code (CSC or CVV2) check fails. The automatic decline results in Pay.gov attempting to reverse the transaction in order to remove the hold placed against the card account's available credit. The value in the field shows which check – AVS or CSC – failed.
   For example, the plastic card processor authorizes a credit card transaction, but the AVS check fails because the billing address was entered incorrectly. Pay.gov declines the transaction and attempts to reverse it. The reason the reversal was initiated (AVS) is displayed in the Reversal Reason field.
5. The Reversal Status field shows any Pay.gov reversal attempt, which may or may not be successful. Statuses are Reversed or Failed. The field is blank if no reversal was attempted.

15 Company Profile User Access Report

The Company Profile User Access Report allows you to view a list of users assigned to each company profile.

The roles that can access the report are

- CPA

15.1 Entering Search Criteria

You can search by

- Application Status
- Agency application
- Company ID
- User name

1. Select the report from the reports list.
2. Enter at least one search criteria.
3. Click Run Report.

Figure 37: Company Profile User search

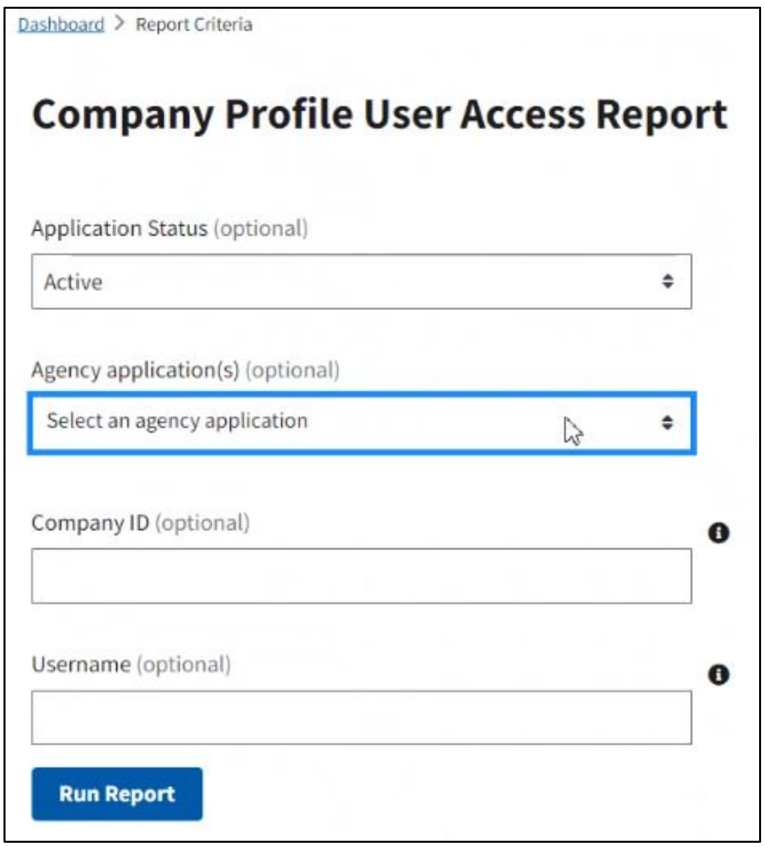
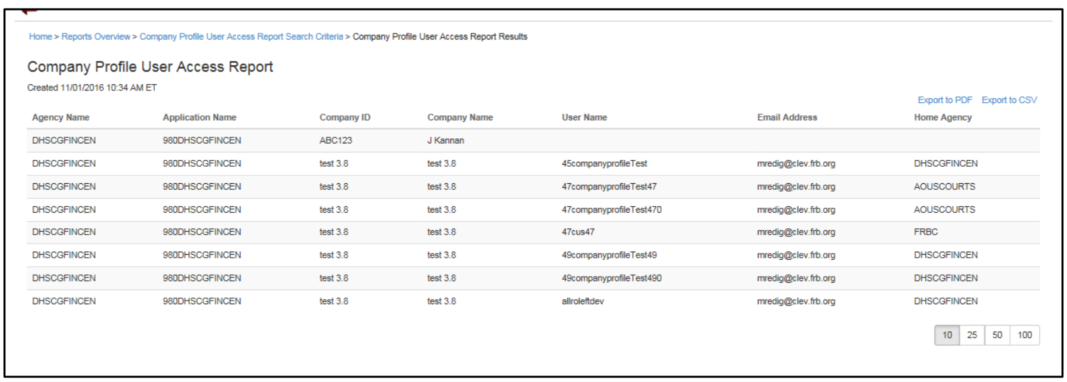


Table 25: Company Profile User search criteria

Criteria Field	Instructions	Use
Application Status Optional	Select the status for the application(s) you want to see in the report. Status choices are: • **All** (default) — include all or selected applications regardless of status. • **Active** — include only active applications. • **Inactive** — include only inactive applications.	Used alone or combined with any other criteria.
Agency Application(s) Optional	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it. To select multiple applications, click on one at a time. If no applications are selected the report will include summary information for all your agency applications.	Used alone or combined with any other criteria.
Company ID Optional	Enter at least the first letter of the company ID.	Used alone or combined with any other criteria.
User Name Optional.	Enter a specific username.	Used alone or combined with any other criteria.

Figure 38: Example Company Profile User Access report


Home > Reports Overview > Company Profile User Access Report Search Criteria > Company Profile User Access Report Results

Company Profile User Access Report

Created 11/01/2016 10:34 AM ET

Export to PDF Export to CSV

Agency Name	Application Name	Company ID	Company Name	User Name	Email Address	Home Agency
DHSCGFINCEN	980DHSCGFINCEN	ABC123	J Kannan			
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	45companyprofileTest	mredig@clev.frb.org	DHSCGFINCEN
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	47companyprofileTest47	mredig@clev.frb.org	AOUSCOURTS
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	47companyprofileTest470	mredig@clev.frb.org	AOUSCOURTS
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	47cus47	mredig@clev.frb.org	FRBC
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	49companyprofileTest49	mredig@clev.frb.org	DHSCGFINCEN
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	49companyprofileTest490	mredig@clev.frb.org	DHSCGFINCEN
DHSCGFINCEN	980DHSCGFINCEN	test 3.8	test 3.8	allroleftdev	mredig@clev.frb.org	DHSCGFINCEN

10 25 50 100

Table 26: Company Profile User Access report columns

Column	Description
Agency Name	Your agency name in Pay.gov.
Application Name	The name of your agency's form application.
Company ID	The ID assigned to the company.
Company Name	The company's name.
User Name	Pay.gov username assigned to the company.
Email Address	The email address of the user.
Home Agency	The agency assigned to the user when they were created.

16 Company Profile Values

The Company Profile Values report allows you to view data about the profile and the values assigned for up to three application-level scope fields for a single application. Values for encrypted fields will be displayed as a row of asterisks

The roles that can access the report are

- CPA

16.1 Entering Search Criteria

You can search by

- Application Status
- Agency Application

You can expand the results to include

- Additional demographic data about the company.

1. Optional — Select the application status (optional).
2. Select one or more agency applications.
3. Optional — Check the box to Include Company Profile Demographic Data.
4. Click Run Report.

Figure 39: Company Profile Values search

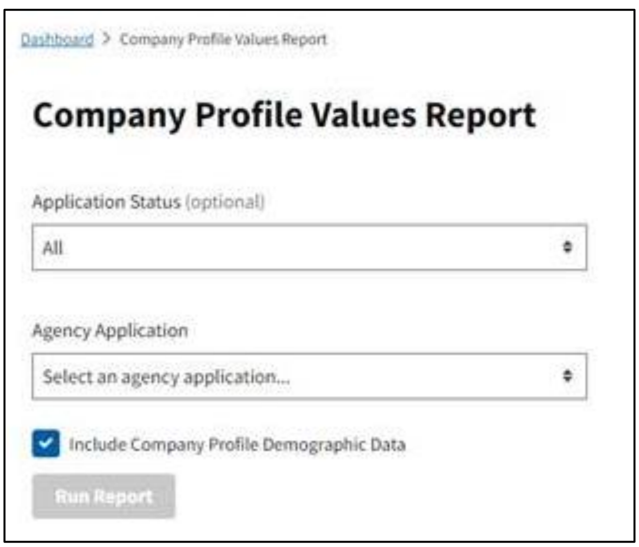


Table 27: Company Profile Values search criteria

Criteria Field	Instructions	Use
Application Status Optional	Select the status for the application(s) you want to see in the report. Status choices are: • **All** (default) — include all or selected applications regardless of status. • **Active** — include only active applications. **Inactive** — include only inactive applications.	Used alone or combined with any other criteria.
Agency Application(s) Required	Select your application from the list. Click inside the field to see the list, then click on the application name to select it. To select multiple applications, click on one at a time.	Used alone or combined with any other criteria.
Include Company Profile Demographic Data Optional	Check the box to have the report include company demographic data such as the address.	Must be combined with Agency Application.

16.2 Company Profile Values Results Report

Figure 40: Company Profile Values report

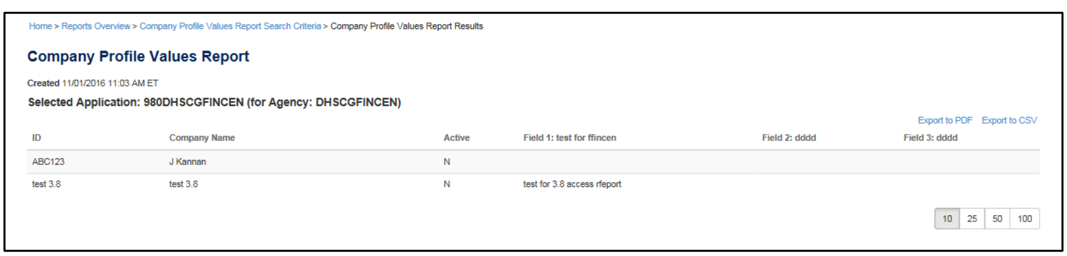


Figure 41: Company Profile Values report with demographic data.

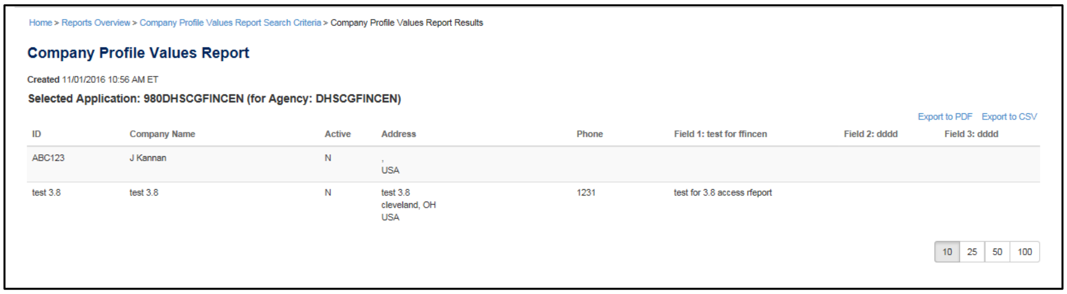


Table 28: Company Profile Value report columns

Column	Description
ID	The company ID.
Company Name	The name of the company
Active	Whether the profile is active, yes or no.
Address (demographic)	The address the email was sent to.
Phone (demographic	The date Pay.gov sent the email.
Field 1 – 3 …	Application-level scope fields your agency can assign to the profile.

17 Email Exceptions

If requested by your agency, Pay.gov can send email notices to your customers and to your agency. Pay.gov can

- Send ebilling notices to customers on your agency's behalf informing them that an ebill is available.
- Send email notices to your agency when an ebill is paid.
- Send email notices to your agency when a form hosted on Pay.gov has been submitted.

Pay.gov tracks the delivery of these emails. If undeliverable, information about the email is made available in the Email Exceptions report. The report tells you

- Who the email was sent to
- Why the email was not deliverable
- The kind of delivery problem, temporary or permanent.

You can then follow up on the delivery failures.

For example, a notice of a new ebill is sent to a customer's email address. The address is no longer valid. Pay.gov receives notice that the email is not deliverable (bounceback) and makes that information available in the report.

Pay.gov does not directly notify your agency about undelivered email. That information is available only in the report.

> ***Note:*** eMail sent by your agency, instead of Pay.gov, is not tracked and is not included in the report.

The roles that can access the report are

- COS
- COE
- ROA
- ACS

17.1 Entering Search Criteria

You can search by

- When the email was sent to the customer
- When notice of the email exception was receive by Pay.gov

You can limit your search to return

- Only exceptions for billing emails or only forms submission emails
- The type of email sent (bill notice, access code, agency notification of form submission).
- Only exceptions for a specific application

> ***Note:*** Search criteria is not saved. If you run a report and then go back to entering criteria, none of the criteria you used is entered for the search; only the defaults are selected.

