



Agency Guide to Transaction Search

October 7, 2025



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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 use their PIV/CAC card/credentials to sign 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).
- Resend Receipt — send another email copy of the transaction receipt.
- 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 a 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 on the Search Criteria page 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.

The billing address for some ACH transactions may also be verified.

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

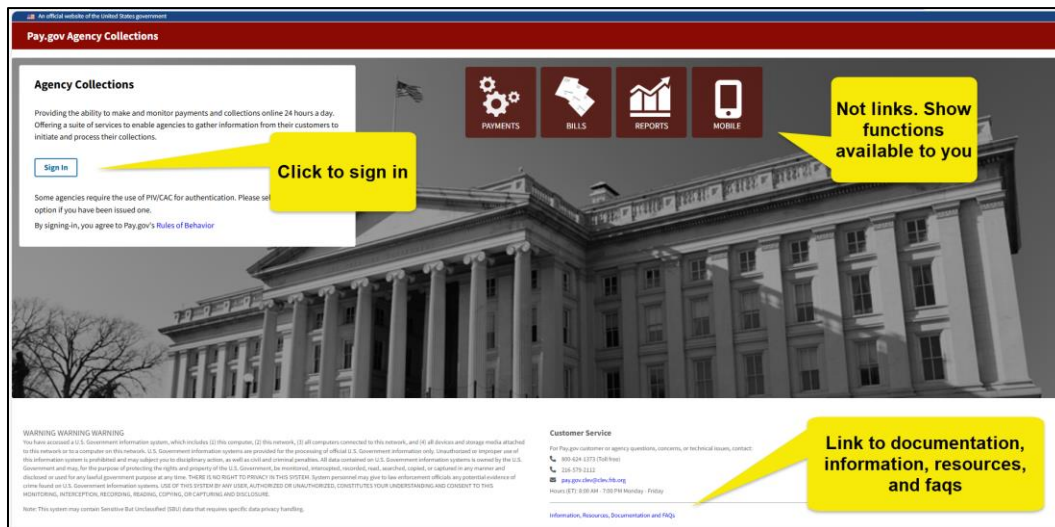
1. **Sign in** on the Agency Collections (myagency) Home Page at <https://pay.gov/myagency/> (section 5).
2. On the Agency Collections Page click the **Transaction Search** tile or the link in the ribbon near the top of the page (section 5.2). The links visible may differ according to your assigned role.
3. On the Transaction Search Dashboard Page click the **Search Tile** or the **Find a transaction** link.
4. Click on the link for the type of search to conduct, either by specific ID (section 6) or using multiple criteria (section 7).
5. **Enter Search Criteria** Figure 3 or Figure 4.
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 Agency Collections (myagency) Home Page

The myagency home page will resemble Figure 1. Only information describing Pay.gov services is displayed on this page.

Figure 1: Agency Collections (myagency) home page



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

5.1.1 Sign In

Use your PIV/CAC to sign in and complete the process if you receive an authentication code.

5.1.2 Option to Remember Device and Browser

Agency users have the option to have their device remembered when they sign in. If they choose this option they will not need to enter a security code each time they sign in from that device and browser.

However, if they sign in from a different device or browser they will again be required to enter a security code.

5.1.3 Support Contact Information

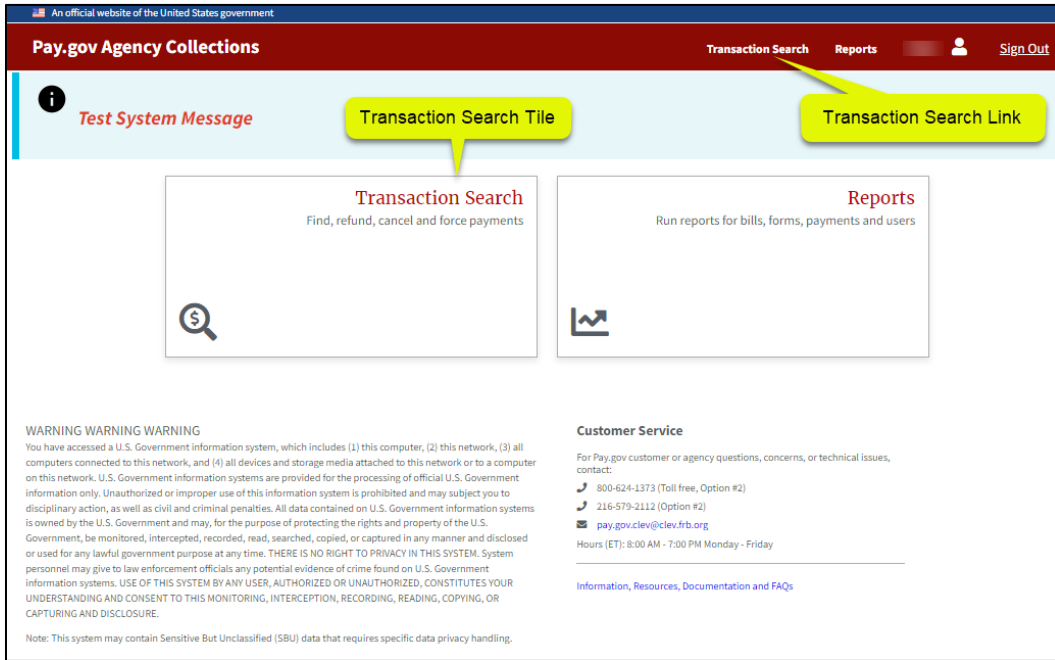
Contact information for Customer Support can be found at the bottom of all pages on the website.

