



# Agency Guide to Transaction Search

---

September 28, 2020



This version of the Agency Guide to Transaction Search supersedes all previous versions.

© Copyright 2020 Federal Reserve Bank of Cleveland

*Amazon™ is a trademark of Amazon.com, Inc. or its affiliates.*

*Excel® is a registered trademark of Microsoft Corporation.*

*PayPal® is a registered trademark of PayPal, Inc.*

*Vantiv® is a registered trademark of Vantiv, Inc.*

*Worldpay® and the Loxodrome (globe) are registered trademarks of Vantiv, LLC.*

*Pay.gov® is a registered trademark of the United States Department of the Treasury, Bureau of the Fiscal Service.*

## Revision History

Date	Author	Description
December 17, 2016	Walter Rowinsky FRB Cleveland	Initial version
January 30, 2017	Walter Rowinsky FRB Cleveland	Revised to include additional features added to Pay.gov 6.11.; added sections 8.5, 8.6, 8.7; updated section 2.3.
April 17, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.0 (updated section 7.2; added new sections 2.2, 9 and 10).
July 17, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.1 (added new Table 2; updated sections 6.1, 9, Table 4).
October 16, 2017	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.2 (updated section 6.1, Figure 5).
January 15, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.3 (added new sections 3 and 4.1.3; updated sections 9.4 and 12.1).
January 17, 2018	Walter Rowinsky FRB Cleveland	Added sections, 3.1, 3.2, 3.3, and 9.8; deleted section 4.1.3 and moved its contents to section 3.3).
April 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.4 (replaced references to Vantiv with Worldpay; updated Table 4 in section 7.1).
July 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.5 (added new sections 10.1.1, 11, and 12.1.1; updated sections 2, 2.2, figure 1, figure 2 and table 5).
October 1, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.6 (updated section 7).
December 31, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.7 (added new sections 10, 11, 12, 13, and 18; updated sections 2.2, 7.1, and 8.2).
July 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.9 (removed references to CCP; updated website URLs; updated section 7.1, Table 1).
March 30, 2020	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.12 (updated sections 6 and 7).
September 28, 2020	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.14 (updated section 8).



# Table of Contents

Revision History .....	iii
<b>1 Introduction .....</b>	<b>1</b>
1.1 Related Documents .....	1
<b>2 Overview of Transaction Search .....</b>	<b>3</b>
2.1 Access .....	3
2.1.1 Access Control .....	3
2.2 Actions .....	3
2.3 Data Sources .....	4
2.4 Availability of Historical Data .....	4
2.4.1 Search Range .....	4
2.4.2 Plastic Card Historical Data .....	4
2.4.3 ACH Historical Data .....	4
2.5 Data Encryption .....	4
2.5.1 Encrypted Custom Collection Field Data .....	4
2.6 Search Criteria Validation .....	4
2.6.1 Errors .....	5
<b>3 Security and Fraud Monitoring Results .....</b>	<b>7</b>
3.1 Card Security Code .....	7
3.2 Address Verification Service (AVS) .....	7
3.3 Fraud Monitoring .....	7
<b>4 Transaction Search Summary .....</b>	<b>9</b>
<b>5 Signing In and Selecting Transaction Search .....</b>	<b>11</b>
5.1 MyAgency Home Page .....	11
5.1.1 Sign In .....	11
5.1.2 Sign In Help .....	11
5.1.3 Support Contact Information .....	11
5.2 Agency Collections Page .....	11
5.3 Search Types and Criteria .....	12
<b>6 Searching by ID .....</b>	<b>13</b>
6.1 Searches available .....	13
6.2 Steps .....	13
<b>7 Searching with Multiple Criteria .....</b>	<b>15</b>
7.1 Steps .....	15
<b>8 Search Results Page .....</b>	<b>21</b>
8.1 Restrictions .....	21
8.1.1 Number of Transactions Displayed .....	21
8.1.2 Changing the Order of Results .....	22
8.2 Search Result Columns .....	22
8.3 File Export .....	24
8.3.1 PDF .....	24
8.3.2 CSV .....	24
<b>9 Detail Page .....</b>	<b>26</b>
9.1 Steps .....	26
9.2 Detail Information .....	26
9.3 Exporting Details .....	27
9.4 Example Detail Pages .....	28

9.5	Authorization Response Codes.....	34
9.6	Plastic Card Security Codes .....	37
9.7	Address Verification Service (AVS) Response Codes.....	38
9.8	Fraud Decision Result .....	39
<b>10</b>	<b>ACH Debit Change Payment Amount.....</b>	<b>40</b>
10.1	Changing the Amount of a Single Payment.....	40
10.1.1	Changing the Amount of Recurring Payments .....	41
<b>11</b>	<b>ACH Debit Cancel .....</b>	<b>44</b>
11.1	Restrictions.....	44
11.2	Steps.....	44
<b>12</b>	<b>ACH Credit Cancel.....</b>	<b>46</b>
<b>13</b>	<b>ACH Refunds.....</b>	<b>48</b>
<b>14</b>	<b>Plastic Card and Digital Wallet Refunds.....</b>	<b>50</b>
14.1	Restrictions.....	50
14.1.1	Refunds on Vouchers.....	50
14.2	Steps.....	51
<b>15</b>	<b>Plastic Card Force (Capture) .....</b>	<b>54</b>
15.1	Restrictions.....	54
15.2	Steps.....	54
15.3	Optional Steps.....	56
15.4	Values Retained for Collapsed Criteria .....	58
<b>16</b>	<b>Plastic Card Voids.....</b>	<b>58</b>
16.1	Restrictions.....	58
16.1.1	Voided Transactions on Vouchers .....	58
16.2	Steps.....	58
<b>17</b>	<b>Search Tips.....</b>	<b>60</b>
17.1	Required Criteria.....	60
17.2	Collapsed Criteria Ignored.....	60
17.3	Saved Criteria .....	60
17.4	The Information Button.....	60
<b>18</b>	<b>Known Issues.....</b>	<b>62</b>
18.1	Recurring ACH Debit Transaction TAS/BETC Allocation .....	62
18.1.1	Correcting ACH Debit Transaction TAS/BETC Allocations .....	62
18.2	<i>Lowercase Agency Tracking ID</i> .....	62
18.3	Duplicate Agency Tracking IDs.....	62
18.3.1	Workaround.....	63
<b>19</b>	<b>Customer Support .....</b>	<b>64</b>
19.1	Pay.gov Contact Information.....	64

# 1 Introduction

This document provides information to agencies on how to access and use the Transaction Search function on the Agency Collections website. Transaction Search allows agency users to find and view transaction details and history, and may allow some users to perform actions such as canceling payments.

It is intended for agency staff members responsible for using the information available in Pay.gov reports and for users responsible for managing transactions.

## 1.1 Related Documents

Agency staff should also read the [Agency Guide to the Reporting Service and Activity Files](#).

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



## 2 Overview of Transaction Search

Transaction Search allows you to

- find transactions based on criteria you enter
- view transaction details, history, and any subsequent associated transactions, such as refunds
- perform actions, such as refunds, on the transactions (see section 2.2)

It is restricted to viewing and downloading transaction information.

Your search can be tailored to return a single transaction or a group of transactions.

Transaction Search is available on the Agency Collections website at <https://pay.gov/myagency/>.

### 2.1 Access

Agency users must log in to Pay.gov in order to view use the transaction search function. Some details and actions available on in search results may differ based on the user's role.

#### 2.1.1 Access Control

The following roles have access to the transaction search if permitted by your agency:

- Collections Operator Sale (COS).
- Collections Operator Exception (COE).
- Report Office Analyst (ROA)
- Agency Customer Service (ACS)

Refer to the *Agency Guide to Access Control* for more information on roles and access.

### 2.2 Actions

An action is a procedure, such as issuing a refund, performed on a transaction by an agency user. The actions available for a transaction depend on what the cash flow application and the agency user's role permit.

- View Details — displays transaction details. Available for all transaction types.
- Schedule Details — displays detail for a recurring ACH debit payment, including frequency, next payment date, and the next payment amount.
- Change Payment Amount — changing an ACH debit payment amount that has not been submitted for settlement. Depending on what is allowed for your cash flow application, you may be able to change the payment amount for a one-time payment, for one payment in a recurring series of payments, or for all remaining payments in the recurring series.

- Cancel — cancel all remaining payments in a series of recurring payments.
- Force (Capture) — complete a previously authorized plastic card transaction to convert it into a sale, and make the payment available to your agency
- Refund — refund plastic card transactions that have been settled or have been sent for settlement (section 10).
- Void — void plastic card transactions that have not been sent for settlement (section 15).

## **2.3 Data Sources**

The data returned by a transaction search is live data (including historical data). It could differ from some report and activity file data, which is retrieved from a separate data extract and can lag by up to an hour. See the *Agency Guide to the Reporting Service and Activity Files* for more information.

## **2.4 Availability of Historical Data**

Except for plastic card transaction data, there is no restriction on how far back a search extends.

### **2.4.1 Search Range**

However, for all payment types a search range cannot be greater than 90 day period. For example, September 1 to November 28 would be a valid search range, August 30 to November 28 would not be.

### **2.4.2 Plastic Card Historical Data**

Plastic card transaction data is available only for transactions occurring within 18 months prior to the current date.

If you need plastic card information older than 18 months you can retrieve the information from the Central Information Repository (CIR).

### **2.4.3 ACH Historical Data**

ACH debit transaction data is available for the previous seven years, and can be retrieved in 90 day ranges.

## **2.5 Data Encryption**

### **2.5.1 Encrypted Custom Collection Field Data**

Custom collection field data collected during the payment process can be displayed on a report; any encrypted data will be displayed as clear text.

## **2.6 Search Criteria Validation**

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

- invalid characters (non-ASCII)

- blanks
- correct date
- ensures that all required data is entered.

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

### **2.6.1 Errors**

Errors are explained below the criteria input field.