1. Select the report from the reports list.
2. At the least, enter either of the date ranges.
3. Click Run Report.

Figure 42: Email Exceptions Query

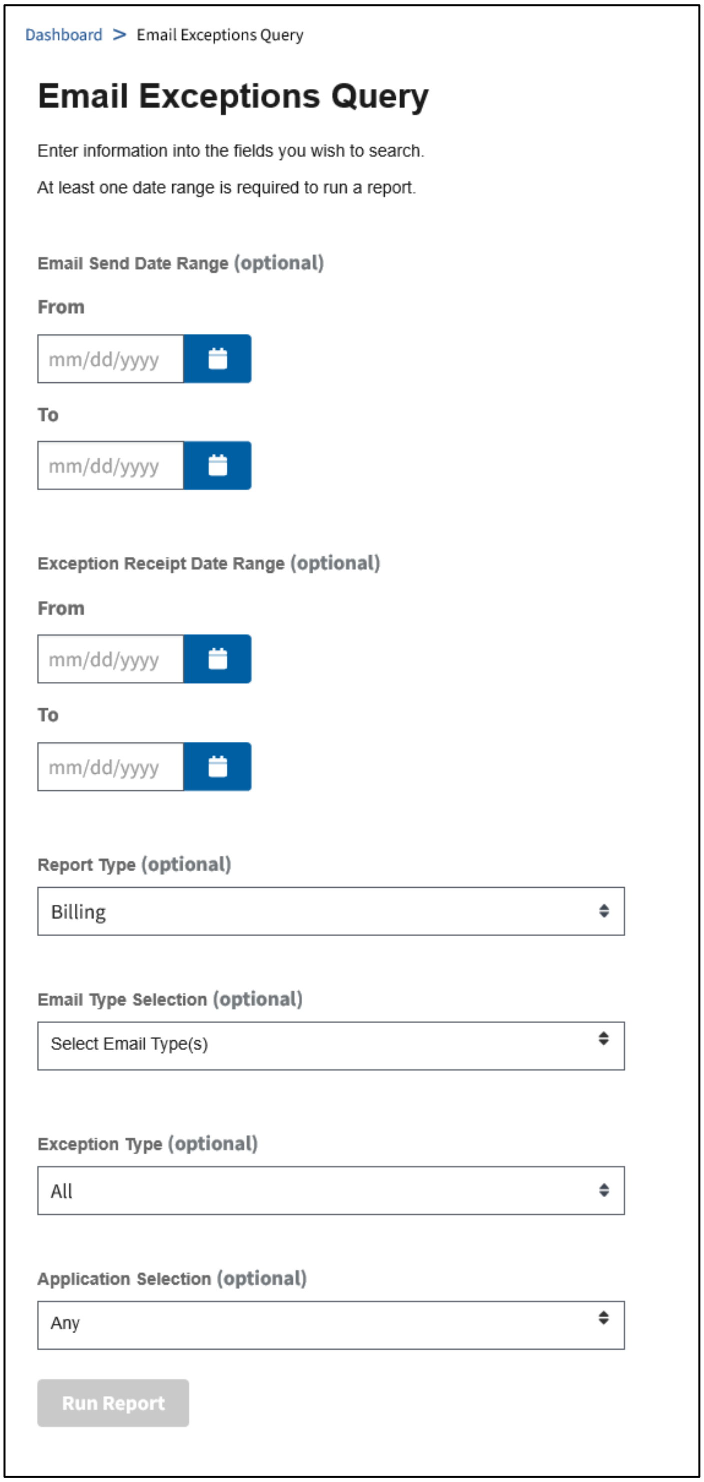


Table 29: Email Exceptions search criteria

Criteria Field	Instructions	Use
Email Send Date Range From – To Required if Exception Received Date Range is not used. Otherwise, optional.	Enter a date range when the exception email could have been sent to the customer. Both the From and To dates must be entered. The dates must be Eastern Time.	Used alone or combined with any other criteria including Exception Received Date Range.
Exception Received Date Range From – To Required if Email Send Date Range is not used. Otherwise, optional.	Enter a range of dates when the exception bounceback notification could have been received by Pay.gov. Enter a date range. Both From and To must have a date. To defaults to today's date. Both the dates must be Eastern Time.	Used alone or combined with any other criteria including Email Send Date Range.
Report Type Optional.	Select a report type from the dropdown list. Choices are restricted to the services your agency uses. Possible choices: • Billing • Form Submission	Must be combined with one of the date ranges.

Criteria Field	Instructions	Use
Email Type Selection Optional	Select the type of email to include in the report. Click inside the field to see the list, then click on the email type to select it. Choices are restricted by the report type selected You can select multiple email types. Click on one at a time to select them. If nothing is selected, the report will include all email types. Billing choices: • Access Code Creation • Access Code Resend • Bill Creation • Bill Paid • Bill Reminder Form Submission choices: • Agency Notification Typing in characters limits choices to those containing the characters.	Must be combined with one of the date ranges.
Exception Type Optional.	Select the exception type (temporary or permanent) from the dropdown list. Choices are: • All (default) • 4.XX - Temporary Problem • 5.x.x – Permanent Problem	If used, it must be combined with one of the date ranges.

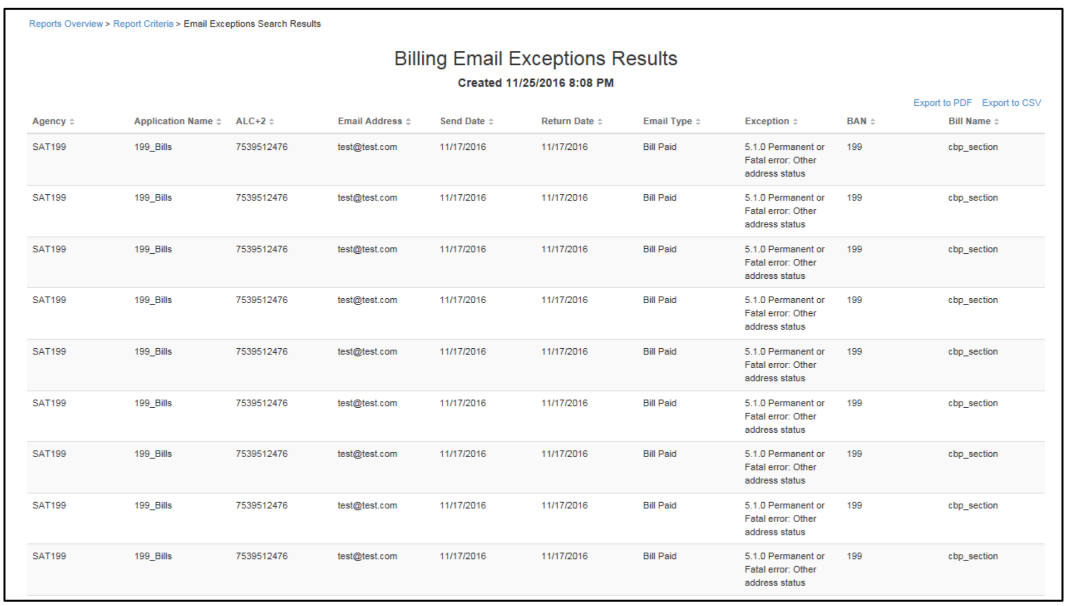
Criteria Field	Instructions	Use
Application Selection Optional.	Select your application from the list. Click inside the field to see the list, then click on the application name to select it. To select multiple applications, click on one at a time. If no applications are selected the report will include all email exceptions for all applications limited to the Report Type selected.	If used, it must be combined with one of the date ranges.
Run Report	Click to run the report. The button is disabled until a value is entered or selected for at least one field.	

17.2 Email Exceptions Report

The Email Exceptions report provides

- Your agency name and application
- The email address and type of the undelivered email
- The type of exception

Figure 43: Sample Email Exceptions Report (bills)



Reports Overview > Report Criteria > Email Exceptions Search Results

Billing Email Exceptions Results

Created 11/25/2016 8:08 PM

Export to PDF Export to CSV

Agency	Application Name	ALC+2	Email Address	Send Date	Return Date	Email Type	Exception	BAN	Bill Name
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section
SAT199	199_Bills	7539512476	test@test.com	11/17/2016	11/17/2016	Bill Paid	5.1.0 Permanent or Fatal error: Other address status	199	cbp_section

Table 30: Email Exceptions report columns

Column	Description
Agency	Your agency name in Pay.gov.
Application Name	The name of your agency's billing or form application.
ALC+2	Your Agency Location Code with the two-digit suffix assigned by Pay.gov.
Email Address	The address the email was sent to.
Send Date	The date Pay.gov sent the email.
Return Date	The date Pay.gov was notified that the email was undeliverable.
Email Type	The type of information the email contains. See Table 29 above.
Exception	A code and short explanation of the type of problem that prevented delivery. Problems can be temporary (4.XX) or permanent (5.XX).
BAN	Billing only. The Billing Account Number assigned to the bill.
Bill Name	Billing only. The name of the bill.

18 Financial Summary Search

The Financial Summary Search Query generates the Financial Summary Monthly Results Report. The report summarizes, by month, all the credits and debits occurring in the date range entered, for your cash flow applications. (You may select one or more applications, or default to all your applications).

Transactions in the report are divided by type, credit or debit, and are grouped by payment method:

- ACH Debit
- ACH Credit
- Credit Card
- Digital Wallet (PayPal and Venmo together)

For each payment method, the report provides the total dollar amount of transactions, and the transaction count occurring during a month.

The report shows, by payment type,

- dollar and count totals for each listed cash flow application
- dollar and count grand totals of all transactions during the date range entered.

Each month listed is hyperlinked to similarly formatted Financial Summary Results – Daily report, which lists, by day, the total number of ACH Debit, ACH Credit, credit card, and digital wallet transactions, their count and their dollar amount totals. Hyperlinks in the count rows open the corresponding Transaction Search Results report for the selected payment method and the selected day.

The roles that can access the report are

- COS
- COE
- ROA
- ACS

18.1 Entering Search Criteria

You can search by

- Effective Period

You can limit your search to return

- Application Status
- One or more applications

1. Select the report from the reports list.
2. Enter or select at least the Effective Period.
3. Click Run Report.

Figure 44: Figure 17: Financial Summary Search Query

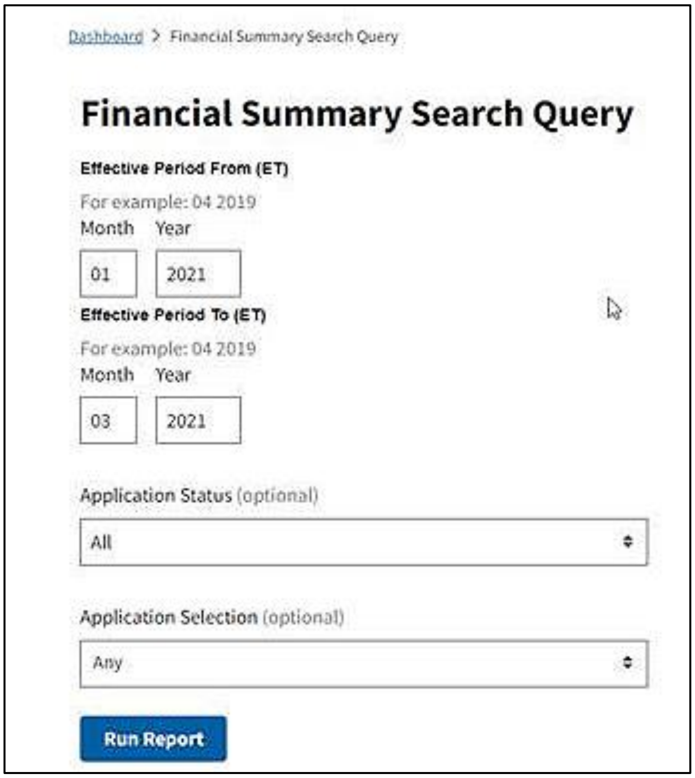


Table 31: Financial Summary search criteria

Criteria Field	Instructions	Use
Effective Period (ET) From – To Required.	Enter a date range. Both From and To must have a date. The default for the To field is today's date. You can only enter dates within the preceding 13 months. After a date is entered, you can specify a time range when the transaction was created. Both the date and time must be Eastern Time. For example, a transaction created at 11:00 pm Pacific Time on January 2nd was actually created at 2 am ET on January 3rd.	Used alone or combined with Application Selection.
Application Status Optional	Select the status for the application(s) you want to see in the report.	Used alone or combined with any other criteria.

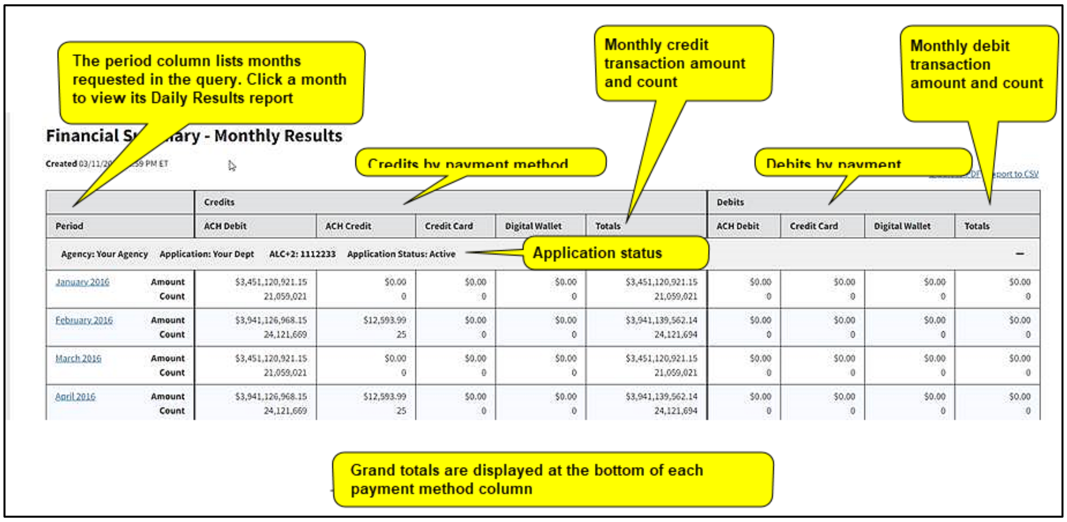
Criteria Field	Instructions	Use
	Status choices are: • **All** (default) — include all or selected applications regardless of status. • **Active** — include only active applications. **Inactive** — include only inactive applications.	
Application Selection Optional.	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it. To select multiple applications, click on one at a time. If no applications are selected the report will include summary information for all your agency applications.	Cannot be used alone. Must be combined with the Effective Period.
Run Report	Click to run the report. The button is disabled until at least the Effective Period From and To dates are entered.	