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 3). 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 the tabs, there are four expandable sections: 'Pay.gov Tracking ID', 'Agency Tracking ID', 'ACH Identification Number', and 'Digital Wallet Transaction ID'. Each section has a plus sign on the right side. A yellow callout box with a speech bubble points to the minus sign on the right of the 'Pay.gov Tracking ID' section, containing the text 'Click to expand or collapse search criteria.' Below the sections, there 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 (PayPal/Venmo).

6.1.1 Pay.gov Tracking ID Valid Characters

- A – Z
- A – z
- 0 – 9
- space

6.1.2 Agency Tracking ID Valid Characters

- Space
- #
- &
- , (comma)
- ‘ (apostrophe)
- (
-)
- - (hyphen)

- . (period)
- /
- 0 - 9
- : (colon)
- @
- A - Z
- a - z
- _ (underscore)

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 criterion is selected, and an ID is entered and validated.

7 Searching with Multiple Criteria

Click on the Search with Multiple Criteria link (Figure 4).

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 **Search with Multiple Criteria**.
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 4).

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, opens. Sometimes there will be a short delay while Pay.gov conducts the search.

See Figure 4 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.

Search

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

Table 1: Transaction Date search criteria

| Criteria | Description | Required or Optional |
|-------------------------|---|--|
| Transaction Date | <p>Select or enter a range of dates to search.</p> <p>Quick Dates</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>Start Date and End Date</p> <p>Select or enter a range of dates. Both the start and end date are required</p> <p>Show Time</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. |

Table 2: Payment Type search criteria

| Criteria | Description | Required or Optional and Additional Information |
|---------------------|---|---|
| Payment Type | <p>Check the payment method(s) to be included in the search. You can select multiple methods.</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.</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 and Additional Information |
|----------|--|---|
| | <p>Payment Types are:</p> <ul style="list-style-type: none"> • ACH Debit • ACH Credit • Plastic Card (includes credit and debit cards) <ul style="list-style-type: none"> • Visa • Mastercard • Discover (Discover-branded cards, Union Pay, JCB) • American Express • Union Pay • JCB • PayPal/Venmo <p><i>Note: For Venmo payments select PayPal</i></p> | <p>See Table 3 and Table 4 for additional ACH and plastic card search criteria.</p> |

Table 3: Additional ACH Debit search criteria

| Additional Plastic Card Criteria | |
|---|--|
| Add Account Holder Name | The first and last names of the person having the ACH account. |
| Add Payer ID | The payer identifier used if the cash flow application supports Payer Profile. |

Table 4: Additional Plastic Card search criteria

| Additional Plastic Card Criteria | |
|---|--|
| Add Approval Code | The 5 or 6 character code sent by the issuing bank for a successful or declined sales transaction. |
| Add Transaction Type | Authorization Sale Force Refund |
| Add Last Four Digits | Last 4 digits of the plastic card account number. |

Table 5: Application search criteria

| Criteria | Description | Required or Optional |
|--------------------|---|---|
| Application | <p>Select one or more agency applications.</p> <p>Filter by Agency</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 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>Select Application</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> | <p>Required only if expanded</p> <p>Must be used with Transaction Dates. Other criteria can also be used with it.</p> |

Table 6: Collection Status search criteria

| Criteria | Description | Required or Optional |
|--------------------------|--|--|
| Collection Status | <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> |