## **3 Security and Fraud Monitoring Results**

### **3.1 Card Security Code**

For plastic card transactions, the transaction details page displays a code for the card security code (CVC) verification result. See section 9.6

### **3.2 Address Verification Service (AVS)**

For plastic card transactions, the transaction details page displays a code indicating if the address provided for the transaction matches the customer's billing address on file with the card issuing bank. See section 9.7

### **3.3 Fraud Monitoring**

If Pay.gov's fraud monitoring option is being used with a cash flow application, ACH and plastic card transaction detail pages include a Fraud Decision Result. See section 9.8



## 4 Transaction Search Summary

1. Sign in on the MyAgency Home Page at <https://pay.gov/myagency/> (section 5).
2. On the Agency Collections Page click **Transaction Search** in the ribbon near the top of the page (section 5.2). The links visible may differ according to your assigned role.
3. On the Transaction Search Dashboard Page click the **Search Icon** or the **Find a transaction** link (section 5.3).
4. Click on the link for the type of search to conduct: by specific ID (section 6) or using multiple criteria (section 7).
5. **Enter Search Criteria** in either Search by Specific ID (Figure 4) or Search with Multiple Criteria (Figure 5).  
Click on the gray bar or its right arrow > to select and expand search criteria. Only expanded criteria is included in the search.
6. Click the **Search button**. The button is disabled until required criteria is entered and validated.
7. **Find the transaction** on the Search Results page (section 8). You can download the results in a PDF or CSV file (section 8.3)

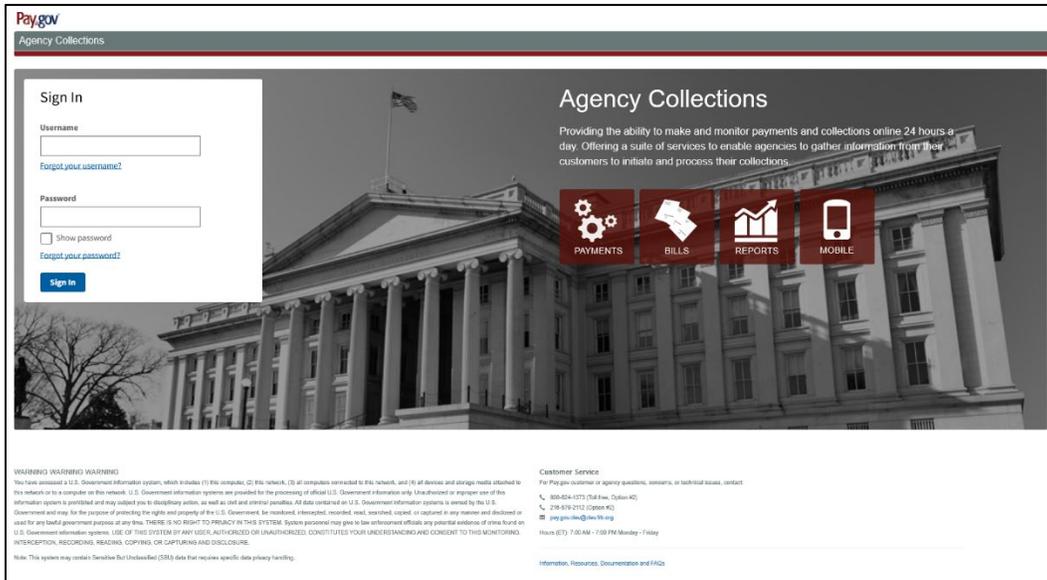


## 5 Signing In and Selecting Transaction Search

### 5.1 MyAgency Home Page

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

Figure 1: MyAgency/Agency Collections home page



**Note:** Tiles on the home page do not link to functions, only to information on the page.

#### 5.1.1 Sign In

Enter your Pay.gov username and password into the fields in the sign in panel. Then click the Sign In button or press your Enter key.

#### 5.1.2 Sign In Help

Click the Forgot your username or Forgot your password link for help.

#### 5.1.3 Support Contact Information

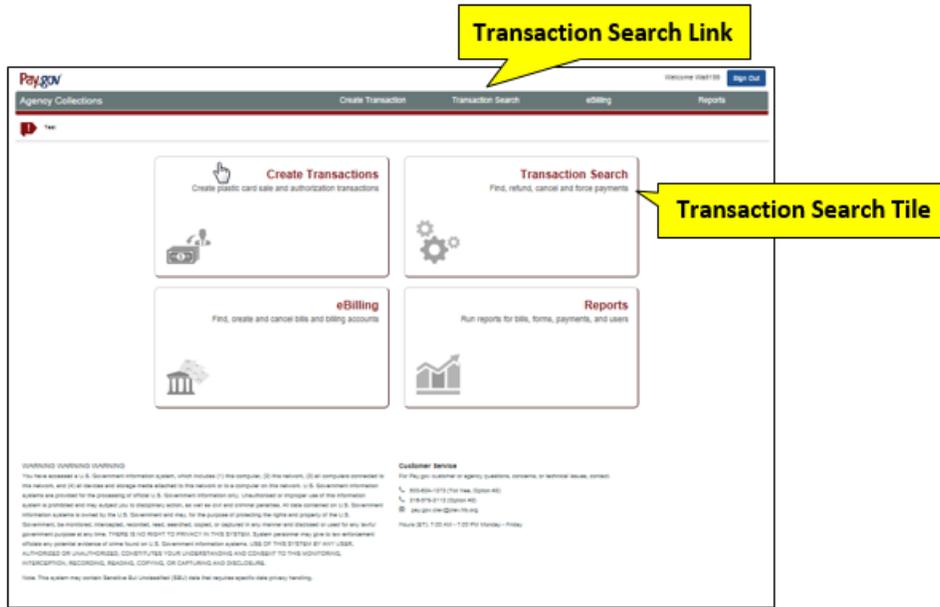
Contact information for Customer Support can be found at the bottom of all pages on the website.

### 5.2 Agency Collections Page

The Agency Collections page opens after you sign in and resembles Figure 2. However, the links available may differ, depending on your role.

Click the Transaction Search tile in the body of the page or the link in the ribbon at the top of the page.

Figure 2: Sample Agency Collections page



The Transactions Search page opens.

### 5.3 Search Types and Criteria

Transaction searches are generated from search criteria entered on the Search Criteria page. You can choose between searching by:

- one specific ID associated with a transaction
- multiple criteria

## 6 Searching by ID

Search by Specific ID is the default search type (Figure 4). You can choose any one of the listed criteria.

**Figure 3: Search by specific ID**

The screenshot shows the 'Transaction Search' interface. At the top, it says 'Search Criteria' and 'Expand the section(s) you wish to search by'. There are two tabs: 'Search By Specific ID' (which is selected and underlined) and 'Search with Multiple Criteria'. Below this, there are four expandable sections: 'Pay.gov Tracking ID' (with a minus sign), 'Agency Tracking ID' (with a plus sign), 'ACH Identification Number' (with a plus sign), and 'Digital Wallet Transaction ID' (with a plus sign). A yellow callout box points to the minus sign on the 'Pay.gov Tracking ID' section with the text 'Click to expand or collapse search criteria.' Below the sections is a 'Search' button.

### 6.1 Searches available

You can choose one of the following ID types for your search:

- Pay.gov Tracking ID — the ID assigned to the transaction by Pay.gov
- Agency Tracking ID — the ID assigned to the transaction by your agency
- ACH Identification Number — the ID assigned to the ACH transaction.
- Digital Wallet Transaction ID — the ID assigned to a digital wallet transaction (Amazon or PayPal).

### 6.2 Steps

1. Click on a gray bar or its arrow to expand and select criteria.

**Important!** If you decide to use a different ID type and collapse your first choice after entering information, your first choice will not be used for the search.

2. Enter the ID.
3. Click the search button.  
The button is disabled until a criteria is selected and an ID is entered and validated.



## 7 Searching with Multiple Criteria

Click on the Search with Multiple Criteria link (Figure 5).

You can:

- find a transaction if you do not have its ID
- find a group of transactions
- select and enter multiple criteria for a search
- find transactions for a specific amount
- find transactions within a range of amounts
- find transactions with specified collection statuses

### 7.1 Steps

1. Click the Search with Multiple Criteria link.
2. The search page opens with only the Transaction Dates criteria expanded. This is the default and must be included
3. Expand any search criteria you wish to use (see Figure 5).

**Important!** All expanded criteria will be used for your search and you must select or enter data for all expanded criteria. If you collapse criteria, even if you entered or selected data, the criteria will not be used in the search.

4. Click the Search button.
5. A Search Results page listing transactions will open. Sometimes there will be a short delay while Pay.gov conducts the search.

See Figure 5 below for an example of the search by multiple criteria page. Search criteria are explained in Table 1.

Figure 4: Search with Multiple Criteria page (all criteria expanded)

### Transaction Search

Search Criteria

Expand the section(s) you wish to search by

Search By Specific ID Search with Multiple Criteria

---

**Transaction Dates**

Enter a transaction date range. ⓘ

Show Time

Transaction Date Range

From

To

**Today** **Yesterday** **Last Week** **This Week**

Dates always required. Choose a Quick Dates button or enter the start and end dates.

Click to expand or collapse criteria.

---

**Payment Types**

Select one or more payment types. ⓘ

Check All

ACH Debit

Add Account Holder Name ⓘ

Add Payer ID ⓘ

ACH Credit

Plastic Card

Visa

Mastercard

Discover

American Express

Add Approval Code ⓘ

Add Transaction Type

Add Last Four Digits

PayPal

Amazon

Choose one or multiple payment types. ACH Debit expands to allow adding account holder name and payer ID to search. Plastic card expands to allow choosing one or multiple card types.

---

**Application**

Select one or more applications and custom collection fields (if configured). ⓘ

Agency

Application

Choose your agency and select the application to be searched.

---

**Collection Status**

Select one or more collection statuses. ⓘ

Select Collection Status

Select status from the list.

---

**Amount**

Enter an amount or amount range. ⓘ

Range

Enter an exact amount or check the box to enter a range of amounts.

Amount

---

**Email Address**

Enter in an email address.

Email Address

Enter the customer's email address to add it to the search.

---

Click to start the search. (Disabled until all required criteria is entered.)

Table 1: Advanced search criteria

Criteria	Description	Required or Optional
<b>Transaction Date</b>	<p>Select or enter a range of dates to search.</p> <p><b>Quick Dates</b></p> <p>Click a button to automatically fill in the Start Date and End Date. Your choices are Today, Yesterday, Last Week, This Week.</p> <p><b>Start Date and End Date</b></p> <p>Select or enter a range of dates. Both the start and end date is required</p> <p><b>Show Time</b></p> <p>Click this link if you wish to enter specific transaction times for the start and end dates.</p>	Required. Can be combined with all other criteria.
<b>Payment Type</b>	<p>Check the payment method(s) to be included in the search. You can select multiple methods (Table 2).</p> <p>If ACH Debit is selected, the Payer ID input field is displayed, and you may enter a Payer ID for the search.</p> <p>The ACH Debit choice expands to allow you to include the account holder name and/or the payer ID to the search.</p> <p>The plastic card choice expands to allow you to select only specific plastic cards and allows you to enter or select an approval code or a transaction type (Table 3).</p>	Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it.
<b>Application</b>	<p>Select one or more agency applications.</p> <p><b>Filter by Agency</b></p> <p>If this field is available, select an agency in order to limit the applications that can be chosen in the Select Application field.</p> <p>Click inside the field and then click on an agency name. To choose multiple</p>	Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it.

Criteria	Description	Required or Optional
	<p>agencies, you must add them one at a time.</p> <p>To delete a selected agency click the X on the left of the name.</p> <p><b>Select Application</b></p> <p>Select one or more collection applications.</p> <p>Click inside the field and then click on an application name. Applications are grouped under agency names.</p> <p>To choose multiple agencies, you must add them one at a time.</p> <p>To delete a selected application click the X next to the name.</p>	
<b>Collection Status</b>	<p>Select one or more statuses from the list.</p> <p>Click inside the field and then click on a status.</p> <p>To choose multiple statuses, you must add them one at a time.</p> <p>To delete a selected status, click the X next to it.</p>	<p>Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it.</p>
<b>Amount</b>	<p>Select to enter either and exact amount or a range of amounts.</p> <p>To enter a range of amounts, click the Range checkbox.</p>	<p>Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it.</p>
<b>Email Address</b>	<p>Enter the customer's email address.</p>	<p>Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it.</p>

**Important!** The list for the advanced search collection criteria includes statuses for all payment types. To include

collection status in your search, if you have selected a specific payment type, you must select the correct statuses for the payment type. Choosing a wrong status may cause no results to be returned.