18.2 Financial Summary - Monthly Results Report

The report shows all transactions grouped by collection application and then by month in the effective period. Transactions occurring in a month are divided into two separate categories: Credits or Debits, and the dollar amount and transaction count is listed under each payment method.

> ***Note:*** Credit denotes transactions and monies paid to an agency. Debit denotes transactions with monies charged against an agency, such as refunds and adjustments. Debits are shown as positive dollar amounts.

Figure 45: Sample Financial Summary - Monthly Result report



> ***Important!*** Amounts and counts in the Credit Card column include both credit cards and debit cards.

Results for each month are displayed in pairs of rows, one for the dollar amount of transactions and the one below for the corresponding transaction count producing that amount.

If a collection application does not allow a payment method, the method's transaction count and amount will be zero.

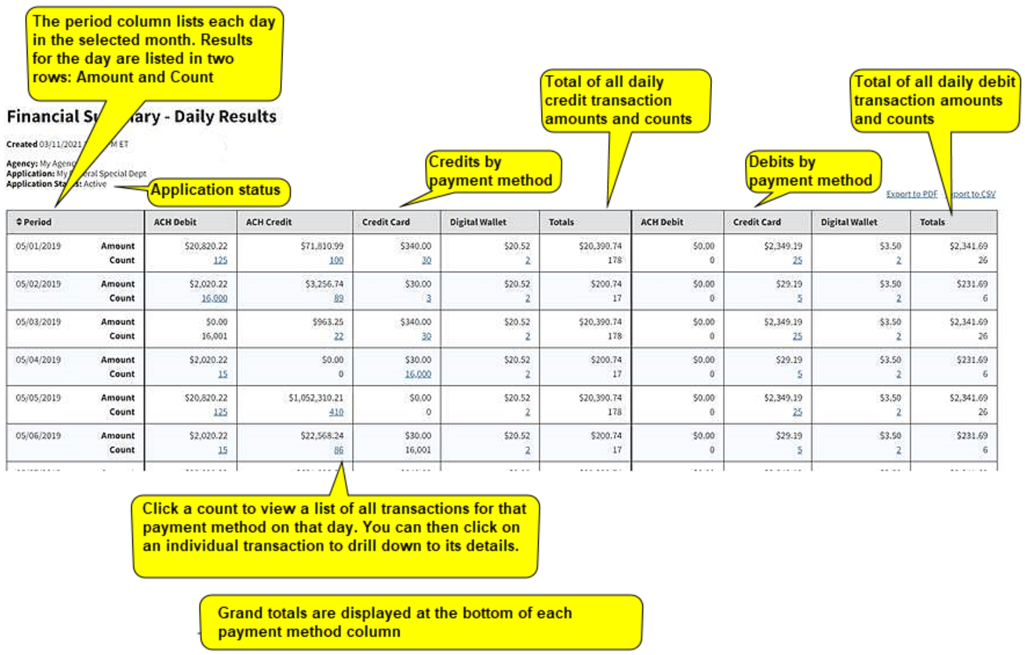
18.3 Financial Summary – Daily Results Report

Click on a month in the Financial Summary – Monthly Results to view the Financial Summary – Daily Results report. The report shows transaction dollar amount totals and counts for each day in the selected month.

Transaction information is organized in the same way as the monthly report, except that it shows information for a single cash flow application. Transactions are grouped by whether they are credits or debits to the agency and by payment method.

Click a count to view all transactions for that payment type. You can then select an individual transaction to view its details

Figure 46: Sample Financial Summary - Daily Report



Period		ACH Debit	ACH Credit	Credit Card	Digital Wallet	Totals	ACH Debit	Credit Card	Digital Wallet	Totals
05/01/2019	Amount	$20,820.22	$71,810.99	$340.00	$20.52	$20,390.74	$0.00	$2,349.19	$3.50	$2,341.69
	Count	125	100	30	2	178	0	25	2	26
05/02/2019	Amount	$2,020.22	$3,256.74	$30.00	$20.52	$200.74	$0.00	$29.19	$3.50	$231.69
	Count	16,000	89	3	2	17	0	5	2	6
05/03/2019	Amount	$0.00	$963.25	$340.00	$20.52	$20,390.74	$0.00	$2,349.19	$3.50	$2,341.69
	Count	16,001	22	30	2	178	0	25	2	26
05/04/2019	Amount	$2,020.22	$0.00	$30.00	$20.52	$200.74	$0.00	$29.19	$3.50	$231.69
	Count	15	0	16,000	2	17	0	5	2	6
05/05/2019	Amount	$20,820.22	$1,052,310.21	$0.00	$20.52	$20,390.74	$0.00	$2,349.19	$3.50	$2,341.69
	Count	125	410	0	2	178	0	25	2	26
05/06/2019	Amount	$2,020.22	$22,568.24	$30.00	$20.52	$200.74	$0.00	$29.19	$3.50	$231.69
	Count	15	86	16,001	2	17	0	5	2	6

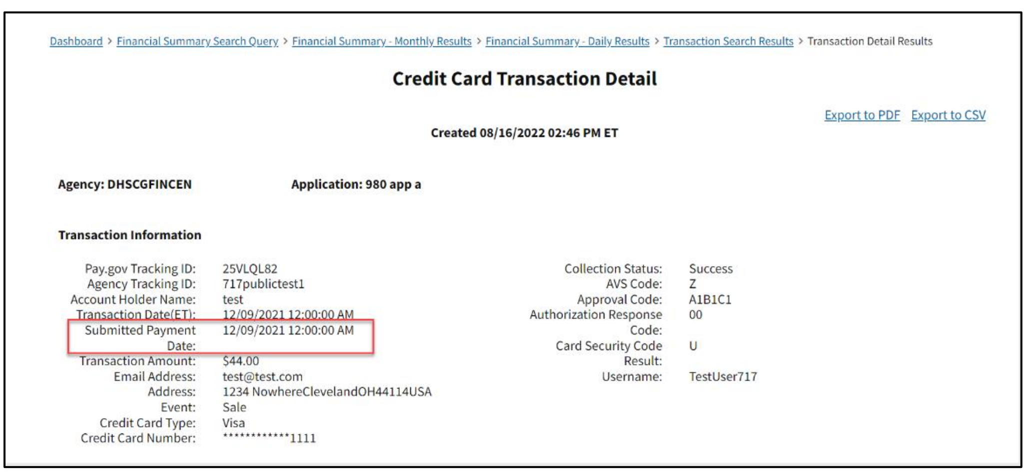
> ***Important!*** Amounts and counts in the Credit Card column include both credit cards and debit cards.

Results for each day are displayed in pairs of rows, one for the dollar amount of transactions and the one below for the corresponding transaction count producing that amount.

18.4 Viewing Transaction Details

Click on a transaction's Paygov Tracking ID to view the details.

Figure 47: Sample credit card transaction detail



> ***Note:*** The Submitted Payment Date (highlighted) is only shown for cash flow applications using Collections API.

Table 32: Credit card transaction detail fields

Field	Description
Account Holder Name	The full name of the individual or entity having the credit card account used for the transaction.
Address	The billing address for the plastic card account.
Agency Tracking ID	The ID assigned to the transaction by your agency.
Approval Code	An alphanumeric code assigned by the card issuer to identify the approval for the authorization request.
Authorization Response Code	The numbers generated by an issuing bank for the purpose of validating a credit card whenever it is approved in the sale of a good or a service.
AVS Code	The Address Verification Code (AVS) shows whether or not the billing address supplied with the transaction matches the address on file with the card issuer. Shown if your cash flow application is configured to use AVS.
Card Security Code Result	A code indicating if the credit card security code (CSC, CVV. CVV2) provided with an online transaction is valid. The result indicates if: • the code matches the information on file at the bank (M) • the code does not match (N) • the code is not verified by the issuing bank (U) • the code was not provided with the transaction (I) • the card issuer does not use card verification (S) • the type of transaction does not support card verification (A) • checks were skipped for this transaction (B)
Collection Status	The status of the collection associated with the transaction (see Table 18).
Credit Card Number	The masked credit card number with only the last four digits visible.
Credit Card Type	The brand of credit card used (Visa, MasterCard, etc.).

Field	Description
Email Address	The card holder's email address supplied with the transaction.
Event	The type of plastic card transaction, such as Sale or Authorization.
Paygov Tracking ID	The ID assigned to the transaction by Pay.gov.
Submitted Payment Date	If available, shown only for cash flow applications using Collections API. The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Amount	The dollar amount of the transaction.
Transaction Date	The date and time the transaction occurred.
Username	The username of the person/entity that submitted the transaction.

18.5 Create PDF or CSV

18.5.1 Create PDF

Click the Create PDF link at the top right of either the monthly or daily results report to export it in portable document format (.pdf).

Each application heading includes the application status.

Figure 48: Example Financial Summary - Monthly Results PDF

Financial Summary Daily Search Results
Report Generated on 03/16/2021 11:38 AM ET
Agency: TST-2
Application: TestApp-13803824
Application Status: Active

Page 1 of 1

	Credits									Debits							
Period	ACH Debit Count	ACH Debit Amount	ACH Credit Count	ACH Credit Amount	Credit Card Count	Credit Card Amount	Digital Wallet Count	Digital Wallet Amount	Total Count	Total Amount	ACH Count	ACH Amount	Credit Card Count	Credit Card Amount	Digital Wallet Count	Digital Wallet Amount	Total Count	Total Amount
03/01/2021	0	0	0	0	3	59.85	0	0	3	59.85	0	0	0	0	0	0	0	0
03/09/2021	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	ACH Debit Count	ACH Debit Amount	ACH Credit Count	ACH Credit Amount	Credit Card Count	Credit Card Amount	Digital Wallet Count	Digital Wallet Amount	Total Count	Total Amount	ACH Count	ACH Amount	Credit Card Count	Credit Card Amount	Digital Wallet Count	Digital Wallet Amount	Total Count	Total Amount
Grand Totals	0	0.00	0	0.00	3	59.85	0	0.00	3	59.85	0	0.00	0	0.00	0	0.00	0	0.00

18.5.2 Create CSV

Click the Create CSV link at the top right of either the monthly or daily results report to export it as a comma separated values (.csv) file, which can then be opened in a text editor or spreadsheet program.

Each application has a column with the application status (active or inactive).

> ***Important!*** As of Pay.gov release 7.3, data in the Financial Summary – Monthly Results and Financial Summary – Daily Results csv files is not in the same column order as in corresponding previous versions of the reports.
> If you import the csv files into spreadsheet templates, you will need to change the structure of the template and change included macros in order to use the data as you did in the past.

Figure 49: Example Financial Summary-Monthly Results csv file opened in Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	Financial Summary Monthly Search Results																							
2	Report Generated on 03/16/2021 11:35 AM ET																							
3																								
4						Credits										Debits								
5																								
6																								
7	Agency	Applicat	ALC+2	App Stat	Period	ACH De	ACH De	ACH Cr	ACH Cr	Credit C	Credit C	Digital W	Digital W	Total Cc	Total Ar	ACH Cc	ACH An	Credit C	Credit C	Digital W	Digital W	Total Cc	Total Amount	
8	TST-2	TestApp	1E+09	Active	21-Mar	0	0	0	0	3	59.85	0	0	3	59.85	0	0	0	0	0	0	0	0	
9	TST-2	TestApp	1E+09	Active	Application Totals	0	0	0	0	3	59.85	0	0	3	59.85	0	0	0	0	0	0	0	0	
10																								
11						ACH De	ACH De	ACH Cr	ACH Cr	Credit C	Credit C	Digital W	Digital W	Total Cc	Total Ar	ACH Cc	ACH An	Credit C	Credit C	Digital W	Digital W	Total Cc	Total Amount	
12					Grand Totals	0	0	0	0	3	59.85	0	0	3	59.85	0	0	0	0	0	0	0	0	

19 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.

The report includes

- Summary information about the submitted form
- The name of the customer that submitted the form
- The form transaction's collection status
- Links to any attachments submitted with the form, (if the attachment option has been implemented for your application.
- Links to transaction and collection details

The roles that can access the report are

- COS
- COE
- ROA
- ACS

Based on your role you will see or be able to select different information. The ACS role (agency customer service) has a link to the Pay.gov Tracking ID and can view attachments.