Important! The Collection Status list 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 7: Collection status

| Collections Status | Used By |
|---------------------------|---|
| All Statuses | All selected payment types |
| 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 |
| CompletedDiffAmt | ACH Debit, |
| Denied | PayPal |
| Disputed | All selected payment types |
| Expired | ACH Credit |
| Failed | ACH, Credit and Debit cards, PayPal |
| Pending | All selected payment types |
| Received | ACH, Credit and Debit cards |
| Retired | ACH |
| Scheduled | Credit and Debit Cards, |
| Settled | ACH, PayPal |
| Submitted | PayPal |
| Success | Credit and Debit cards |

Table 8: Amount search criteria

| Criteria | Description | Required or Optional |
|-----------------|--|---|
| Amount | Select to enter either and exact amount or a range of amounts. To enter a range of amounts, click the Range checkbox. | Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it. |

Table 9: Email Address search criteria

| Criteria | Description | Required or Optional |
|----------------------|-------------------------------------|---|
| Email Address | Enter the customer's email address. | Required only if expanded but must be used with Transaction Dates. Other criteria can also be used with it. |

8 Search Results Page

The search results page displays information on the transaction(s) returned by the search. The results may include related transactions such as payments in a scheduled series.

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

The Collection Status column displays icons for the Cancel, Received, and Failed statuses.

Figure 5: Example Search Results page

Search Criteria > [Return to Search Criteria page](#) [Export File](#) [View search criteria used](#)
 Save as PDF CSV Applied Criteria

Total Transactions: 12
 Total Schedules: 1

| Agency Tracking ID | Payment Type | Amount | Transaction Date | Payment Date | Agency | App Name | ALC + Z | Collection Status | Account Holder Name | Account Ending In | Transaction Type | Pay.gov Tracking ID | Actions |
|--------------------|--------------|-------------|-------------------------|--------------|-------------|----------|------------|-------------------|---------------------|-------------------|------------------|---------------------|---------|
| zzz | ACH | \$42,389.27 | 6/14/2022 2:35:36 PM ET | 06/14/2022 | EDPSAACS | test.app | 9102000101 | Submitted | Chuck Smith | 8551 | Submitted | norelated | Actions |
| isCancelled | ACH | \$4,277.27 | 6/14/2022 2:35:36 PM ET | 06/14/2022 | EDPSAACS | test.app | 9102000101 | Cancel | Chuck Smith | 8551 | Submitted | norelated | Actions |
| aaa | Card | \$300.00 | 6/13/2022 2:35:36 PM ET | 06/20/2022 | EDPSAACS | test.app | 9102000202 | Success | | | | A44444 | Actions |
| bbb | ACH | \$7,946.78 | 6/13/2022 2:35:36 PM ET | 06/20/2022 | EDPSAACS | test.app | 9102000217 | Received | chuck | | ACHDebit | 888888 | Actions |
| ccc | PayPal | \$34,078.29 | 6/13/2022 2:35:36 PM ET | 06/20/2022 | some agency | test.app | 9102000418 | Settled | | | Force | CCCCCC | Actions |
| eee | Amazon | \$5,315.61 | 6/13/2022 2:35:36 PM ET | 06/13/2022 | USTODOACS | test.app | 9102000712 | Submitted | | | | | Actions |
| 222 | Card | \$384.22 | 6/14/2022 2:35:36 PM ET | 06/14/2022 | USHS00ACS | test.app | 9102000305 | Success | John Smith | 9476 | Sale | FFFFFF | Actions |
| FDRCEME | Card | \$3,000.30 | 6/14/2022 2:35:36 PM ET | 06/14/2022 | USHS00ACS | test.app | 9102000305 | Success | John Smith | 9476 | Auth | 25N06P2 | Actions |
| 222 | Card | \$84.20 | 6/13/2022 2:35:36 PM ET | 06/13/2022 | USHEDUACS | test.app | 9102000418 | Failed | John Smith | 9476 | Refund | GGGGGG | Actions |
| recorpc | Card | \$335.75 | 6/13/2022 2:35:36 PM ET | 06/18/2022 | EDPSAACS | test.app | 9102000217 | Success | rick | 1111 | Force | | Actions |

Displaying 1 - 10 of 12 items Rows per page: 10 25 50 100

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

The page may have links to other pages of the search results, and you can select the number of items to view on a page.