**Table 2: Payment Types (depend on what your application accepts)**

<b>Payment Types</b>
ACH Debit
ACH Credit
Plastic Card (includes credit and debit cards)
Visa (includes credit and debit cards)
MasterCard (includes credit and debit cards)
Discover (includes Discover-branded cards, Union Pay, JCB)
American Express
PayPal
Amazon

**Table 3: Plastic Card Transaction Types**

<b>Transaction Type</b>
Authorization
Sale
Force
Refund

**Table 4: Collection status**

<b>Collections Status</b>	<b>Used By</b>
Canceled	ACH, ACH Credit, Credit and Debit cards
Closed	PayPal (displays for Authorization only if the Split Shipments Order-Auth-Capture option is configured for the cash flow application)
Completed	ACH Credit
Denied	Amazon, PayPal
Expired	ACH Credit
Failed	ACH, Credit and Debit cards, PayPal
Pending	Amazon, ACH Credit

<b>Collections Status</b>	<b>Used By</b>
Received	ACH, Credit and Debit cards
Retired	ACH
Scheduled	Credit and Debit Cards,
Settled	ACH, Amazon, PayPal
Submitted	Amazon, PayPal
Success	Credit and Debit cards,

## 8 Search Results Page

The search results page displays information on the transaction(s) returned by the search.

The results can be viewed online or downloaded as a PDF or CSV file (see section 8.3).

### 8.1 Restrictions

- Depending on your role, a search result may not display encrypted data or allow you to perform actions. An action is a link to perform a function, such as void or refund.
- 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.
- If your search returns too many results, an error message on the Search Results page will warn you. You must then narrow your search by expanding and entering additional criteria.

Figure 5: Sample Search with Multiple Criteria search results page

The screenshot shows a search results page with the following elements:

- Navigation:** "Search Criteria" and "Search Results" tabs. A callout "Click to return to search criteria page" points to the "Search Criteria" tab.
- Export Options:** "Save as: PDF CSV" with a callout "Click to export results" pointing to the "CSV" link.
- Table:** A table with columns: Pay.gov Tracking ID, Agency Tracking ID, Payment Type, Amount, Transaction Date, Payment Date, Agency, App Name, ALC + 2, Collection Status, Account Holder Name, Transaction Type, and Actions. The table contains 13 rows of transaction data.
- Applied Criteria:** A section on the right side of the table.
- Page Controls:** A pagination bar at the bottom left with a callout "Click to go to another page of the results" pointing to the page number "8". A dropdown menu at the bottom right with a callout "Select the number of items to display on a page" showing options "10", "25", "50", "100".
- Action Callouts:** A callout "Click to view and select actions" points to the "Actions" column in the table.

**Note:** Click the Applied Criteria link to view the criteria used for the search.

#### 8.1.1 Number of Transactions Displayed

The default is 25 transactions displayed on a search results page.

To increase the transactions listed, click on a number in the bar at the bottom right of the list. You can choose 25, 50, or 100.

### 8.1.2 Changing the Order of Results

Click the up or down arrows next to column headings to change the order transactions are listed in.

## 8.2 Search Result Columns

Table 5 describes the contents of search results columns.

**Table 5: Transaction search results column descriptions**

Column	Description
Pay.gov Tracking ID	The ID assigned to the transaction by Pay.gov.
Agency Tracking ID	The ID assigned to the transaction by your agency.
Payment Type	An icon or text showing what payment method was used for the transaction. Icons depict a check for ACH, a plastic card, and the Amazon or PayPal logos for digital wallet transactions.
Amount	The dollar amount of the transaction.
Transaction Date	The date the transactions was created.
Agency	The Pay.gov short name of the agency the transaction was created for.
App Name	The name of the agency collection application used for the transaction.
ALC+2	Your agency location code with the two-digit suffix assigned by Pay.gov.
Collection Status	Where the transaction is in the collection and settlement process. The collection statuses used differ according to the payment method used for the transaction. See section 7, Table 4: Collection status.
Account Holder Name	The name of the person or entity that has the account used to pay the transaction.

Column	Description
Transaction Type	The type of transaction created for the payment method used. The transaction types available differ according to payment method.
Action	<p data-bbox="824 413 1289 617">A link to a list of actions you can perform for this transaction. Availability of the link depends on your Pay.gov role. Actions in the list differ according to the payment type and transaction type.</p> <ul data-bbox="846 642 1317 1709" style="list-style-type: none"> <li data-bbox="846 642 1279 709">• View Details — all transaction types</li> <li data-bbox="846 716 1305 884">• Schedule Details — displays detail for a recurring ACH debit payment, including frequency, next payment date, and the next payment amount.</li> <li data-bbox="846 890 1317 1314">• Change Payment Amount — changing an ACH debit payment amount that has not been submitted for settlement. Depending on what is allowed for your cash flow application, you may be able to change the payment amount for a one-time payment, for one payment in a recurring series of payments, or for all remaining payments in the recurring series.</li> <li data-bbox="846 1320 1305 1423">• Cancel — cancel all remaining payments in a series of recurring payments.</li> <li data-bbox="846 1430 1289 1533">• Force — complete a previously authorized plastic card transaction to turn it into a sale.</li> <li data-bbox="846 1539 1317 1642">• Refund — plastic card sale, force, manual force, and digital wallet transaction.</li> <li data-bbox="846 1648 1143 1709">• Void — plastic card authorization</li> </ul>

The results may also show related transactions such as related payments in a scheduled series.

### 8.3 File Export

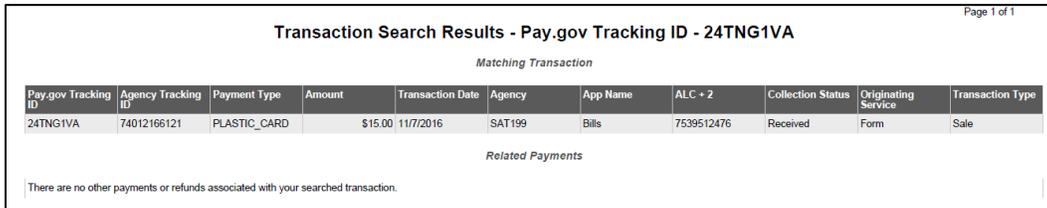
Save as: [PDF](#) [CSV](#)

You can save search results in PDF or CSV file format. Click on either Save As: link.

#### 8.3.1 PDF

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

Figure 6: Sample downloaded PDF file



Pay.gov Tracking ID	Agency Tracking ID	Payment Type	Amount	Transaction Date	Agency	App Name	ALC + 2	Collection Status	Originating Service	Transaction Type
24TNG1VA	74012166121	PLASTIC_CARD	\$15.00	11/7/2016	SAT199	Bills	7539512476	Received	Form	Sale

Related Payments

There are no other payments or refunds associated with your searched transaction.

#### 8.3.2 CSV

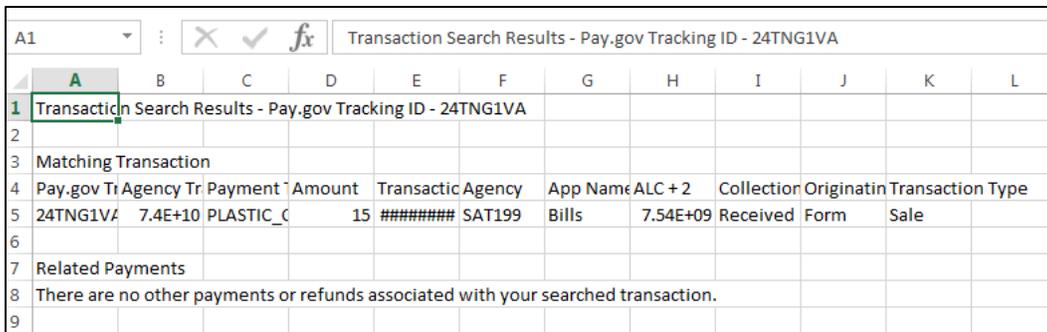
The **CSV** link downloads a comma separated values (.csv) file format. This is a text file where each line is a string that contains either the column headings or the values separated by commas. The file can be opened and edited in any text editor (Figure 8) or imported into a spreadsheet (Figure 9). No formatting is included in the file; formatting can only be added in your text editor or spreadsheet.

Figure 7: Transaction search results csv file in Microsoft Notepad

```
[Transaction Search Results - Pay.gov Tracking ID - 24TNG1VA", "Matching Transaction", "pay.gov Tracking ID", "Agency Tracking ID", "Payment Type", "Amount", "Transaction Date", "Agency", "App Name", "ALC + 2", "Collection Status", "Originating Service", "Transaction Type", "24TNG1VA", "74012166121", "PLASTIC_CARD", "15", "11/7/2016", "SAT199", "Bills", "7539512476", "Received", "Form", "Sale", "Related Payments", "There are no other payments or refunds associated with your searched transaction."]
```

**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 8: Transaction search results csv file imported into Microsoft Excel



A	B	C	D	E	F	G	H	I	J	K	L
Transaction Search Results - Pay.gov Tracking ID - 24TNG1VA											
Matching Transaction											
Pay.gov Tr	Agency Tr	Payment T	Amount	Transactic	Agency	App Name	ALC + 2	Collection	Originatin	Transaction Type	
24TNG1VA	7.4E+10	PLASTIC_C	15	#####	SAT199	Bills	7.54E+09	Received	Form	Sale	
Related Payments											
There are no other payments or refunds associated with your searched transaction.											

**Note:** Data in csv files is in the same column order as in corresponding previous versions of search transaction results. You can import the csv file into a spreadsheet

template that includes your macros and the macros will work as in the past.

## 9 Detail Page

Transaction detail pages display details about a transaction and the payment method used.

Depending on the transaction, available actions are:

- View Details
- View Schedule Details
- Change Payment Amount
- Cancel
- Force (Capture) Plastic Card Authorization
- Refund Plastic Card
- Void

**Note:** You cannot open schedule details from a View Details page.

Other actions are available through the Search Transactions Function on your agency website user page.

### 9.1 Steps

1. On the Search Results page, click the Actions link for a transaction.
2. Click an available action in the dropdown list (Figure 10).
3. The transaction’s detail page opens. See section 9.4 for examples

Figure 9: Search results actions link



### 9.2 Detail Information

Depending on the transaction, payment method and data provided, a details page may include some of the categories of information in Table 6.

Table 6: Transaction detail categories

Detail Information Category	Description
Gray Details Panel at the top left	The amount, transaction type, date the transaction was submitted, date the transaction was paid, date the transaction was processed/settled.