19.1 Entering Search Criteria

You can search by

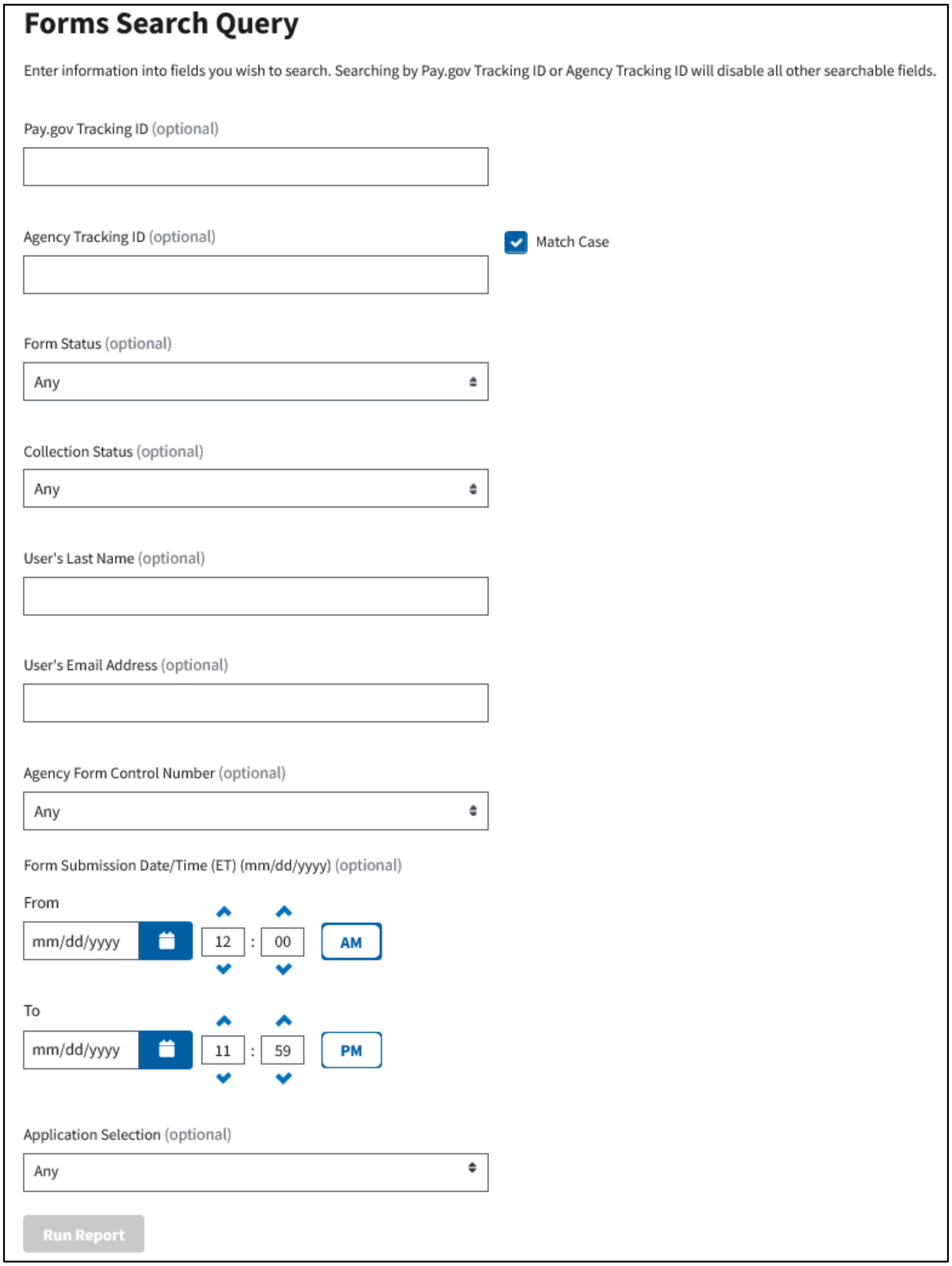
- Pay.gov Tracking ID
- Agency Tracking ID
- Form Submission Date(s)

If you search by Form Submission Date(s), you can limit your search to return any combination of

- Form status
- Customer
- Collection status
- Form control number
- One or more agency form applications

1. Select the report from the reports list.
2. Enter or select at least one of the following: Pay.gov Tracking ID, Agency Tracking ID, or Form Submission Date(s).
3. Click Run Report.

Figure 50: Forms Search Query



Forms Search Query

Enter information into fields you wish to search. Searching by Pay.gov Tracking ID or Agency Tracking ID will disable all other searchable fields.

Pay.gov Tracking ID (optional)

Agency Tracking ID (optional)

Match Case

Form Status (optional)

Any

Collection Status (optional)

Any

User's Last Name (optional)

User's Email Address (optional)

Agency Form Control Number (optional)

Any

Form Submission Date/Time (ET) (mm/dd/yyyy) (optional)

From

mm/dd/yyyy 12 : 00 AM

To

mm/dd/yyyy 11 : 59 PM

Application Selection (optional)

Any

Run Report

Table 33: Forms search criteria

Criteria Field	Instructions	Use
Pay.gov Tracking ID Optional and Exclusive	The tracking ID assigned by Pay.gov to the transaction that used the form.	Must be used alone or with Application Selection. All other criteria fields are disabled.
Agency Tracking ID Optional and Exclusive	The tracking ID assigned to the form by Pay.gov. Check the Match Case box if the report results must match the upper and lowercase characters of the ID exactly.	Must be used alone or with Application Selection. All other criteria fields are disabled
Match Case	Check the box to instruct the query to exactly match the case of the Agency Tracking ID.	
Form Status Optional.	Select a status from the dropdown list. See Table 34 for status descriptions.	Must be combined with the Form Submission Date/Time. Cannot be used alone.
Collection Status Optional.	Select a status from the dropdown list. See Table 12 for status descriptions.	Must be combined with the Form Submission Date/Time. Cannot be used alone.
User's Last Name Optional.	Last name of the customer who submitted the form.	Must be combined with the Form Submission Date/Time. Cannot be used alone.
User's Email Address Optional	The email address for the customer who submitted the form.	
Agency Form Control Number Optional.	Default is Any or choose a form control number from the dropdown list. Only the forms you have permission to access are listed. Only one form control number can be chosen at a time.	Must be combined with the Form Submission Date/Time. Cannot be used alone.

Criteria Field	Instructions	Use
Form Submission Date/Time (ET) From –To Optional	Enter a date range when the form could have been submitted. Both From and To must have a date. After a date is entered, you can specify a time range when the transaction was created. Both the date and time must be Eastern Time. For example, a transaction submitted at 11:00 pm Pacific Time on January 2nd was actually submitted at 2 am ET on January 3rd.	Used alone or combined with other criteria, except Pay.gov Tracking ID or Agency Tracking ID.
Application Selection Optional	Select your application from the dropdown list. Click inside the field to see the list, then click on the application name to select it. If no application is selected the report will include transactions for all your agency's transactions. You can select multiple applications.	Must be combined with other criteria.
Run Report	Click to run the report. The button is disabled until a value is entered or selected for at least one of the fields	

Table 34: Form Status

Form Status	Description
Any	The default. Information on forms with all statuses will be included in the report.
Accepted	The form was accepted by Pay.gov and the system and stored.
Created	A new form instance was created.
Deleted	The form was deleted.
Duplicate	This is a duplicate of another form transaction.
Forwarded	The form was forwarded for completion.
Reassigned	Completion or payment has been reassigned by one customer payer to another.

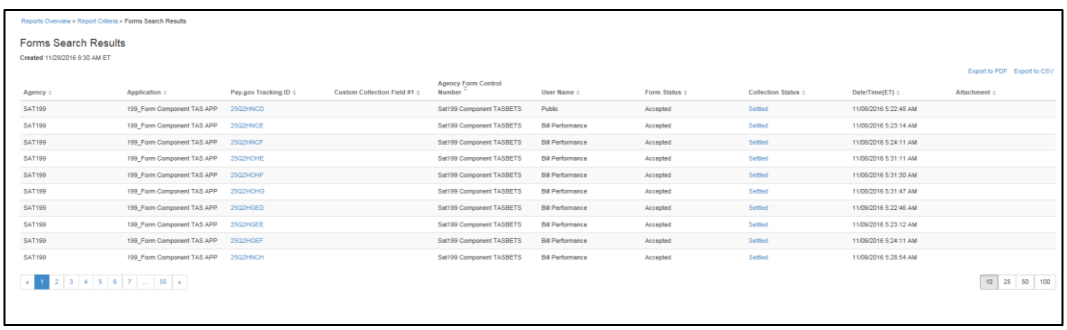
Form Status	Description
Rejected	There was a problem during form submission, such as the customer submitting the form but cancelling entering their payment.
Saved	The form has been saved by the customer, but not yet submitted; saved by the system; or not completed (canceled by the customer).
Submitted	The form was submitted to Pay.gov by the customer.

> Note: The form status indicates the current state of a form. 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.

19.2 Forms Search Results Report

> ***Important!*** You can change the sort order of the summarized form transactions when viewing them online. However, when you export the report as a PDF or CSV file, the export does not show the results in the order you viewed online. Instead, the exported results are in the default, unchanged order.

Figure 51: Sample forms search results


Reports Overview > Report Criteria > Forms Search Results

Forms Search Results

Created 11/28/2016 9:30 AM ET

Export to PDF Export to CSV

Agency	Application	Pay.gov Tracking ID	Custom Collection Field #1	Agency Form Control Number	User Name	Form Status	Collection Status	Date/Time(ET)	Attachment
SAT199	199_Form Component TAS APP	25Q2HNCD		Sat199 Component TASBETS	Public	Accepted	Settled	11/08/2016 5:22:48 AM	
SAT199	199_Form Component TAS APP	25Q2HNCE		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/08/2016 5:23:14 AM	
SAT199	199_Form Component TAS APP	25Q2HNCF		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/08/2016 5:24:11 AM	
SAT199	199_Form Component TAS APP	25Q2HOHE		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/08/2016 5:31:11 AM	
SAT199	199_Form Component TAS APP	25Q2HOHF		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/08/2016 5:31:30 AM	
SAT199	199_Form Component TAS APP	25Q2HOHG		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/08/2016 5:31:47 AM	
SAT199	199_Form Component TAS APP	25Q2HGED		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/09/2016 5:22:46 AM	
SAT199	199_Form Component TAS APP	25Q2HGEE		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/09/2016 5:23:12 AM	
SAT199	199_Form Component TAS APP	25Q2HGEF		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/09/2016 5:24:11 AM	
SAT199	199_Form Component TAS APP	25Q2HNCH		Sat199 Component TASBETS	Bill Performance	Accepted	Settled	11/09/2016 5:28:54 AM	

« 1 2 3 4 5 6 7 ... 55 »

10 25 50 100

Table 35: Forms Search Results report columns

Column	Description
Agency	Your agency name in Pay.gov.
Application	The agency application the form was submitted for.
Pay.gov Tracking ID	The ID assigned to the transaction by Pay.gov. If you have permission, click the ID to view transaction details.
Custom Collection Field	One or more of your agency's custom collection fields included on the form.

Column	Description
Agency Form Control Number	The control number/name for the form designated by your agency during set up.
User Name	The name of the customer who submitted the form.
Form Status	The current status of the form submission. See Table 34.
Collection Status	The status of the collection associated with the form. If you have permission, click the status to view collection details. The details may differ according to the payment type. See Table 36.
Date/Time (ET)	Date and time of the last action form status change.
Attachments	Files attached by the customer. Only the ACS role has links to view an attachment. When the link is clicked, the attachment opens in a new window or tab.

Table 36: Collection Status

Collection Status	Definition
Any	Default. Returns transactions with all statuses.
Cancelled	Transaction has been canceled (ACH and ACH Credit). For recurring payments, remaining transactions are canceled.
Completed	ACH Credit transaction has been completed by the customer and the processing bank.
Denied	Transaction denied by the processor (PayPal).
Expired	ACH Credit transaction was never completed by the customer.
Failed	Transaction could not be processed due to a problem with the payment data or insufficient funds (ACH, Credit/Debit Card). For recurring payments, one of the transactions in the series could not be processed.
Received	Transaction has been received by Pay.gov and will be forwarded to the processor for settlement (ACH, Plastic Card, PayPal). For recurring payments, the status until all payments have been made. For deferred payments, the status until payment is sent for settlement.

Collection Status	Definition
Retired	Transaction not completed and returned (ACH).
Scheduled	Transaction in a series of scheduled payments (ACH, Credit/Debit card).
Settled	Transaction complete and entry made in the CIR (ACH, Mobile/Ecommerce, PayPal, Venmo). For recurring payments, last payment has been made.
Submitted	Received for processing (PayPal, Venmo, Mobile / eCommerce).
Success	Transaction complete (PayPal, Venmo). Transaction authorized, data correct and funds available (Credit/Debit Card).

19.3 Form Detail

If your role has permission, click on the Pay.gov Tracking ID in the Forms Search Results to view details of the submitted form.

19.4 Collection Status Search Results

If your role has permission, click on the collection status in the Forms Search Results to view a summary of the collection associated with the form.

19.5 Collection Transaction Detail

If your role has permission, click the Pay.gov Tracking ID in the Collection Status Search Results to view collection details. Information in the detail may differ according to the payment type.

20 Notification of Change

The Notification of Change search is used to find ACH notification of change returned by processors. The report provides

- Details any Notifications of Change (NOCs)
- Change reason codes.