Figure 6: Select pages and number of items links

Displaying 1 - 10 of 15 items Rows per page

| | | | |
|---|---|---|---|
| « | 1 | 2 | » |
|---|---|---|---|

Click to to another page of results Select the number of items to list on a page

| | | | |
|----|----|----|-----|
| 10 | 25 | 50 | 100 |
|----|----|----|-----|

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.

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 10 describes the contents of search results columns.

Table 10: Transaction search results column descriptions

| Column | Description |
|--------------------|---|
| Agency Tracking ID | The ID assigned to the transaction by your agency. |
| Payment Type | An icon showing what payment method was used for the transaction. Icons depict a check for ACH, a plastic card, and the PayPal logos for digital wallet transactions. Note: Venmo payments are listed as PayPal payments. They are not listed separately. |
| Amount | The dollar amount of the transaction. |
| Transaction Date | The date the transactions was created. |
| Payment Date | The date the payment was settled. This may be different from the Transaction Date. |
| 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. |

| Column | Description |
|---------------------|--|
| 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 7. Icons are displayed for the Cancel, Received, and Failed statuses. |
| Account Holder Name | The name of the person or entity that has the account used to pay the transaction. |
| Account Ending In | The last four digits of the account number used for the transaction. |
| Transaction Type | The type of transaction created for the payment method used. The transaction types available differ according to payment method. |
| Pay.gov Tracking ID | The ID assigned to the transaction by Pay.gov. |

| Column | Description |
|--------|--|
| Action | <p>A link to a list of actions you can perform for this transaction. Actions you see differ depending on your Pay.gov role, the payment type, and transaction type.</p> <ul style="list-style-type: none"> • View Details — 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 or cancel a single recurring payment depending on the transaction type. • Force — complete a previously authorized plastic card transaction to turn it into a sale. • Refund — plastic card sale, force, manual force, and digital wallet transaction. Opens the Refund page. • Void — plastic card authorization |

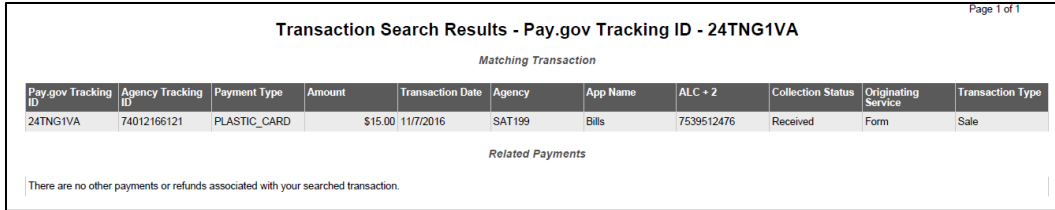
8.3 File Export

You can save search results in PDF or CSV file format. Click on either Save As: link. At the top right of the page.

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 7: 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 |

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

8.3.2 CSV

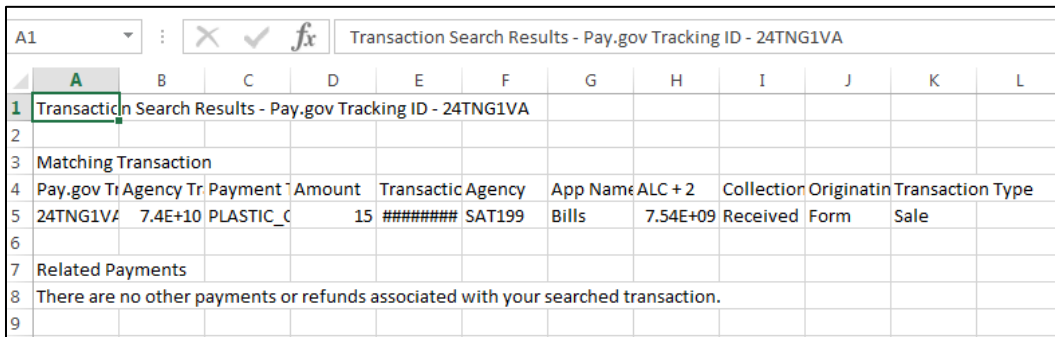
The CSV link downloads a comma separated values (.csv) file format. This is a text file where each line is a string that contains either the column headings or the values separated by commas. The file can be opened and edited in any text editor (Figure 8) or imported into a spreadsheet (Figure 9). No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

Figure 8: 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 9: 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 | 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
- Resend Refund
- 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 **View Details** or **Schedule Details**. See Figure 5.
3. The transaction's detail page opens. See section 9.4 for examples

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 11.