<b>Detail Information Category</b>	<b>Description</b>
<b>Details</b>	Transaction details that identify the transaction. Details may include: the tracking IDs, approval code, the user name of the submitter, the security data, and the fraud decision result.
<b>Account Information</b>	Information about the payment method account used. Information could include the account holder name and address, the account number, and additional information if the account is foreign.
<b>Custom Collection Fields</b>	Labels and values for custom collection data submitted with the transaction.
<b>Digital Wallet</b>	Only for digital wallet transaction (Amazon, PayPal). Provides the Transaction ID from the payment provider and any codes or reasons for the transaction.
<b>Classification Data</b>	TAS/BETC accounting allocations and their amounts for the transaction.
<b>Payment Schedule</b>	Only on the View Schedule Details page. Identifies the transaction and includes the number of installments, the transaction installment number and amount, and the next payment date.

### 9.3 Exporting Details

Links on detail pages allow you to save them in PDF or CSV file format. Click on either Save As: link in the transaction details summary panel (Figure 11).

See section 8.3 for details about PDF and CSV file formats.

**Figure 10: Sample details summary panel**

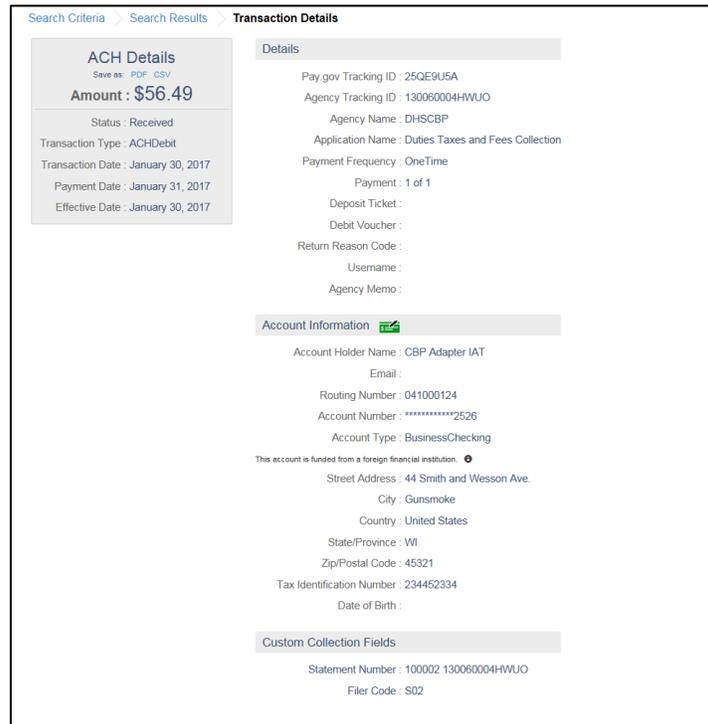
Details summary panel on a details page with callout pointing to pdf and csv export



## 9.4 Example Detail Pages

**Note:** Information displayed or encrypted on a details page may differ according to the permissions assigned to your role.

**Figure 11: Example details for an ACH transaction**



**Figure 12: Example details for an ACH prenotification**

Search Criteria > Search Results > **Transaction Details**

**ACH Details**

Save as: PDF CSV

Amount: \$0.00

---

Status: Settled

Transaction Type: ACHPrenote

Transaction Date: January 30, 2017

Payment Date: January 31, 2017

Effective Date: January 31, 2017

**Details**

Pay.gov Tracking ID : 25QE9U1F

Agency Tracking ID : 20170130051611630

Agency Name : FTCDNC

Application Name : 944DNC

Payment Frequency : OneTime

Payment : 1 of 1

Deposit Ticket :

Debit Voucher :

Return Reason Code :

Username :

Agency Memo : Agency Memo Field Stuff

**Account Information**

Account Holder Name : ACH Prenote Daily

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

Routing Number : 041001039

Account Number : \*\*\*\*\*6789

Account Type : PersonalSavings

**Custom Collection Fields**

Field01 : Daily Custom Field

encrypted Field02 :

Field03 :

Field04 :

Field05 :

Field06 :

Field07 :

Field08 :

Field09 :

Field10 :

Field11 :

Field12 :

**Figure 13: Example details for a plastic card authorization**

[Search Criteria](#) > [Search Results](#) > **Transaction Details**

**Plastic Card Details**  
Save as: PDF CSV  
**Amount : \$157.32**

---

Status : Success

Transaction Type : Authorization

Transaction Date : January 30, 2017

Payment Date : January 30, 2017

Settled Date : January 31, 2017

**Details**

Pay.gov Tracking ID : 25R03DQU  
 Agency Tracking ID : 74994283160  
 Agency Name : SAT199  
 Application Name : 199\_FraudService  
 AVS Code : Z  
 Approval Code : A1B1C1  
 Authorization Response Code : 00  
 Card Security Code Result : U  
 Fraud Decision Result :  
 Username : Danotest  
 Agency Memo :

**Account Information**

Account Holder Name : dan  
 Account Number : \*\*\*\*\*1111  
 Plastic Card Type : **VISA**  
 Customer Phone :  
 Customer Email : @fraudtest.com  
 Billing Address : 1122 abc  
 Billing Address 2 :  
 City : cleve  
 State / Province : OH  
 Zip / Postal Code : 44133  
 Country : USA

If TAS/BETC classification is used for the transaction, that data appears at the bottom of a detail page.

Classification Data											
Label	BP	ATA	AID	BPOA	EPGA	A	MAIN	SUB	CWRT BETC	DWRT BETC	Amount
Special Tax Rule 299	04	700	000	2013	2019	X	0200	344	CREDU	BETSU	\$0.32
Federal Excise Tax	99	999	999	2014	2016	A	9900	780	CRBOA	ABCODE	\$100.00
Foreign Goods Import Tax	77	777	769	2012	2019	M	8977	766	CRSAB05	BFB00K	\$7.00

Figure 14: Example details for a plastic card force

Search Criteria > Search Results > Transaction Details

**Plastic Card Details**

Save as: PDF CSV

**Amount : \$157.32**

---

Status : Success

Transaction Type : ForceByPaygovTrackingId

Transaction Date : January 30, 2017

Payment Date : January 30, 2017

Settled Date : January 31, 2017

**Details**

Pay.gov Tracking ID : 25R03DQU

Agency Tracking ID : 74994283160

Agency Name : SAT199

Application Name : 199\_FraudService

AVS Code : Z

Approval Code : A1B1C1

Authorization Response Code : 00

Card Security Code Result : U

Fraud Decision Result :

Username : Danotest

Agency Memo :

---

**Account Information**

Account Holder Name : dan

Account Number : \*\*\*\*\*1111

Plastic Card Type : **VISA**

Customer Phone :

Customer Email : reject@fraudtest.com

Billing Address : 1122 abc

Billing Address 2 :

City : cleve

State / Province : OH

Zip / Postal Code : 44133

Country : USA

Figure 15: Example details for a plastic card sale

Search Criteria > Search Results > Transaction Details

**Plastic Card Details**

Save as: PDF CSV

**Amount : \$157.32**

---

Status : Success

Transaction Type : Sale

Transaction Date : January 30, 2017

Payment Date : January 30, 2017

Settled Date : January 31, 2017

**Details**

Pay.gov Tracking ID : 25R03DQU

Agency Tracking ID : 74994283160

Agency Name : SAT199

Application Name : 199\_FraudService

AVS Code : Z

Approval Code : A1B1C1

Authorization Response Code : 00

Card Security Code Result : U

Fraud Decision Result :

Username : Danotest

Agency Memo :

---

**Account Information**

Account Holder Name : dan

Account Number : \*\*\*\*\*1111

Plastic Card Type : **VISA**

Customer Phone :

Customer Email : @fraudtest.com

Billing Address : 1122 abc

Billing Address 2 :

City : cleve

State / Province : OH

Zip / Postal Code : 44133

Country : USA

**Figure 16: Example details for schedule of plastic card payments (similar available for scheduled ACH transactions)**

**Note:** To view schedule information, you must use the View Schedule Details action, if available, to see this information.

[Search Criteria](#) > [Search Results](#) > **Transaction Details**

Plastic Card Schedule

Pay.gov Tracking ID : 25QE9U6U

Agency Tracking ID : 74975607005

Agency Name : SAT199

Application Name : 199\_Form Component TAS APP

Payment Frequency : Weekly

Total Installments : 2

Last Installment Number : 2

Transaction Date : January 30, 2017

Next Payment Date : February 6, 2017

Payment Amount : \$157.32

Next Payment Amount : \$157.32

Originating Service : Form

**Figure 17: Example details for transaction using Amazon**

[Search Criteria](#) > [Search Results](#) > **Transaction Details**

**Amazon Details**

Save as: PDF CSV

**Amount : \$18.00**

Status : Settled

Settled Amount : \$18.00

Transaction Type : Sale

Transaction Date : January 30, 2017

Payment Date : January 31, 2017

Settlement Date : January 31, 2017

Details

Pay.gov Tracking ID : 25QDPIUV

Agency Tracking ID : 20170130041803582

Agency Name : FTCDNC

Application Name : 944MarkTCS

Username : Public

Amazon Information

Pending Reason Code :

Amazon Transaction ID : E01-7666512-7213327-C194586

Transaction Code :

Transaction Code Description :

Reason for Refund :

Custom Collection Fields

encrypted 1 : This should be encrypted

encrypted 2 : This should be encrypted

unencrypted 1 : This should NOT be encrypted

unencrypted 2 : Second Unencrypted Field

Figure 18: Example details for transaction using PayPal

Search Criteria > Search Results > Transaction Details

### Paypal Details

Save as: [PDF](#) [CSV](#)

**Amount: \$17.00**

Status: Settled

Settled Amount: \$17.00

Transaction Type: Sale

Transaction Date: January 30, 2017

Payment Date: January 31, 2017

Settlement Date: January 31, 2017

### Details

Pay.gov Tracking ID : 25QDPF26

Agency Tracking ID : 20170130041636678

Agency Name : FTCDNC

Application Name : 944MarkTCS

Username : QACERTFTCDNC06

### Paypal Information PayPal

Pending Reason Code :

Paypal Transaction ID : 0HV612007D208102W

Transaction Code : T0006

Transaction Code Description : Express Checkout APIs

Reason for Refund :

## 9.5 Authorization Response Codes

Authorization response codes, included in some transaction details, provide information on why a plastic card transaction was succeeded or failed.

Table 7 lists a number of authorization response and AVS codes, along with a description of the response. The response codes “00,” representing an approval, and “85,” representing a successful verification, have been included for completeness.

**Note:** The card display message column in Table 7 shows the text of messages returned for transactions made through a plastic card terminal.