20.1 Entering Search Criteria

You can search by

- A specific Pay.gov Tracking ID
- A specific Agency Tracking ID
- A date or range of dates when an NOC was received from the ACH processor.
- A specific Payer ID

You can limit your search to return

- NOCs with no Payer ID
- NOCs with no update
- NOCs for specific applications

1. Select the report from the reports list.
2. Enter or select at least one of the criteria.
3. Click Run Report

Figure 52: Notification of Change Search

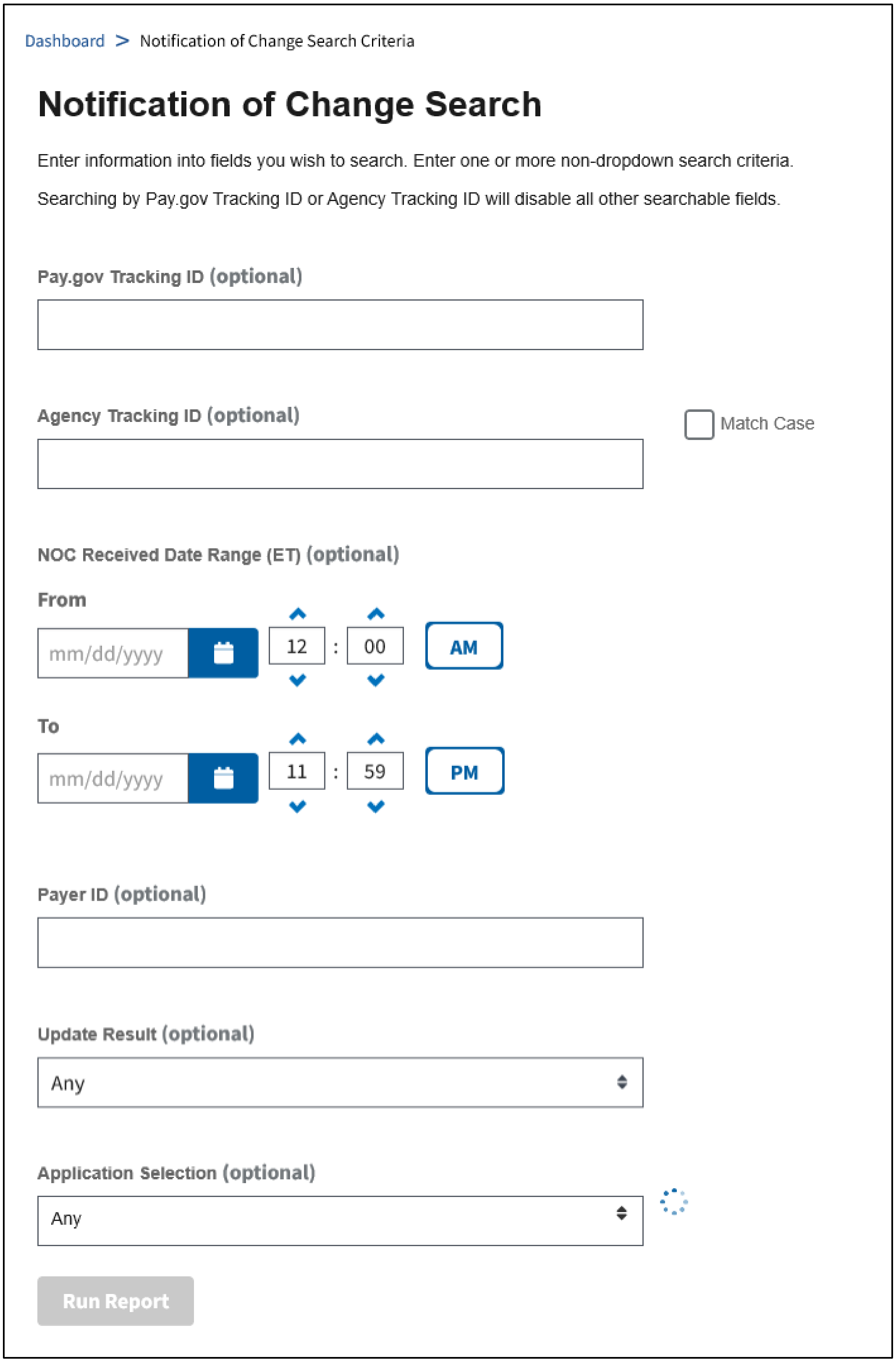


Table 37: Notification of Change search criteria

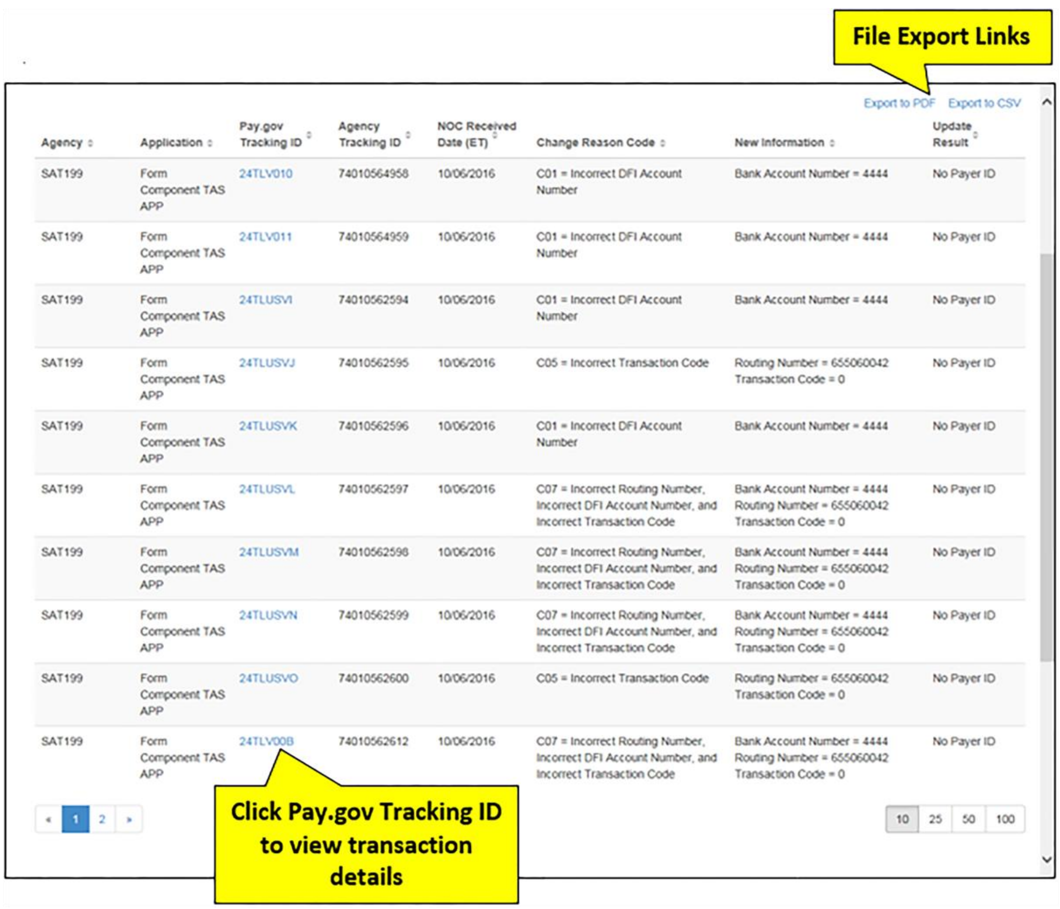
Criteria Field	Instructions	Use
Pay.gov Tracking ID Optional and Exclusive	The tracking ID assigned by Pay.gov to the transaction. If entered only the transaction assigned the ID will be included in the report.	Must be used alone. If used all other criteria fields are disabled.
Agency Tracking ID Optional and Exclusive.	The tracking ID created by your agency and assigned to the transaction. If entered only the transaction assigned the ID will be included in the report. Check the Match Case box if the search must exactly match the upper and lowercase characters used in the ID.	Must be used alone. If used all other criteria fields are disabled.
Match Case	Check the box to instruct the query to exactly match the case of the Agency Tracking ID.	
NOC Received Date (ET) From/To Optional.	Enter or select a date range. Both From and To must have a date. After a date is entered, you can specify a time range when the NOC may have been received. Both the date and time must be Eastern Time.	Used alone or combined with Payer IDPay.gov Tracking ID or Agency Tracking ID.
Payer ID Optional.	Enter the ID assigned to the payer (customer) by your agency. If not entered, all payers are included in the report.	Used alone or combined with NOC Received Date, Update Result and/or Application Selection.
Update Result Optional.	Select a result to restrict the information included in the report. Choices are: • Any (default)- all results will be returned • No Payer Id • No update	Must be combined with NOC Received Date or Payer ID.

Criteria Field	Instructions	Use
Application Selection Optional.	Select your application from the dropdown list. You can select multiple applications. Click inside the field to see the list, then click on the application name to select it. If no application is selected, the report includes all your agency's applications.	Must be combined with NOC Received Date or Payer ID.

20.2 Notification of Change Search Results Report

The report includes a hyperlink in the left-hand column for each listed transaction. Click a hyperlink to view details for the corresponding transaction.

Figure 53: NOC search results report



Agency	Application	Pay.gov Tracking ID	Agency Tracking ID	NOC Received Date (ET)	Change Reason Code	New Information	Update Result
SAT199	Form Component TAS APP	24TLV010	74010564958	10/06/2016	C01 = Incorrect DFI Account Number	Bank Account Number = 4444	No Payer ID
SAT199	Form Component TAS APP	24TLV011	74010564959	10/06/2016	C01 = Incorrect DFI Account Number	Bank Account Number = 4444	No Payer ID
SAT199	Form Component TAS APP	24TLUSVI	74010562594	10/06/2016	C01 = Incorrect DFI Account Number	Bank Account Number = 4444	No Payer ID
SAT199	Form Component TAS APP	24TLUSVJ	74010562595	10/06/2016	C05 = Incorrect Transaction Code	Routing Number = 655060042 Transaction Code = 0	No Payer ID
SAT199	Form Component TAS APP	24TLUSVK	74010562596	10/06/2016	C01 = Incorrect DFI Account Number	Bank Account Number = 4444	No Payer ID
SAT199	Form Component TAS APP	24TLUSVL	74010562597	10/06/2016	C07 = Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code	Bank Account Number = 4444 Routing Number = 655060042 Transaction Code = 0	No Payer ID
SAT199	Form Component TAS APP	24TLUSVM	74010562598	10/06/2016	C07 = Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code	Bank Account Number = 4444 Routing Number = 655060042 Transaction Code = 0	No Payer ID
SAT199	Form Component TAS APP	24TLUSVN	74010562599	10/06/2016	C07 = Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code	Bank Account Number = 4444 Routing Number = 655060042 Transaction Code = 0	No Payer ID
SAT199	Form Component TAS APP	24TLUSVO	74010562600	10/06/2016	C05 = Incorrect Transaction Code	Routing Number = 655060042 Transaction Code = 0	No Payer ID
SAT199	Form Component TAS APP	24TLV008	74010562612	10/06/2016	C07 = Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code	Bank Account Number = 4444 Routing Number = 655060042 Transaction Code = 0	No Payer ID

Table 38: NOC Search Results report columns

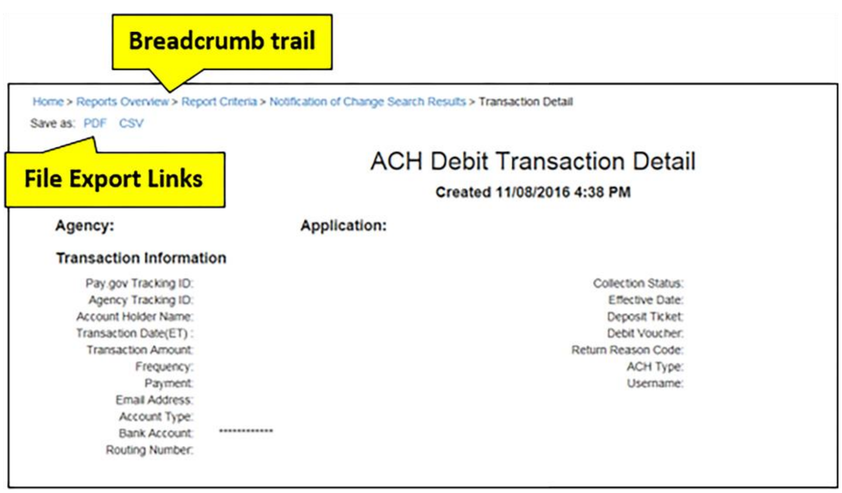
Column	Contents
Agency	Identifies the agency the transaction was for.
Application	Identifies the application for the transaction. For multiple applications in a report, applications are listed in alphabetic order and transactions are grouped by application.
Pay.gov Tracking ID	The tracking ID Pay.gov assigned to the transaction. If your role permits, click on the Pay.gov ID to view the transaction details.
Agency Tracking ID	The tracking ID assigned to the transaction by your agency.
NOC Received Date	Date the notification of change was received by Pay.gov
Change Reason Code	A code and general explanation of the problem that caused the notification of change.
New Information	Lists the exact information that was incorrect.
Update Result	The result of any action taken such as correcting the account number.

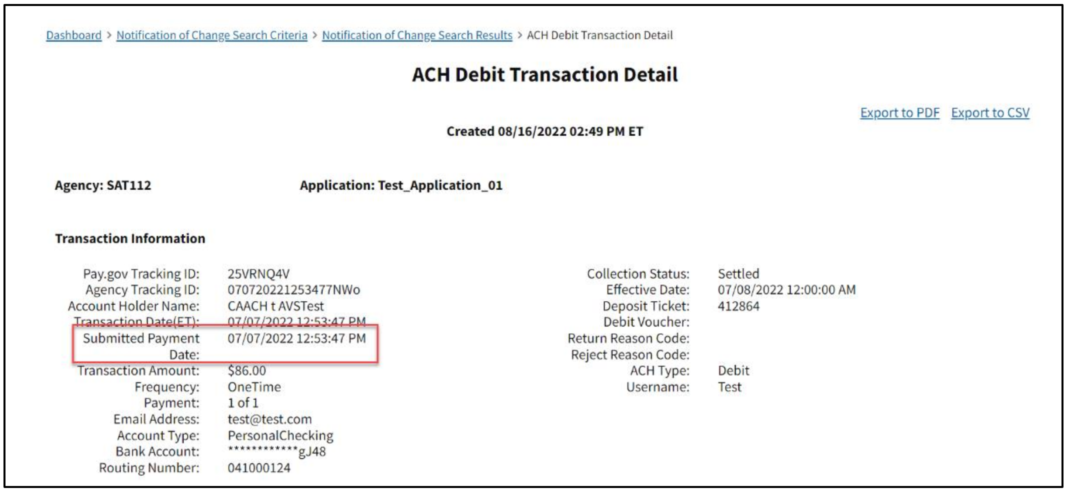
20.2.1 Transaction Detail

The transaction detail displays information available about a transaction including the amount, its collection status, the deposit ticket number, and voucher number.