**Table 7: Authorization response messages and codes for Worldpay**

Response Code	Authorization Action	Card Display Message	Authorization Response Definition
00	Approve	Return	Transaction Approved
01	Refer	Return	Refer to Card Issuer
02	Refer	Return	Refer to Card Issuer, Special Conditions
03	Decline	Return	Invalid Merchant ID
04	Decline	Keep	Pick Up Card
05	Decline	Return	Generic Authorization Decline
06	Decline	Return	Error
07	Decline	Keep	Pick Up Card, Special Conditions
08	Approve	Return	Honor With Identification
10	Approve	Return	Approved For Partial Amount
11	Approve	Return	VIP Approval
12	Decline	Return	Invalid Transaction
13	Decline	Return	Invalid Amount
14	Decline	Return	Invalid Account Number
15	Decline	Return	No Such Issuer
17	Decline	Return	Customer Cancellation
19	Decline	Return	Re-try Transaction
21	Decline	Return	Reversal Unsuccessful
25	Decline	Return	Unable to locate record on file
27	Decline	Return	File update field edit error
28	Decline	Return	Update file temporarily unavailable
30	Decline	Return	Message Format Error
32	Decline	Return	Partial Reversal

Response Code	Authorization Action	Card Display Message	Authorization Response Definition
33	Decline	Keep	Pick Up Card - Expired
38	Decline	Keep	Allowable Number of PIN Tries Exceeded
39	Decline	Return	No Credit Account
40	Decline	Return	Requested Function Not Supported
41	Decline	Keep	Pick Up Card - Lost
43	Decline	Keep	Pick Up Card – Stolen
51	Decline	Return	Insufficient Funds
52	Decline	Return	No Checking Account
53	Decline	Return	No Savings Account
54	Decline	Return	Expired Card
55	Decline	Return	Incorrect PIN
56	Decline	Return	Cannot Process
57	Decline	Return	Transaction not Permitted to Cardholder
58	Decline	Return	Transaction not Permitted to Acquirer
61	Decline	Return	Exceeds Withdrawal Limit Worldpay ISO 8583 Specifications Confidential Page 131
62	Decline	Return	Restricted Card
63	Decline	Return	Security Violation / Invalid AMEX CID
65	Decline	Return	Exceeds Withdrawal Frequency Limit
67	Decline	Keep	Pick Up Card
68	Decline	Return	Response Received Late
69	Decline	Return	Bad Close (Gift Card)
70	Decline	Return	Card Already Active (Gift Card)
71	Decline	Return	Card Not Active (Gift Card)
72	Decline	Return	Card Already Closed (Gift Card)
73	Decline	Return	Over Max Balance (Gift Card)
74	Decline	Return	Invalid Activate (Gift Card)
75	Decline	Return	Allowable Number of PIN Tries Exceeded
76	Decline	N/A	Late Reversal
77	Decline	N/A	Reversal Does Not Match Original Transaction
78	Decline	Return	No 'To' Account Specified
79	Decline	Return	No 'From' Account Specified
80	Decline	Return	Processor Link Out of Service, Will Cause Worldpay to Invoke Stand-in

<b>Response Code</b>	<b>Authorization Action</b>	<b>Card Display Message</b>	<b>Authorization Response Definition</b>
81	Decline	Return	PIN Key Synchronization Error
82	Decline	Return	Invalid CVV
83	Decline	Return	Unable to Verify PIN
85	Approve	Return	No Reason to Decline on Verification Request
87	Approve	Return	Purchase Amount Approved, Not Cash
88	Decline	Return	Card Record Not Available
91	Decline	Return	Issuer or Switch Inoperative(MasterCard)
92	Decline	Return	Unable to Route Transaction
93	Decline	Return	Illegal Transaction
94	Decline	Return	Duplicate Transaction
95	Decline	Return	Reconciliation Error
96	Decline	Return	System Error
97	Approve	Return	American Express Rewards Approval
98	Decline	Return	Duplicate Transaction
99	Decline	Return	Preferred Debit Routing Denial -> Credit transaction can be performed as debit
D1	Decline	Return	Currency Conversion Complete, No Auth Performed (1stPass)
M1	Decline	Return	Multi-Currency DCC Fail
M2	Decline	Return	Multi-Currency Invert Fail
No	Decline	Return	Issuer or Switch Inoperative (Visa)
N7	Decline	Return	CVV2 Value Mismatch
Ro	Decline	Return	Stop Payment Order
R1	Decline	Return	Revocation of Auth Order
R3	Decline	Return	Revocation of All Auth Orders
RG	Approve	Return	P2PE Successful Registration Event
V1	Decline	Return	Velocity – Excessive Count
V2	Decline	Return	Velocity – Excessive Amount
V3	Decline	Return	Velocity – Excessive Count/Amount
V4	Decline	Return	Velocity – Negative File Exception
V5	Decline	Return	Velocity – Fraud Exception
V6	Decline	Return	Velocity – ZIP Match Failure
XB	Decline	Return	Deconverted BIN (Gift Card)
XD	Decline	Return	Merchant Depleted (Gift Card)

Response Code	Authorization Action	Card Display Message	Authorization Response Definition
XE	Decline	Return	Card Escheated (Gift Card)

## 9.6 Plastic Card Security Codes

The three- or four-digit codes (CSC, CVV<sub>2</sub>, CVC, CID or CIN) printed on the back of plastic cards are used to reduce fraud by verifying the purchaser has the plastic card in hand when making a purchase on the internet.

A plastic card security response code can be included with an authorization response and may be displayed in some transaction details, included in online reports and returned in non-interactive transaction responses.

Table 8 lists a number of possible card security response codes along with brief descriptions of each code.

**Table 8: Plastic card security response codes**

Response Code	Description
M	CVV <sub>2</sub> match
N	No CVV <sub>2</sub> match
P	Not processed
S	Issuer indicates that CVV <sub>2</sub> data should be present on the card, but the merchant has indicated data is not present on the card
U	Issuer has not certified for CVV <sub>2</sub> , or issuer has not provided Visa with the CVV <sub>2</sub> encryption keys
Empty	Transaction failed because wrong CVV <sub>2</sub> number was entered or no CVV <sub>2</sub> number was entered

## 9.7 Address Verification Service (AVS) Response Codes

In the authorization process, the customer's billing address on file with the card issuing bank is confirmed. AVS codes returned may be forwarded to your agency, displayed in some transaction details, included in online reports and returned in non-interactive transaction responses.

Table 9 lists AVS responses codes and a description of the response.

**Table 9: AVS response code definitions**

AVS Code	Definition	Visa	MC	AMEX	DISC
X	Street address and 9-digit ZIP Code both match.		X		
Y	Street address and 5 digit ZIP Code both match.	X	X	X	X
A	Address matches but both 5-digit and 9-digit ZIP Code do not match.	X	X	X	X
W	Street address does not match but 9-digit ZIP Code matches.		X		X
Z	Street address does not match but 5-digit ZIP Code matches.	X	X	X	X
N	Nothing matches.	X	X	X	X
U	No data from issuer/auth system. Address information unavailable. Returned if non-U.S. AVS is not available or if the AVS in a U.S. bank is not functioning properly.	X	X	X	X
R	Retry. Issuer's system unavailable or timed out.	X	X	X	
E	Edit error. AVS data is invalid.	X	X	X	
S	U.S. issuing bank does not support AVS.	X	X		

**Table 10: International AVS response code definitions**

AVS Code	Definition
D	Street address and Postal Code match for international transaction.
M	Street address and Postal Code match for international transaction.
B	Street address match for international transaction. Postal Code not verified due to incompatible formats.
P	Postal Code match for international transaction. Street address not verified due to incompatible formats.
C	Street address and Postal Code not verified for international transaction due to incompatible formats.
I	Address information not verified by international issuer.
G	Non-US issuer does not participate.

**Table 11: Card Verification Value (CVV2) response code definitions**

<b>CVV2 Code</b>	<b>Definition</b>
M	CVV2 match.
N	CVV2 no match.
P	Not processed.
S	Issuer indicates that CVV2 data should be present on the card but the merchant has indicated data is not present on the card.
U	Issuer has not certified for CVV2 or has not provided Visa with the CVV2 encryption key.
Empty	Transaction failed because the wrong CVV2 number was entered or not CVV2 number was entered.

## 9.8 Fraud Decision Result

**Table 12: Fraud Decision Result definitions**

<b>Result</b>	<b>Definition</b>
Block	The transaction has been blocked. Fraud monitoring has determined that it is likely to be fraudulent.
Allow	The transaction has been allowed. Fraud monitoring has determined that it is unlikely to be fraudulent.
Not Screened for Fraud	The transaction has been allowed. The agency cash flow application has not been configured for fraud monitoring.

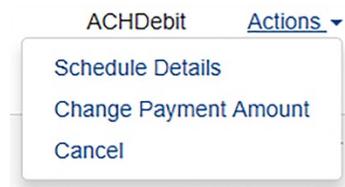
## 10 ACH Debit Change Payment Amount

ACH debit payments can only be changed before they are sent by Pay.gov for settlement.

### 10.1 Changing the Amount of a Single Payment

1. Search for the ACH Debit transaction needing to be changed.
2. Click its Actions link.
3. Select **Change Payment Amount**. If the action is not listed, the payment has already been sent for settlement.

Figure 19: ACH Debit Actions



4. Enter the new payment amount.

Figure 20: Change Payment Amount dialog for one-time payment

The screenshot shows a dialog box with a progress bar at the top indicating three steps: 1. Change Payment Amount, 2. Review, and 3. Success. The dialog is divided into two main sections:

- ACH Details:**
  - Pay.gov Tracking ID : 25SIKCKK
  - Agency Tracking ID : 75047253628
  - Agency Name : SAT199
  - Agency Application Name : 199\_Form Component TAS APP
  - Frequency : OneTime
  - Payments Completed : 0
  - Total Number of Payments : 1
  - Transaction Date : December 19, 2018 06:44 AM
  - Next Payment Date : December 24, 2018
  - Original Payment Amount : \$157.32
  - Scheduled Payment Amount : \$157.32
  - Account Holder Name : Daily Forms ACH NonEnrolled
  - Email : clev.pay.gov.sat@clev.frb.org
  - Account Type : Personal Checking
  - Routing Number : 041000124
  - Account Number : \*\*\*\*\*6789
  - Originating Service : Form
- Change Payment Amount:**
  - Scheduled Payment Amount : \$157.32
  - Change Next Payment Amount To :
  - [Review](#)
  - [Return to Search](#)

5. Click **Review**.
6. Confirm the next (new) payment amount.

**Figure 21: Change Payment Amount review dialog**

**ACH Details**

Pay.gov Tracking ID : 25SIKCKK  
 Agency Tracking ID : 75047253628  
 Agency Name : SAT199  
 Agency Application Name : 199\_Form Component TAS APP  
 Frequency : OneTime  
 Payments Completed : 0  
 Total Number of Payments : 1  
 Transaction Date : December 19, 2018 06:44 AM  
 Next Payment Date : December 24, 2018  
 Original Payment Amount : \$157.32  
 Scheduled Payment Amount : \$157.32  
 Account Holder Name : Daily Forms ACH NonEnrolled  
 Email : clev.pay.gov.sat@clev.frb.org  
 Account Type : Personal Checking  
 Routing Number : 041000124  
 Account Number : \*\*\*\*\*6789  
 Originating Service : Form

Scheduled Payment Amount	Next Payment Amount
\$157.32	\$137.32

I have reviewed the transaction and authorize the next payment amount.

[Edit](#) [Submit](#)

[Return to Search](#)

7. Check “I have reviewed the transaction and authorize the next payment amount.”
8. Click **Submit**.
9. A success page is displayed.

**10.1.1 Changing the Amount of Recurring Payments**

For recurring ACH debit payments you can change the amount of only one of the payments, or of all remaining payments. You cannot change the amount for payments already settled.

1. Search for the ACH Debit transaction needing to be changed.
2. Click its Actions link.
3. Select **Change Payment Amount**.

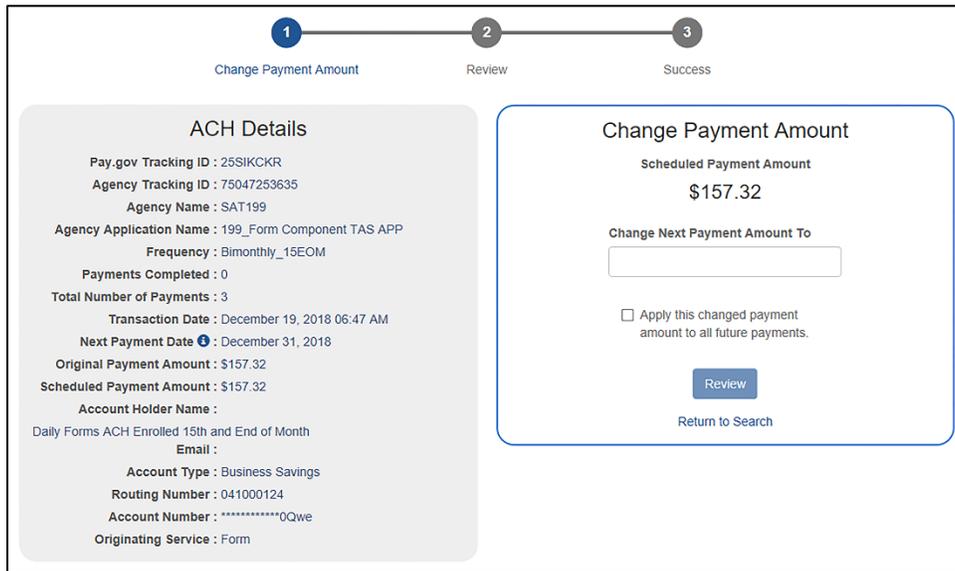
**Figure 22: ACH Debit Actions**

ACHDebit [Actions](#) ▾

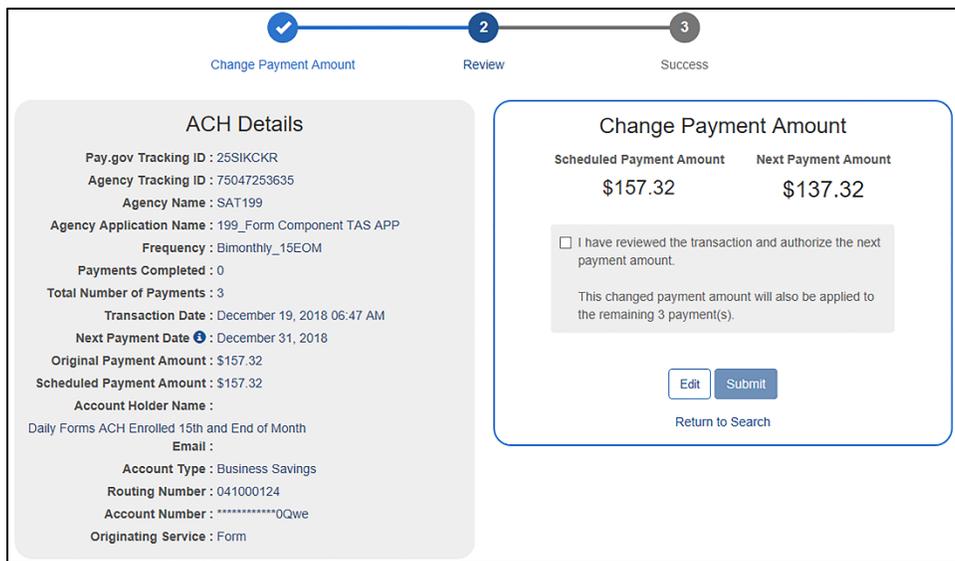
- [Schedule Details](#)
- [Change Payment Amount](#)
- [Cancel](#)

4. Enter the new payment amount.

**Figure 23: Change Payment Amount dialog for recurring payments**



5. The dialog includes a checkbox to apply the change to all remaining payments.
  - a. If you wish to change only the next payment, but not the other payments, do not check the box.
  - b. Check the box if the change applies to the next payment and all future payments.
6. Click **Review**.
7. Confirm the next (new) payment amount.



8. Check “I have reviewed the transaction and authorize the next payment amount.”
9. Click **Submit**.
10. A success page is displayed.



## 11 ACH Debit Cancel

### 11.1 Restrictions

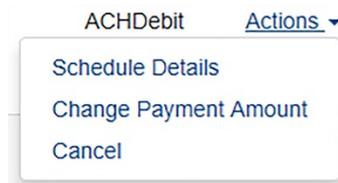
COE

ACH Debit Type	Cancellation Restriction
One-time non-deferred entered in Pay.gov between 9:55 am and 8:55 pm	Debits are submitted for settlement hourly from 9:55 am to 8:55 pm Eastern Time. For example, an ACH debit created at 10:00 am may be canceled before 10:55 am Eastern Time.
One-time non-deferred entered after 8:55 pm	May be canceled before 9:55 am Eastern Time on the next business day.
Deferred	May be canceled before 12:55 am Eastern Time of the deferred payment date (the day before the business day it will be settled on).
Recurring Payment	May be canceled up to 4:55 pm Eastern Time of the next payment date (the day before the business day it will be settled on).  Note: Canceling a recurring payment also cancels all remaining payments in the recurring series. Payments may still be required and may need to be recreated.

### 11.2 Steps

1. Search for the ACH Debit transaction needing to be changed.
2. Click its Actions link.
3. Select **Cancel**.

Figure 24: ACH Debit Actions



4. The ACH Cancel review dialog opens.

Figure 25: ACH Debit cancel review dialog

The screenshot shows a two-step process for canceling an ACH debit. Step 1, labeled 'Review', displays the following details:

- ACH Details**
- Pay.gov Tracking ID : 25SIKCKK
- Agency Tracking ID : 75047253628
- Agency Name : SAT199
- Agency Application Name : 199\_Form Component TAS APP
- Frequency : OneTime
- Payments Completed : 0
- Total Number of Payments : 1
- Transaction Date : December 19, 2018 06:44 AM
- Next Payment Date : December 24, 2018
- Scheduled Payment Amount : \$157.32
- Next Payment Amount : \$157.32
- Account Holder Name : Daily Forms ACH NonEnrolled
- Email : clev.pay.gov.sat@clev.frb.org
- Account Type : Personal Checking
- Routing Number : 041000124
- Account Number : \*\*\*\*\*6789
- Originating Service : Form

Step 2, labeled 'Success', is titled 'ACH Cancel' and contains:

- An unchecked checkbox with the text: "I have reviewed the transaction and authorize to cancel. This will include any remaining payment(s)."
- A blue button labeled "Submit ACH Cancel".
- A link labeled "Return to Search".

5. Check the box for “I have reviewed the transaction and authorize to cancel. This will include any remaining payments.
6. Click **Submit ACH Cancel**.

**Important!** Canceling a recurring payment also cancels all remaining payments in the series. The customer is still required to pay any remaining amount. You may need to create a new one-time or recurring transaction.

7. A success page is displayed.

## **12 ACH Credit Cancel**

ACH Credit transactions cannot be canceled in Transaction Search.



## **13 ACH Refunds**

### ACH Debit

ACH debit payments cannot be refunded through Pay.gov. After the ACH debit has been submitted for settlement, the customer must contact their financial institution to initiate a refund



## 14 Plastic Card and Digital Wallet Refunds

The Refund action is available for both settled plastic card and digital wallet transactions.

Plastic card transactions that could be refunded are:

- sale
- scheduled sales
- force
- manual force
- card-present transactions

Digital wallet transactions that could be refunded are:

- Amazon Pay sale
- PayPal sale

### 14.1 Restrictions

**Important!** Only agency users with the COE role can refund transactions.

The Refund action is available only for plastic card and digital wallet transactions after they have been settled. Generally this is the day after the transaction was created in Pay.gov.

Agency users with the COE role can:

- refund the whole amount
- refund a partial amount

You cannot:

- refund more than the original amount of the transaction
- refund more than the amount remaining after a partial refund

#### 14.1.1 Refunds on Vouchers

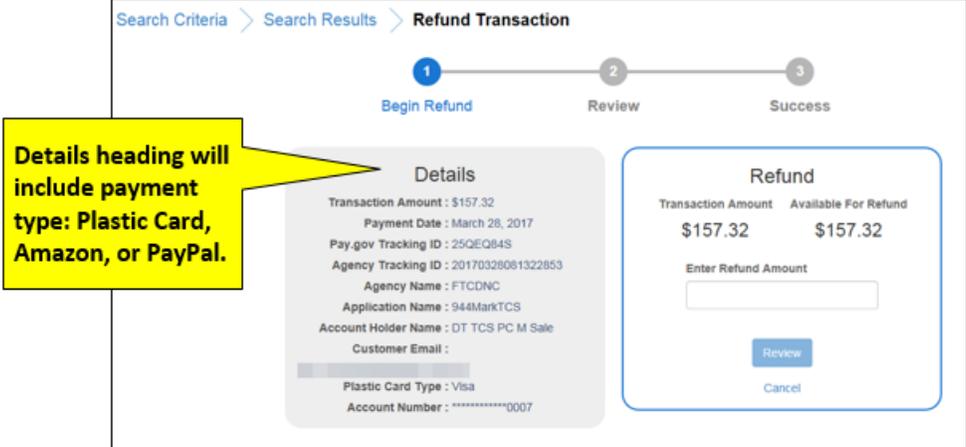
When a transaction is settled, agencies will see the transaction on a deposit ticket.

If the transaction is refunded, the refund will be shown on a debit ticket.