Each payment type has its own transaction detail containing information specific to that type. For example, a PayPal Transaction Detail will include some information that is not in an ACH Debit Transaction Detail.

Figure 54: Sample ACH Debit Transaction Detail





Important! The Submitted Payment Date is shown only for cash flow applications using Collections API.

Table 39: ACH Debit Transaction Detail fields

Field	Description
Account Holder Name	The full name of the individual or entity having the ACH account used for the transaction.
Account Type	The type of ACH account used for the payment. Examples: Personal Savings, General Ledger.
ACH Type	The type of ACH transaction. Usually Debit.
Agency Tracking ID	The ID your agency created and assigned to the ACH transaction. If your agency did not assign an ID, Pay.gov will create an Agency Tracking ID for the transaction.
Bank Account	The masked bank account number. Only the last four digits are shown.
Collection Status	Status of the ACH payment. See Table 24.
Custom Collection Fields	Field names and values for any custom collection fields for the transaction.
Debit Voucher	The number of the corresponding debit voucher.
Deposit Ticket	The Deposit Ticket Number associated with this payment.
Effective Date	The date the money will be debited from the checking or savings account and the date your agency will receive the funds.
Email Address	The payer's email address.
Frequency	How often a payment will be made.

Field	Description
Paygov Tracking ID	The ID Pay.gov assigned to the ACH debit transaction.
Payment	For recurring payments, the number of the payments to be made and the number of this payment in the series. For example, 6 of 12. For one-time payments this is always 1 of 1.
Reject Reason Code	The code/reason the transaction was rejected.
Return Reason Code	A code indicating why the ACH transaction was returned for any reason. See section 8.4.
Routing Number	The bank's Routing Transit Number (RTN).
Submitted Payment Date	In Transaction Detail only. Shown only for cash flow applications using Collections API. The date the payment was submitted for processing. This may be different from the Transaction Date due to delays caused by bank holidays, weekends, or the processor' schedule. Populated only when this date is available.
Transaction Amount	The dollar amount of the ACH payment.
Transaction Date (ET)	The date and time the ACH transaction was entered in Pay.gov. Always Eastern Time. It can be any day whether or not it is a business date and includes weekends and holidays.
Username	The username of the person/entity that submitted the transaction.

20.3 Notification of Change Reason Codes

Table 40 lists the NOC change reason codes and the actions required to correct them.

Table 40: NOC Change Reason Codes.

Code	Item	Reason	Action
C01	Account Number	The account number is incorrect or is formatted incorrectly.	Change the customer's account number record.
C02	Transit/Routing Number	A once valid transit/routing number must be changed.	Change the customer's financial institution routing number record.

Code	Item	Reason	Action
C03	Transit/Routing Number and Account Number	The transit/routing number and the account number are not correct.	Change the customer's financial institution transit/routing number and account number records.
C04	Account Name	The customer has changed the name on the account, or the company has submitted the name incorrectly.	Change the customer's (individual or company) name record.
C05	Transaction Code	The transaction type code (a two-digit number meaning checking or savings account) is incorrect.	Change the type of transaction code (from checking account to savings, or vice versa) record. Contact the ODFI if clarification is needed.
C06	Account Number and Transaction Code	The account number is incorrect, and the type of transaction code is incorrect.	Change the customer's account number and the type of transaction code records.
C07	Transit/Routing Number, Account Number and Transaction Code	The transit/routing number, the account number, and the transaction type code are all incorrect.	Change the customer's account number, the financial institution transit/routing number, and the type of transaction code records.
C09	Individual ID Number	Individual ID number is incorrect (applies only to consumer-initiated transactions).	Change the individual ID number record.
C10	Company Name	Due to merger or consolidation, the company name is no longer valid (applies only to consumer-initiated transactions).	Change the company name record.
C11	Company Identification	Due to merger or consolidation, the company ID is no longer valid.	Change the company ID record.
C12	Company Name and Company Identification	Due to merger or consolidation, the company name and the company ID number are no longer valid (applies only to consumer-initiated transactions).	Change the company name and the company ID records.
C13	Addenda Format Error	The entry detail record is correct, but information in its addenda record is unclear or formatted incorrectly, that is, not formatted according to ANSI or NACHA-endorsed banking conventions.	Review the formatting in the addenda record that accompanied the original entry detail record to determine errors and make corrections using only ANSI standards or NACHA-endorsed banking conventions.

Code	Item	Reason	Action
C14	Incorrect SEC Code for Outbound International Payment	The wrong SEC code was used for an international ACH transaction. The SEC code used indicates the payment is domestic instead of international or CBR (Corporate Cross-Border Payment).	Change the SEC code to either CBR (Corporate Cross-Border Payment) or PBR (Consumer Cross-Border Payment) to identify the payment as international ACH.
None	Data Mismatch	The original account information sent out with the prenote does not match the original account information returned with the NOC.	The NOC is rejected, and the payer profile is not updated with any new account information.

21 Payer Profile Audit Log

The Payer Profile Audit Log report is available only to agencies that have an application configured to use Payer Profiles when entering ACH prenotifications, notifications of change updates, and preauthorized ACH debits through the Collection Control Panel.

The report displays information contained in a profile and any events that affect them, such as additions, approvals or rejections.

The roles that can access the report are

- PPA

The report is read-only. All actions, such as update or deactivate, must be performed through the Payer Profile function on Pay.gov's agency website.

21.1 Entering Search Criteria

You can search by

- A date or range of dates
- A specific Payer ID

You can limit your search to return

- Only events for a specific status
- Only events for a specific application

You can specify if the report will include payer profile and even details.

1. Select the report from the reports list.
2. Enter or select search criteria. You must select at least one.
3. Click Run Report.

Figure 55: Payer Profile Audit Log search

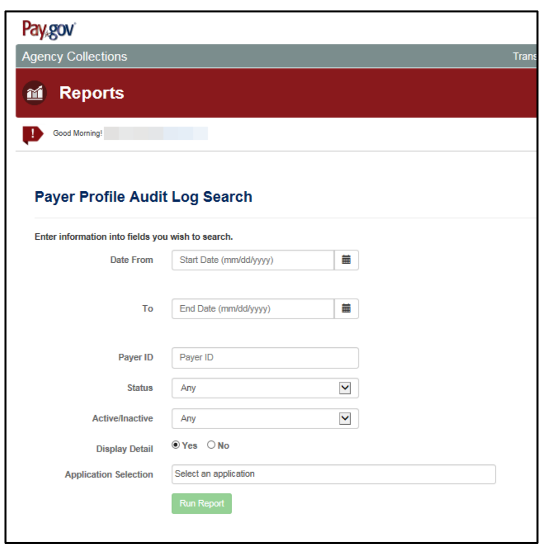


Table 41: Payer Profile Audit Log search criteria

Criteria Field	Instructions	Use
Date (From – To) Required if Payer ID is not used.	Enter a date or range of dates to search. You must enter or select both the From and To dates.	Can be used alone or with any other criteria.
Payer ID Required if Date not used.	Enter the ID your agency assigned to the payer account.	Can be used alone or with any other criteria.
Status Optional	Select a status from the dropdown list. See Table 42 below for descriptions. • Any (default) • Approved • Received • Rejected	Must be used with Date or Payer ID.
Active/Inactive Optional	Select from the dropdown list. Allows you to limit the report to active payer profiles, inactive payer profiles or include all profiles. The choices are: • Any (Default) • Active • Inactive	Must be used with Date or Payer ID.
Display Detail Required	Select Yes or No. • Yes (default) • No produces a report without status information.	Must be used with Date or Payer ID.
Application Selection Optional	Select your application from the dropdown list to limit the report to the selection. Click inside the field to see the list, then click on the application name to select it If no application is selected, the report will include results for all your agency's applications. Select multiple applications by clicking on each individually.	Must be used with Date or Payer ID.

Table 42: Payer Profile statuses

Status	Description
Pending	The payer profile has been created but has not yet been verified (if verification has been enabled for your agency).
Approved	The payer profile has been created and is ready for use.
Rejected	The payer profile has been reviewed and has been disapproved.

21.2 Payer Profile Audit Log Results Report

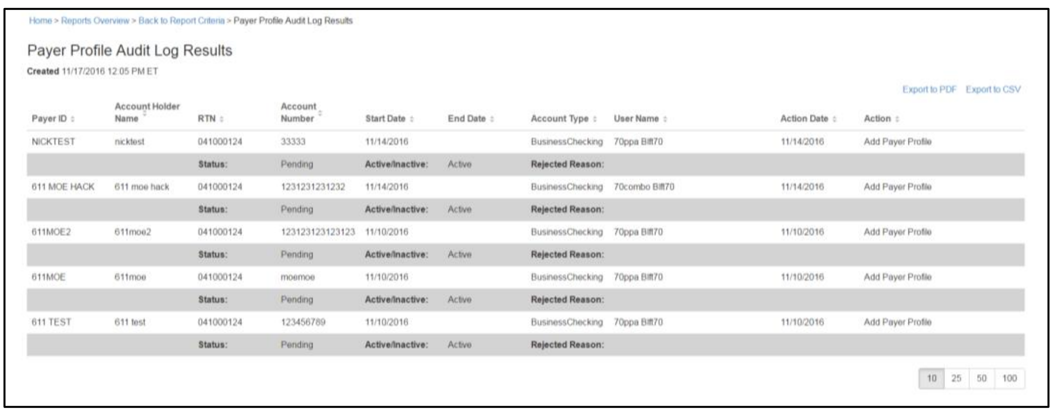
Two reports can be generated. One with status details and one without.

21.2.1 Detailed Report

Generated if you have chosen Yes for Display Detail.

Each Profile listed in the report has two rows of information. The first row shows profile information. The second row provides information about the profile's status.

Figure 56: Payer profile audit log results with detail


Home > Reports Overview > Back to Report Criteria > Payer Profile Audit Log Results

Payer Profile Audit Log Results

Created 11/17/2016 12:05 PM ET

Export to PDF Export to CSV

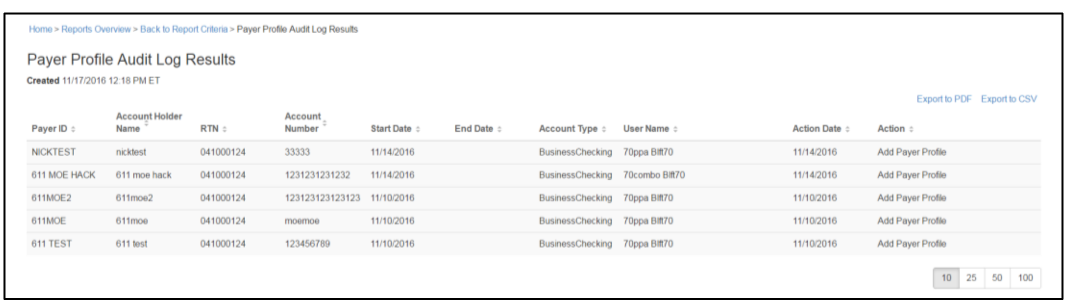
Payer ID	Account Holder Name	RTN	Account Number	Start Date	End Date	Account Type	User Name	Action Date	Action
NICKTEST	nicktest	041000124	33333	11/14/2016		BusinessChecking	70ppa Bill70	11/14/2016	Add Payer Profile
		Status:	Pending	**Active/Inactive:**	Active	**Rejected Reason:**			
611 MOE HACK	611 moe hack	041000124	1231231231232	11/14/2016		BusinessChecking	70combo Bill70	11/14/2016	Add Payer Profile
		Status:	Pending	**Active/Inactive:**	Active	**Rejected Reason:**			
611MOE2	611moe2	041000124	123123123123123	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile
		Status:	Pending	**Active/Inactive:**	Active	**Rejected Reason:**			
611MOE	611moe	041000124	moemoe	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile
		Status:	Pending	**Active/Inactive:**	Active	**Rejected Reason:**			
611 TEST	611 test	041000124	123456789	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile
		Status:	Pending	**Active/Inactive:**	Active	**Rejected Reason:**			

10 25 50 100

21.2.2 Report without Details

Generated if you have chosen No for Display Detail

Figure 57: Payer profile audit log results without detail


Home > Reports Overview > Back to Report Criteria > Payer Profile Audit Log Results

Payer Profile Audit Log Results

Created 11/17/2016 12:18 PM ET

Export to PDF Export to CSV

Payer ID	Account Holder Name	RTN	Account Number	Start Date	End Date	Account Type	User Name	Action Date	Action
NICKTEST	nicktest	041000124	33333	11/14/2016		BusinessChecking	70ppa Bill70	11/14/2016	Add Payer Profile
611 MOE HACK	611 moe hack	041000124	1231231231232	11/14/2016		BusinessChecking	70combo Bill70	11/14/2016	Add Payer Profile
611MOE2	611moe2	041000124	123123123123123	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile
611MOE	611moe	041000124	moemoe	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile
611 TEST	611 test	041000124	123456789	11/10/2016		BusinessChecking	70ppa Bill70	11/10/2016	Add Payer Profile

10 25 50 100

Table 43: Payer Profile Audit Log report columns

Column	Description
Payer ID	The ID your agency assigned to the payer.
Account Holder Name	The full name of the individual having the account used for transactions.
RTN	The Routing/Transit Number of the financial institution used by the payer for transactions.
Account Number	The account number used for transactions.
Start Date	The date the profile can begin to be used for transactions.
End Date	The date after which the profile cannot be used.
Account Type	The type of ACH account used for transactions. Examples: Business Checking, Personal Savings.
User Name	Pay.gov username of the agency user who created the profile.
Action Date	The date the corresponding action was taken.
Action	The last action taken on the profile. Examples: Add Payer Profile, Updated
Status	Shown only if Display Details = Yes. The status of the profile. See Table 42 above.
Active/Inactive	Shown only if Display Details = Yes. Shows if the profile is currently active or inactive.
Rejected Reason	Shown only if Display Details = Yes. If the profile has been rejected, shows the reason.