## 14.2 Steps

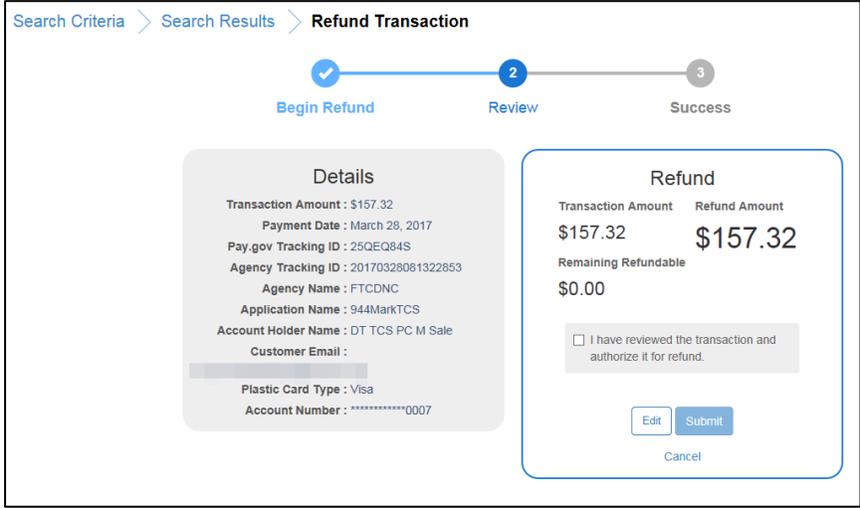
1. Search for a plastic card, Amazon Pay, or PayPal transaction.
2. On the Search Results page, click Actions.
3. If listed, click **Refund**.
4. In the refund transaction dialog, enter the amount to be refunded

Figure 26: Sample Refund Transaction dialog for plastic card (digital wallet is the same)



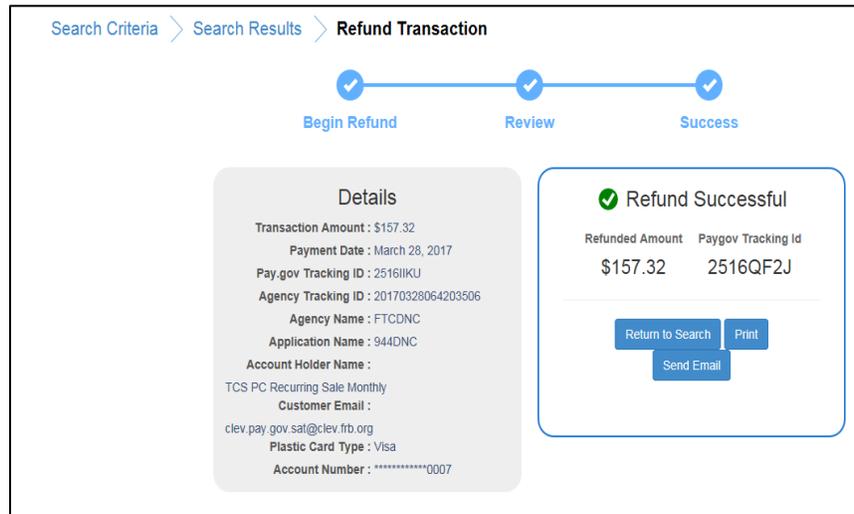
5. Click **Review**.

Figure 27: Refund Transaction review dialog



6. To change the amount being refunded, click **Edit**. The refund dialog opens again for you to enter a different amount.
7. To complete the refund, **check the box** next to “I have reviewed the transaction and authorize it.”
8. Click **Submit**.
9. The refund is submitted for processing and the Refund Successful dialog is displayed.

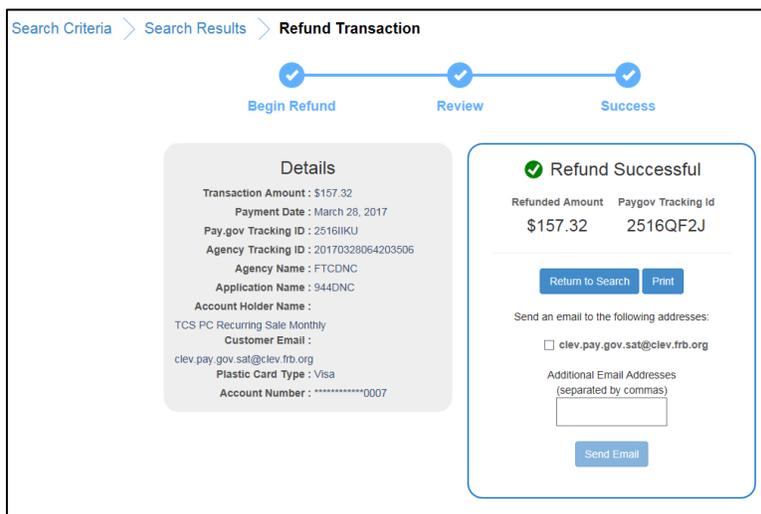
Figure 28: Refund success dialog



10. You can:

- Click **Return to Search** to go back to the Search Criteria page. Your search criteria will still be selected.
- Click **Print** for a copy of the Refund Successful message and details.
- Click **Send Email** if you wish to notify the customer or payers of the refund. The dialog expands to allow selecting a customer or entering other email addresses. You can check the box to send an email to the customer and/or enter other email addresses in the field, and then click **Send Email**.

Figure 29: Entering refund email



- Click **Search Results** at the top of the page to return to the results list. The transaction date for the refunded transaction has been changed to the current date, and the transaction type has been updated to Refund.
- Click **Sign Out** at the top right of the page if you are finished.



## 15 Plastic Card Force (Capture)

### COS

Plastic card authorization-only transactions must be Forced/Captured to complete the payment.

When a plastic card transaction is Authorized, a hold is placed on the card holder’s account for the amount, reducing the amount available in the customer’s account for other transactions. However, the payment is not actually made. There is no transfer of funds from the customer’s account to the U.S. Treasury and your agency.

The Force/Capture transaction transfers previously Authorized funds from the customer to the U.S. Treasury and your agency. You can submit a Force/Capture transaction for the full amount of the Authorization, or for a lesser amount.

### 15.1 Restrictions

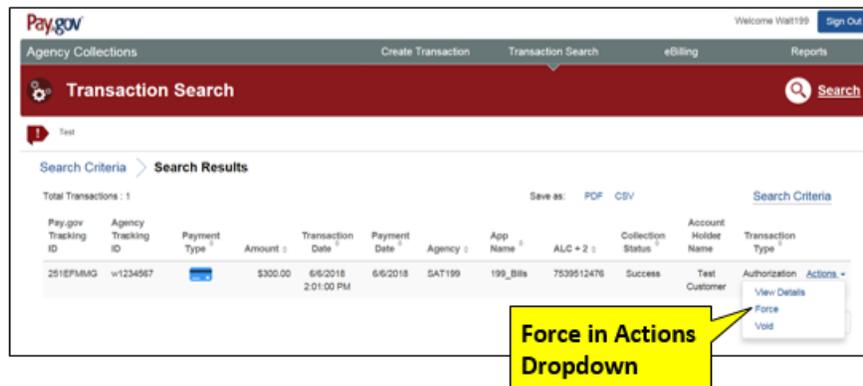
If a Force/Capture is not submitted within a period determined by the card issuer, the transaction “falls off” (expires) and the hold is removed. The amount is then available for other transactions. You may still Force the transaction, however as the length of time between the Authorization and Force increases, so does the likelihood that the card holders financial institution could fail to settle the transaction.

An Authorization can only be Forced/Captured a single time for an amount equal to, or less than the Authorized amount. Pay.gov automatically issues a partial Authorization Reversal for the balance of the Authorized amount. It should be noted that although this partial reversal is submitted by Pay.gov, actual processing time is determined by the card holder’s financial institution.

### 15.2 Steps

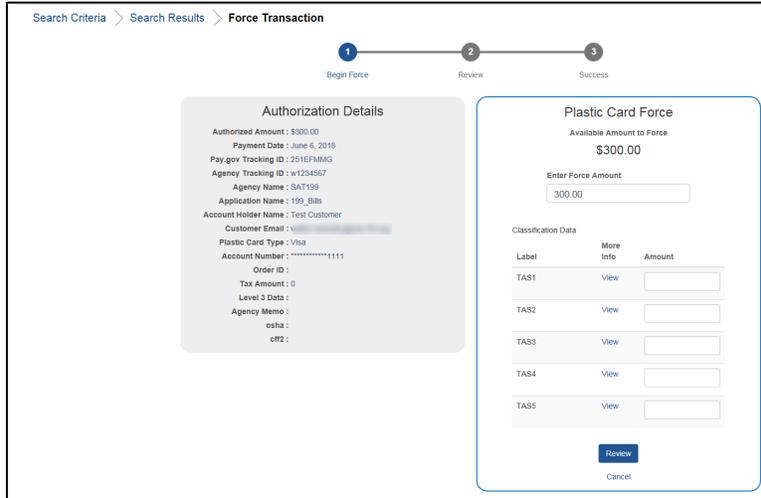
1. **Search** for the plastic card transactions (sections 6 and 7).
2. Click the **Actions** link for the transaction to be forced.

Figure 30: Sample search results for a plastic card authorization



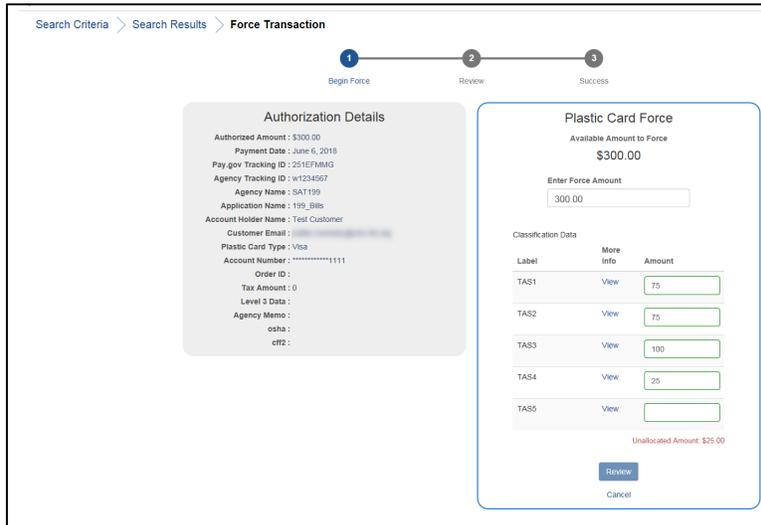
3. Click **Force**. The link will not be shown if the authorization has already been Forced.
4. The Force Transaction page opens.

Figure 31: Force Transaction page



5. **Verify** the amount to be forced. You can force a lesser amount.
6. **Enter** the Amounts for the classification (TAS/BETC) data.
  - a. A dollar amount must be entered in all amount fields.
  - b. Amounts entered must be greater than zero (0).
  - c. The sum of the classification amounts must equal the amount Forced.

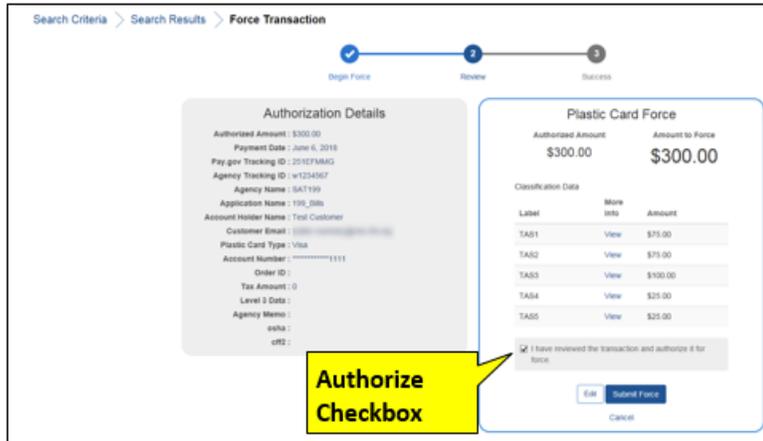
Figure 32: Force Transaction page with classification data



**Note:** A message below the Amount column tells you how much is left that needs to be entered. An error message will be alert you if the sum of the classification amounts is greater than the forced amount.

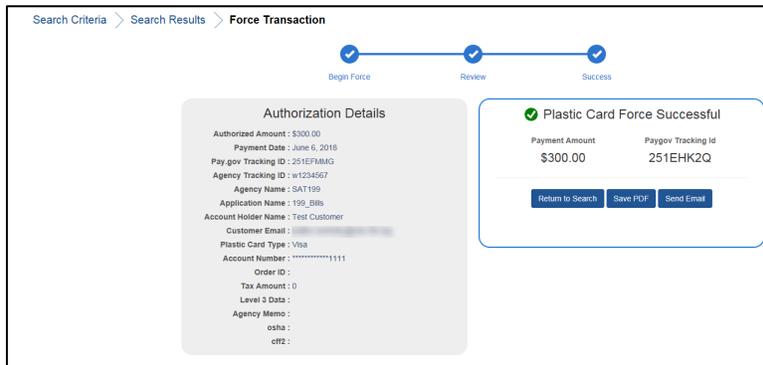
7. Click **Review**. The Review button is disabled until the classification amounts are entered correctly.
8. Review the force, and then **check** “I have reviewed the transaction and authorize it for force”.

Figure 33: Plastic card force review page with authorize checked



9. Click **Submit Force**. The button is disabled until you check the box
10. The **Success** page is displayed. The force is complete.

Figure 34: Plastic card force success page



**Note:** The force transaction is given a new Pay.gov tracking ID, which is different from the Pay.gov Tracking ID given to the authorization. The force is associated with the original authorization by the Agency Tracking ID, which is the same for both.

### 15.3 Optional Steps

1. Send email confirmation of the force.
  - a. Click Send Email.
  - b. Select or enter email addresses payment confirmations will be sent to.

Figure 35: Selecting an email address on the plastic card force success page

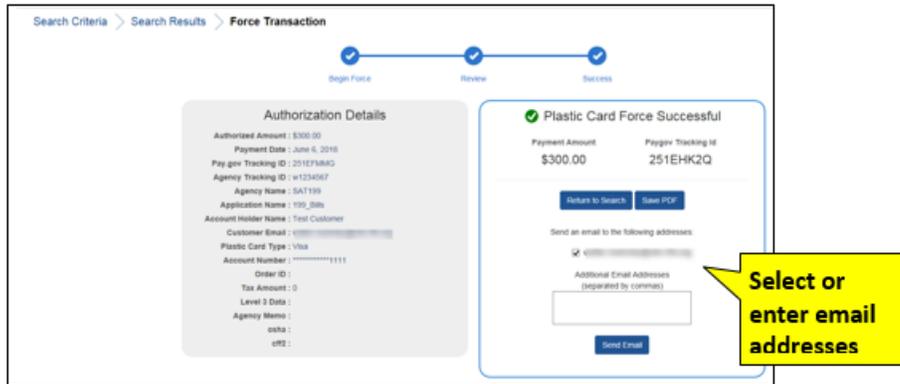


Figure 36: Sample confirmation email

THIS IS A TEST TRANSACTION

Your payment has been submitted to Pay.gov and the details are below. If you have any questions or you wish to cancel this payment, please contact Chakra Test at [c](#)

Application Name: 199\_Bills  
 Pay.gov Tracking ID: 251EHK2Q  
 Agency Tracking ID: w1234567  
 Transaction Type: ForceByPaygovTrackingId  
 Transaction Date: Jun 11, 2018 11:18:55 AM

Account Holder Name: Test Customer  
 Transaction Amount: \$300.00  
 Card Type: Visa  
 Card Number: \*\*\*\*\*1111

osha: null

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY.

2. Click **Save PDF**.
- c. Force details similar figure X will be saved in PDF format to the location you specify.

Figure 37: Sample Plastic card force detail PDF

Plastic Card Force Detail	
Label	Value
Application Name:	199_Bills
Pay.gov Tracking ID:	251EHK2Q
Agency Tracking ID:	w1234567
Payment Method:	Plastic Card
Transaction Type:	Force
Current Date and Time:	06/11/2018 11:18 AM ET
Transaction Amount:	\$300.00
Account Holder Name:	Test Customer
Card Type:	Visa
Card Number:	*****1111
osha	
c#2	

## 15.4 Values Retained for Collapsed Criteria

If a value is entered for one of the search criteria and then the criteria is collapsed, Pay.gov retains that value.

If you open the criteria again, before you click the Search button, the value will still be entered or selected so you can use it in your search.

For example, for Search with Multiple Criteria:

1. In addition to the Transaction Dates, you expand the Payment Type criteria and select ACH.
2. You decide to search by Transaction Dates only and collapse Payment Type.
3. You realize that you need to restrict your results and expand Payment Type again.
4. The ACH payment type is still selected and will be used for your search.

## 16 Plastic Card Voids

The following transactions may be voided

- authorization
- manual authorization
- sale
- scheduled sale
- refunds

### 16.1 Restrictions

**Important!** Only agency users with the COE role may void transactions.

The Void action is available only for plastic card transactions that have not yet been sent for settlement.

Pay.gov sends settlement files for plastic card transactions at 8:00 pm Eastern Time and Midnight ET daily.

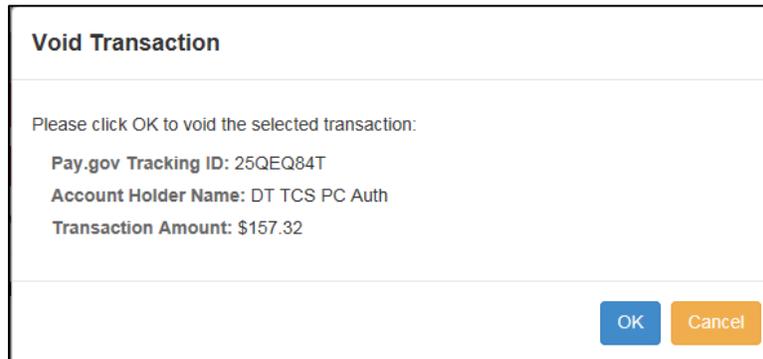
For example, a plastic card transaction submitted in Pay.gov at 2:00 pm may be voided only up to 8:00 pm. After 8:00 pm it can only be refunded.

#### 16.1.1 Voided Transactions on Vouchers

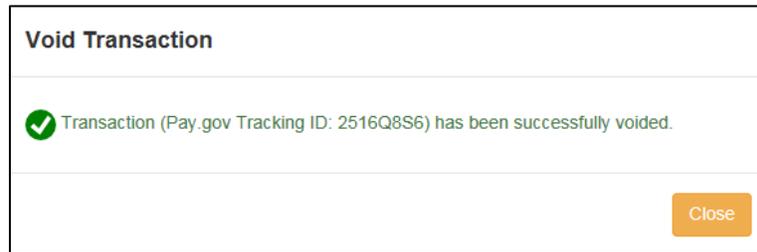
Voided transactions never appear on agency deposit tickets or debit vouchers.

### 16.2 Steps

1. On the Search Results page, click **Actions** for a plastic card transaction.
2. Click **OK** on the Void Transaction dialog.

**Figure 38: Void Transaction dialog**

3. The void is confirmed.

**Figure 39: Void confirmation**

4. Click **Close**.
5. The transaction date on the Search Results page changes, and the transaction type is updated to Void. The changes are reflected in transaction details.

## 17 Search Tips

### 17.1 Required Criteria

- Required criteria is marked with an asterisk (\*).
- Once required criteria is entered and validated the asterisk is replaced with a checkmark .
- All expanded criteria is required.  
For example if the Transaction Dates and Payment Type criteria are expanded for Search by Multiple Criteria, values must be entered or selected for both before the search can continue.
- The search button is disabled until all required criteria is entered.
- Collapsed criteria is not used for a search even if an item for the criteria was selected or entered before it was collapsed.

### 17.2 Collapsed Criteria Ignored

Collapsed criteria is ignored, even if a value has been entered or selected before the criteria was collapsed.

For example, for Search by Specific ID:

6. Agency Tracking ID is selected and a value is entered in the criteria field.
7. You decide to search by Pay.gov Tracking ID instead and expand that criteria.
8. Pay.gov collapses the Agency Tracking ID criteria and the value entered for it will not be used for the search.

### 17.3 Saved Criteria

Some search criteria is saved during your open session so it can be used for another search during that session. Search criteria is not saved between sessions.

For example, for Search with Multiple Criteria:

1. You search using Transaction Dates and ACH as the Payment Type.
2. When you view the Search Results page you determine that you need to narrow the results to a specific Collection Status.
3. Click the Search Criteria link at the top of the page.
4. The Search Criteria page opens with the Transaction Dates and Payment Type criteria expanded with your values still entered or selected.
5. You only need to expand Collection Status, select the value and then click Search again.

### 17.4 The Information Button

Click the  button to view a summary of how to conduct a search or enter the criteria selected.



## 18 Known Issues

### 18.1 Recurring ACH Debit Transaction TAS/BETC Allocation

The payment amount for an ACH debit can be edited after it has been submitted provided that it has not yet been submitted for settlement. However, the amounts entered for any TAS/BETC allocations made for the transaction cannot be changed.

#### 18.1.1 Correcting ACH Debit Transaction TAS/BETC Allocations

Pay.gov recommends that you cancel the transaction (Cancel Action) and recreate it in the Create Transactions function with the correct amount and TAS/BETC allocations.

### 18.2 Lowercase Agency Tracking ID

When searching for ACH transactions by Agency Tracking ID, data will not be returned for any transaction where the Agency Tracking ID is all lowercase alpha characters. For example, a search for “achdup” would result in a “no data found” response.

ACH transactions having all numeric or all uppercase alpha characters are not affected and will return results.

### 18.3 Duplicate Agency Tracking IDs

It is possible for agencies to assign the same Agency Tracking ID to both a bill and to another transaction within an agency.

For example:

1. A bill is created with the Agency Tracking ID of 1122334455. The bill is sent to a customer, but the customer does not immediately respond and make a payment. The bill remains pending for a period of time.
2. During the time the bill is pending, the agency creates a new transaction through the Create Transactions service. The transaction is assigned the same Agency Tracking ID of 1122334455 and is submitted.
3. The billed customer attempts to make their payment.
4. Pay.gov prevents the payment because it detects that the Agency Tracking ID is a duplicate of one already used to make a payment through the Create Transactions service.
5. The customer is unable to pay the bill and the bill remains in the system as a pending bill.
6. The agency is unable to correct the issue directly by correcting the bill's Agency Tracking ID. The only way to work around the issue is for the agency to create a new bill with a different Agency Tracking ID.

**18.3.1 Workaround**

Agencies can avoid this issue by ensuring that each bill or transaction is assigned a unique Agency Tracking ID.

## 19 Customer Support

Customer support is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the website and using the transactions search function is provided for agency users. 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 your agency.

### 19.1 Pay.gov Contact Information

*Hours:* 7:00 am to 7:00 pm Eastern Time  
Monday through Friday, closed bank holidays

*Phone:* (800) 624-1373, Option 2

*Email address:* [pay.gov.clev@clev.frb.org](mailto: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 Reports pages.