22 User Access Report

The User Access report provides information on current and deleted agency users, the applications they can access and their assigned roles for each application.

The roles that can access the report are

- ACS

22.1 Entering Search Criteria

You can search by

- The user's Pay.gov username
- The user's first name
- The user's last name
- The user's email address
- A date or date range when the user was created
- One or more user roles
- Any combination of the search criteria

You can check a box to include user profile information and/or deleted users in the report.

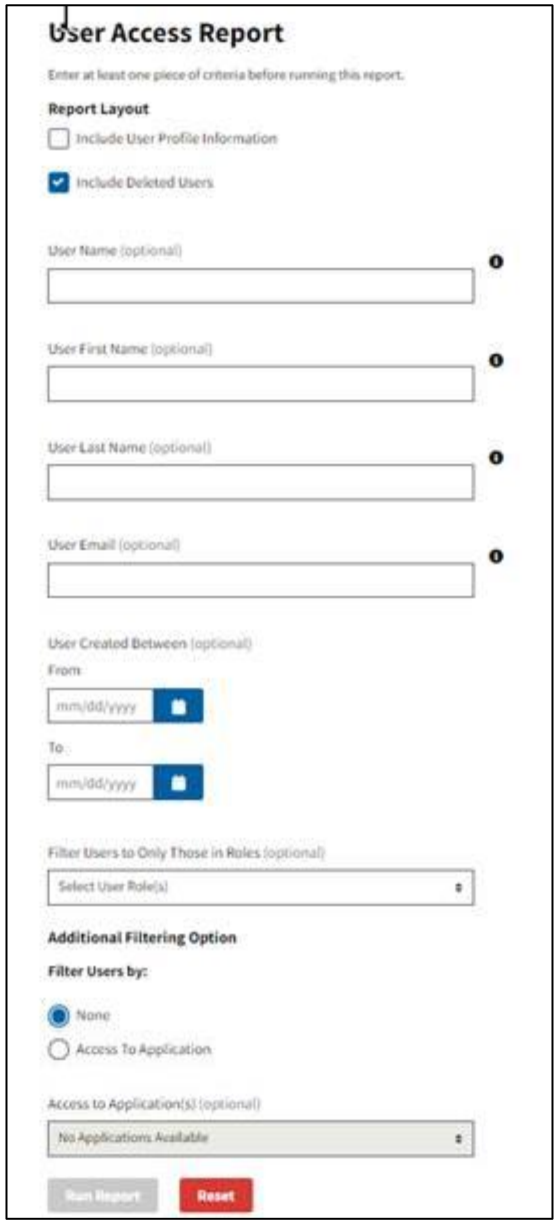
You can filter your search to return

- Only users with access to one or more specific applications
- Users with access to a specific application or applications with a specific status (all, only active, or only inactive cash flow applications)

The more search criteria you enter, the more targeted your search and the more specific the results.

1. Select the report from the reports list.
2. Enter or select search criteria. You must enter or select at least one.
3. Click Run Report.

Figure 58: User Access Report search criteria



Choosing the Access To Application filter option adds two fields.

Figure 59: Filter by access to application fields

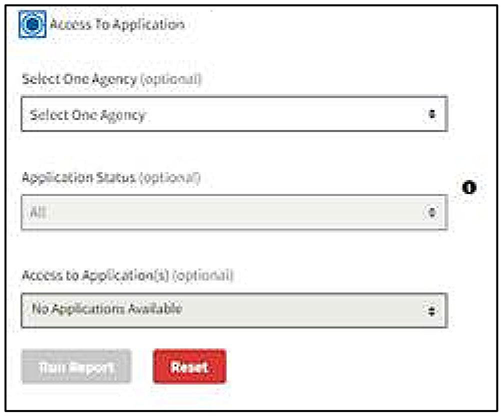


Table 44: User Access Report search criteria

Criteria Field	Instructions	Use
Report Layout Optional	Check the boxes to include user profile information, deleted users, or both in the results	Must be used with at least one other search criteria.
User Name Optional	Enter at least the first 4 characters of the Pay.gov username.	Can be used alone or with any other criteria.
User First Name Optional.	Enter at least the first 3 characters of the user's first name (as in their profile). If you enter 1 or 2 characters, you must also enter the user's last name in the field below.	Can be used alone or with any other criteria.
User Last Name Optional	Enter at least the first 3 characters of the user's first name (as in their profile). If you enter 1 or 2 characters, you must also enter the user's first name in the field above.	Can be used alone or with any other criteria.
User Email Optional	Enter at least the first 4 characters of the user's email address (as in their profile).	Can be used alone or with any other criteria.
User Created Between (From and To) Optional	Enter or select either the from date, the to date, or both	Can be used alone or with any other criteria.

Criteria Field	Instructions	Use
Filter Users to Only Those in Roles	Select one or more roles from the drop-down list to limit the report to the selection. Click inside the field to see the list, then click on the role to select it. If no role is selected, the report will include users with any role. Select multiple roles by clicking each individually.	Can be used alone or with any other criteria.
Additional Filtering Option Optional	Select if you want to limit the results to only user for a specific Home • None (default). No filter will be applied • Home Agency. • Access to Application Additional fields will appear depending on which filter you select.	Must be used with at least one other search criteria.
Access to Application Optional	Select one or more applications. The report will include only users for those applications.	Must be used with at least one other search criteria.

22.2 eMail Address Valid Characters

Valid characters have been expanded to allow the following special characters:

<table>
<tr><td>#</td><td>?</td></tr>
<tr><td>$</td><td>^</td></tr>
<tr><td>&</td><td>_</td></tr>
<tr><td>‘</td><td>`</td></tr>
<tr><td>*</td><td>{</td></tr>
<tr><td>+</td><td>|</td></tr>
<tr><td>-</td><td>}</td></tr>
<tr><td>/</td><td>~</td></tr>
<tr><td>=</td><td></td></tr>
</table>

Table 45: Access to Application filter fields

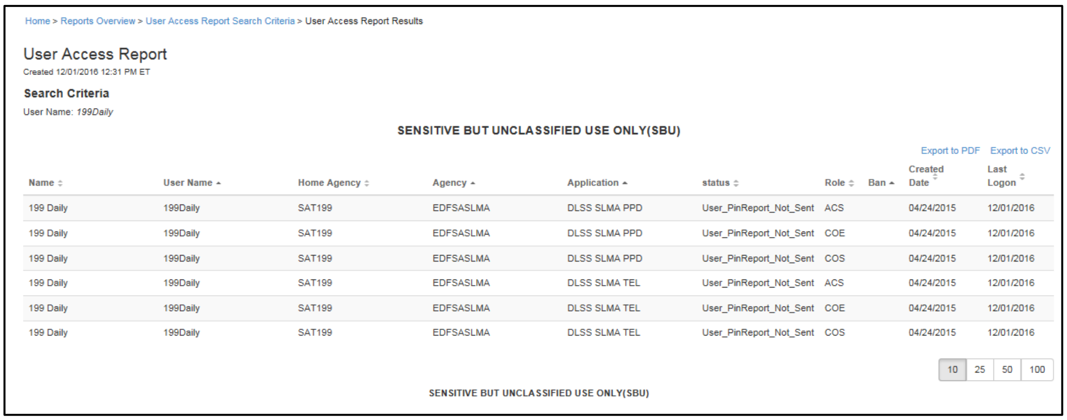
Filter Field	Instructions	Use
Select One Agency Optional	Select an agency from the dropdown list.	Must be used with at least one other search criteria.
Application Status Optional	Select the status of the applications to include in the search: All, Active, or Inactive	Must be used with at least one other search criteria.

22.3 User Access Report Results

The following reports can be generated depending on your report layout selection:

- Basic Report
- Report with basic and user profile information
- Basic report with active and deleted users' information
- Report with basic, user profile, and deleted users' information

Figure 60: Example basic User Access report


Home > Reports Overview > User Access Report Search Criteria > User Access Report Results

User Access Report
Created 12/01/2016 12:31 PM ET

Search Criteria
User Name: *199Daily*

SENSITIVE BUT UNCLASSIFIED USE ONLY(SBU)

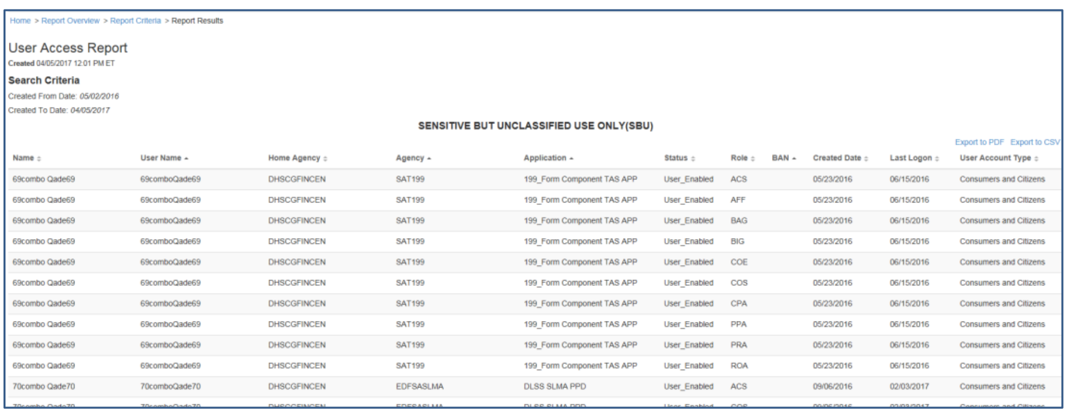
Export to PDF Export to CSV

Name	User Name	Home Agency	Agency	Application	status	Role	Ban	Created Date	Last Logon
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA PPD	User_PinReport_Not_Sent	ACS		04/24/2015	12/01/2016
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA PPD	User_PinReport_Not_Sent	COE		04/24/2015	12/01/2016
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA PPD	User_PinReport_Not_Sent	COS		04/24/2015	12/01/2016
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA TEL	User_PinReport_Not_Sent	ACS		04/24/2015	12/01/2016
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA TEL	User_PinReport_Not_Sent	COE		04/24/2015	12/01/2016
199 Daily	199Daily	SAT199	EDFSASLMA	DLSS SLMA TEL	User_PinReport_Not_Sent	COS		04/24/2015	12/01/2016

10 25 50 100

SENSITIVE BUT UNCLASSIFIED USE ONLY(SBU)

Figure 61: Example report without user profile information


Home > Report Overview > Report Criteria > Report Results

User Access Report
Created 04/05/2017 12:01 PM ET

Search Criteria
Created From Date: *05/02/2016*
Created To Date: *04/05/2017*

SENSITIVE BUT UNCLASSIFIED USE ONLY(SBU)

Export to PDF Export to CSV

Name	User Name	Home Agency	Agency	Application	Status	Role	BAN	Created Date	Last Logon	User Account Type
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	ACS		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	AFF		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	BAG		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	BIG		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	COE		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	COS		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	CPA		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	PPA		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	PRA		05/23/2016	06/15/2016	Consumers and Citizens
69combo Qade69	69comboQade69	DHSCGFINCEN	SAT199	199_Form Component TAS APP	User_Enabled	ROA		05/23/2016	06/15/2016	Consumers and Citizens
70combo Qade70	70comboQade70	DHSCGFINCEN	EDFSASLMA	DLSS SLMA PPD	User_Enabled	ACS		09/06/2016	02/03/2017	Consumers and Citizens

Table 46: User Access report columns

The report heading lists the date the report was created, the agency, and the cashflow applications included in the report.

Links to the right allow you to export the report as a PDF or a CSV (comma separated values) file.

Column	Description
Name	First and last name
User Name	Pay.gov username.
Home Agency	The main agency for the user. A home agency may have bureaus, functions, or other subdivisions, each with its own collections applications.
Agency	The specific bureau or other home agency subdivision the user performs Pay.gov functions for.
Application	The agency cash flow application the user can access.
Status	The user's current Pay.gov status. Examples include deleted or an indication that their initial access PIN was not yet sent.
Role	The role assigned to the user for the corresponding application in the row.
BAN	The Billing Account Number the user has access to, if any.
Created Date	The date the user was created in Pay.gov.
Last Logon	The date the user last logged on to Pay.gov.
User Account Type	Values are: • Consumers and Citizens (Users accessing only the Public website.) • External (Users accessing eBilling Online, Transaction Search, and Reports.) Note: Some users will be listed separately for both values because they access all websites.
Email Address (Payer Profile layout)	Shown only if Include Payer Profile is checked. The user's email address from their profile.
Address (Payer Profile layout)	Shown only if Include Payer Profile is checked. The user's address from their profile.
Phone (Payer Profile layout)	Shown only if Include Payer Profile is checked. The user's phone number from their profile.

23 Reconciliation

23.1 Reconciling Transactions between Pay.gov and CIR

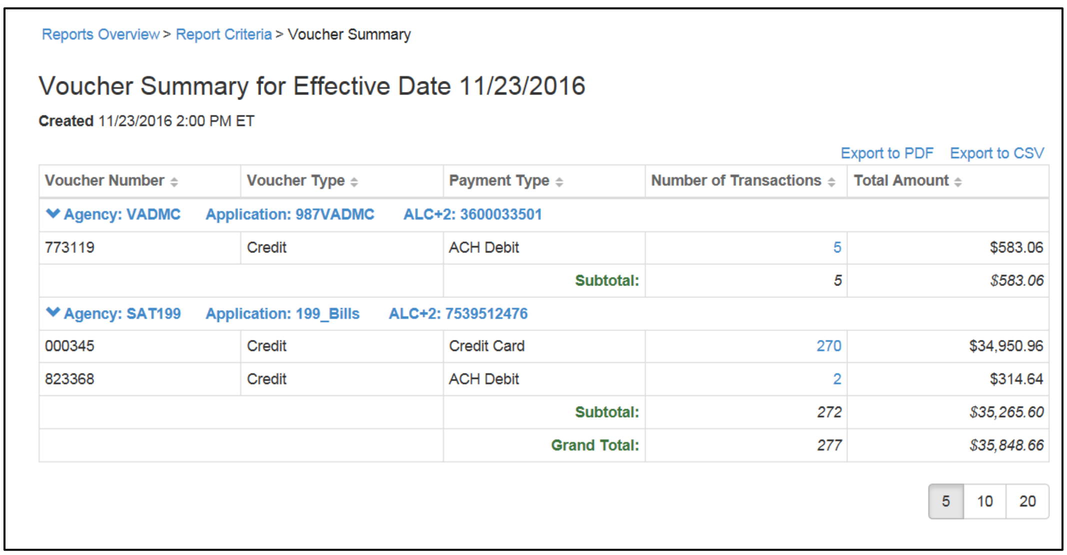
Use the Collection Voucher Report and its detail reports for reconciling.

The report shows collections by agency for a particular day. You can generate a report that shows all collection transactions or just transactions for a specific payment type.

This report is available from the Reports Dashboard section of the website. It summarizes voucher content, gives access to summaries of all transactions included in a vouched, and provides links to individual transaction details.

To reconcile CIR deposits with Pay.gov (Figure 62), confirm that the voucher number on the Collections Voucher Report is the same as the voucher number on the corresponding CIR report and that the dollar amounts on both reports are equal. Deposit ticket numbers are shown on transaction details

Figure 62: Sample Collection Voucher Report



Reports Overview > Report Criteria > Voucher Summary

Voucher Summary for Effective Date 11/23/2016

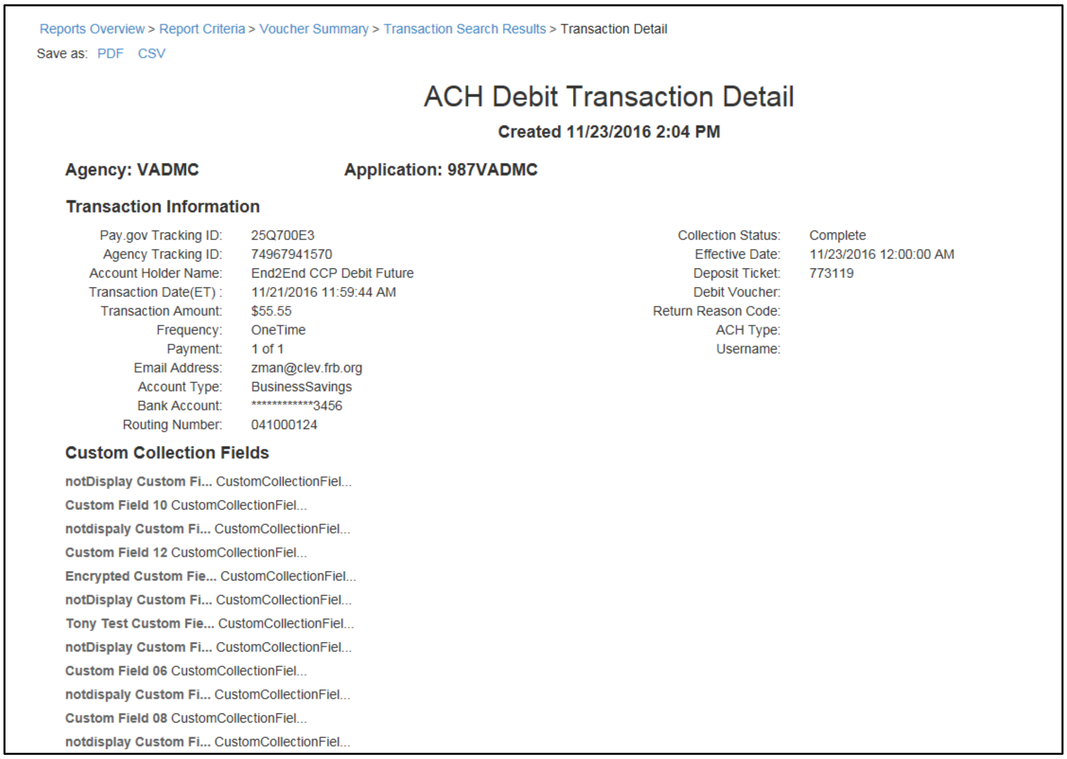
Created 11/23/2016 2:00 PM ET

Export to PDF Export to CSV

Voucher Number	Voucher Type	Payment Type	Number of Transactions	Total Amount
Agency: VADMC	**Application: 987VADMC**	**ALC+2: 3600033501**		
773119	Credit	ACH Debit	5	$583.06
		Subtotal:	*5*	*$583.06*
Agency: SAT199	**Application: 199_Bills**	**ALC+2: 7539512476**		
000345	Credit	Credit Card	270	$34,950.96
823368	Credit	ACH Debit	2	$314.64
		Subtotal:	*272*	*$35,265.60*
		Grand Total:	*277*	*$35,848.66*

5 10 20

Figure 63: Sample transaction detail



Reports Overview > Report Criteria > Voucher Summary > Transaction Search Results > Transaction Detail

Save as: PDF CSV

ACH Debit Transaction Detail

Created 11/23/2016 2:04 PM

Agency: VADMC **Application: 987VADMC**

Transaction Information

Pay.gov Tracking ID:	25Q700E3
Agency Tracking ID:	74967941570
Account Holder Name:	End2End CCP Debit Future
Transaction Date(ET) :	11/21/2016 11:59:44 AM
Transaction Amount:	$55.55
Frequency:	OneTime
Payment:	1 of 1
Email Address:	zman@clev.frb.org
Account Type:	BusinessSavings
Bank Account:	************3456
Routing Number:	041000124
Collection Status:	Complete
Effective Date:	11/23/2016 12:00:00 AM
Deposit Ticket:	773119
Debit Voucher:	
Return Reason Code:	
ACH Type:	
Username:	

Custom Collection Fields

notDisplay Custom Fi... CustomCollectionFiel...
Custom Field 10 CustomCollectionFiel...
notdispaly Custom Fi... CustomCollectionFiel...
Custom Field 12 CustomCollectionFiel...
Encrypted Custom Fie... CustomCollectionFiel...
notDisplay Custom Fi... CustomCollectionFiel...
Tony Test Custom Fie... CustomCollectionFiel...
notDisplay Custom Fi... CustomCollectionFiel...
Custom Field 06 CustomCollectionFiel...
notdispaly Custom Fi... CustomCollectionFiel...
Custom Field 08 CustomCollectionFiel...
notdisplay Custom Fi... CustomCollectionFiel...

23.2 Reconciling Plastic Card Transactions between Pay.gov and CIR

When reconciling, agencies may see a difference between the effective date for plastic card transactions in Pay.gov reports and the corresponding deposit date for vouchers in the CIR.

Pay.gov is unaware of the settlement date for plastic card transactions submitted for processing. As a result, the effective date for plastic card transactions on Pay.gov reports is the same as the transaction date, even if that date is not a business day, such as a Saturday or holiday.

Plastic card deposit vouchers sent to the CIR by Worldpay have been changed so the deposit date is always a business date. If a plastic card transaction is processed on a Saturday, the voucher deposit date is the following business date. This is the deposit date shown on CIR reports.

When there is a difference, determine if the Pay.gov report effective date is not on a business day and then determine what the following business day is to match the transaction to a voucher deposit date.

Pay.gov passes the plastic card type use for a transaction to the CIR.

23.3 Reconciling PayPal and Venmo Transactions

See the Agency *Guide to PayPal Collections*.

24 Known Issues

None

25 Customer Support

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

25.1 Pay.gov 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

Note: Contact information for Customer Support can also be found at the bottom of all pages on the myagency website, including all Reports pages.

25.2 CIR Contact Information

For questions or additional information regarding the Collections Information Repository (CIR) reports or schedules, contact CIR directly at cir.customersupport@clev.frb.org.

Appendix A Pay.gov Country Codes

This section provides a list of country codes used in Pay.gov activity files.

Country Code	Country Name
AFG	Afghanistan
ALB	Albania
ALG	Algeria
AND	Andorra
ANG	Angola
ANT	Antigua and Barbuda
ARG	Argentina
ARM	Armenia
AUS	Australia
AUT	Austria
AZE	Azerbaijan
BAH	Bahamas
BAI	Bahrain
BAN	Bangladesh
BAR	Barbados
BEL	Belgium
BEM	Belize
BEN	Benin
BES	Belarus
BHU	Bhutan
BOL	Bolivia
BOS	Bosnia and Herzegovina
BOT	Botswana
BRA	Brazil
BRU	Brunei
BUK	Burkina Faso
BUL	Bulgaria
BUR	Burma
BUU	Burundi

Country Code	Country Name
CAB	Cambodia
CAM	Cameroon
CAN	Canada
CAP	Cabo Verde
CAE	Central African Republic
CHA	Chad
CHL	Chile
CHN	China
COL	Colombia
COM	Comoros
CON	Congo Kinshasa
COS	Costa Rica
CRO	Croatia
CYP	Cyprus
CZE	Czech Republic
DEN	Denmark
DJI	Djibouti
DOM	Dominican Republic
DON	Dominica
ECU	Ecuador
EGY	Egypt
ELS	El Salvador
EQU	Equatorial Guinea
ERI	Eritrea
EST	Estonia
ETH	Ethiopia
ETM	East Timor
FIJ	Fiji
FIN	Finland
FRA	France
FSM	Micronesia

Country Code	Country Name
GAB	Gabon
GAM	Gambia
GBR	United Kingdom
GEO	Georgia
GER	Germany
GHA	Ghana
GRE	Greece
GRN	Grenada
GUA	Guatemala
GUI	Guinea
GUU	Guinea-Bissau
GUY	Guyana
HAI	Haiti
HND	Honduras
HUN	Hungary
ICE	Iceland
IND	India
INS	Indonesia
IRC	Iraq
IRE	Ireland
ISR	Israel
ITA	Italy
IVO	Cote D'Ivoire
JAM	Jamaica
JOR	Jordan
JPN	Japan
KAZ	Kazakhstan
KEN	Kenya
KIR	Kiribati
KUW	Kuwait
KYR	Kyrgyzstan

Country Code	Country Name
LAS	Laos
LAT	Latvia
LEB	Lebanon
LES	Lesotho
LIB	Liberia
LIE	Liechtenstein
LIT	Lithuania
LIY	Libya
LUX	Luxembourg
MAE	Macedonia (Former Yugoslav Republic of Macedonia, North Macedonia)
MAI	Malawi
MAL	Malaysia
MAM	Maldives
MAN	Mali
MAT	Malta
MAU	Mauritania
MAV	Mauritius
MDG	Madagascar
MEX	Mexico
MHL	Marshall Islands
MNE	Montenegro
MOC	Monaco
MOL	Moldova
MON	Mongolia
MOR	Morocco
MOZ	Mozambique
NAM	Namibia
NAU	Nauru
NEA	Netherlands Antilles
NEP	Nepal

Country Code	Country Name
NET	Netherlands
NEW	New Zealand
NIC	Nicaragua
NIE	Niger
NIG	Nigeria
NKO	North Korea
NOR	Norway
OMA	Oman
PAK	Pakistan
PAN	Panama
PAP	Papua New Guinea
PAR	Paraguay
PER	Peru
PHI	Philippines
PLW	Palau
POL	Poland
POR	Portugal
QAT	Qatar
QZZ	Kosovo
RCB	Congo Brazzaville
ROM	Romania
RUS	Russia
RWA	Rwanda
SAO	Sao Tome Principe
SAU	Saudi Arabia
SEN	Senegal
SER	Serbia
SEY	Seychelles
SIE	Sierra Leone
SIN	Singapore
SKA	Saint Kitts and Nevis

Country Code	Country Name
SKO	South Korea
SLA	Slovakia
SLO	Slovenia
SLU	Saint Lucia
SMA	San Marino
SOL	Solomon Islands
SOM	Somalia
SOR	South Africa
SPA	Spain
SRI	Sri Lanka
STV	Saint Vincent and the Grenadines
SUR	Suriname
SWA	Swaziland
SWE	Sweden
SWI	Switzerland
SYR	Syria
TAJ	Tajikistan
TAN	Tanzania
THA	Thailand
TOG	Togo
TON	Tonga
TRI	Trinidad and Tobago
TUM	Turkmenistan
TUN	Tunisia
TUR	Turkiye (formerly Turkey)
TUV	Tuvalu
TWN	Taiwan
UAE	United Arab Emirates
UGA	Uganda
UKR	Ukraine
URN	Uruguay

Country Code	Country Name
USA	United States
UZB	Uzbekistan
VAN	Vanuatu
VAT	Holy See
VEN	Venezuela
VIE	Vietnam
WSM	Samoa
YEM	Yemen
ZAM	Zambia
ZIM	Zimbabwe