Table 11: Transaction detail categories

| Detail Information Category | Description |
|-----------------------------|---|
| Gray Details Panel | The amount, transaction type, date the transaction was submitted, date the transaction was paid, date the transaction was processed/settled. |
| Details | Transaction details that identify the transaction. Details may include: the tracking IDs, approval code, the username of the submitter, the security data, and the fraud decision result. |
| Account Information | 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. |

| Detail Information Category | Description |
|---------------------------------|---|
| Custom Collection Fields | Labels and values for custom collection data submitted with the transaction. |
| Digital Wallet | Only for digital wallet transaction (PayPal, Venmo). Provides the Transaction ID from the payment provider and any codes or reasons for the transaction. |
| Classification Data | TAS/BETC accounting allocations and their amounts for the transaction. |
| Payment Schedule | 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 10).

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

Figure 10: Sample details summary panel



9.4 Example Detail Pages

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

9.4.1 ACH Transaction Detail

Figure 11: Example details for an ACH transaction

Search Criteria > Results > Transaction Details

ACH Details

Save as: PDF CSV

Amount: \$157.32

Status: Settled

Transaction Type: ACHDebit

Transaction Date: August 30, 2022

Payment Date: August 31, 2022

Effective Date: August 31, 2022

Details

Pay.gov Tracking ID: 2601NPC3
 Agency Tracking ID: 75254252579
 Agency Name: SAT404
 Application Name: SAT404 - Form - CG Dining Facility Sale of Meals/Stores Payment
 Payment Frequency: OneTime
 Payment: 1 of 1
 Submitted Payment Date: 8/31/2022
 Deposit Ticket: 682029
 Debit Voucher:
 Return Reason Code:
 Reject Reason Code:
 Username: UnAuthenticatedUser
 Agency Memo:

Account Information

Account Holder Name: Daily Forms ACH NonEnrolled
 Email: clev.pay.gov.sat@clev.frb.org
 Routing Number: 041000124
 Account Number: *****6789
 Account Type: PersonalChecking

Custom Collection Fields

CG District/Region: D1
 Galley Name: BASE CAPE COD (35F31125)
 FSO Name: Test Officer
 Galley Patron Name: Test Patron
 ICA Month and Year: 04-2020

Classification Data

| Label | SP | ATA | AID | BPOA | EPOA | A | MAIN | SUB | Credit BETC |
|---------------------|----|-----|-----|------|------|---|------|-----|-------------|
| Accounts Receivable | | | 070 | | | X | 4535 | 000 | COLL |

Note: When available, Submitted Payment Date is shown for one-time, deferred, and installment transactions. It shows the date the transaction was submitted for processing. It is not shown for Recurring payments on the Scheduled Payment page.

9.4.2 ACH Prenotification Detail

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 :

9.4.3 Plastic Card Authorization Detail

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 | SP | ATA | AID | EPDA | EPDA | A | MAIN | SUB | CHRT | BETC | DtM | BETC | Amount |
|--------------------------|----|-----|-----|------|------|---|------|-----|---------|------|--------|------|----------|
| Special Tax Rule 299 | 98 | 799 | 999 | 2013 | 2019 | X | 0088 | 344 | CREDU | | BETSU | | \$0.32 |
| Federal Excise Tax | 99 | 999 | 999 | 2014 | 2015 | A | 8500 | 785 | CRBDA | | ABCDE | | \$192.00 |
| Foreign Goods Import Tax | 77 | 777 | 768 | 2012 | 2019 | M | 8077 | 766 | CRAGSSS | | BFSWOK | | \$7.00 |

9.4.4 Plastic Card Force Detail

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

9.4.5 Plastic Card Sale Detail

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

9.4.6 Plastic Card and ACH Schedule Detail

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

Click the transaction’s **Schedule Details** action.

The screenshot shows the 'Transaction Search' interface with the 'Schedule Details' view selected. It includes a summary box on the left, a 'General Information' section, and a table of installments.

Plastic Card Schedule Summary:
 Next Payment Date: January 27, 2022
 Next Payment Amount: \$12.00
 Schedule Creation Date: August 27, 2020
 Amount: \$12.00
 Total Installments: 33
 Payment Frequency: Monthly
 Last Installment Number: 18 of 33

General Information:
 Pay.gov Tracking ID: 25UPIM01
 Agency Tracking ID: 75121645585
 Agency Name: DHSCGFNCEN
 Application Name: 980 app a
 Originating Service: Form
 Agency Memo:

| 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 |
|---------------------|--------------------|--------------|---------|---------------------------|--------------|------------|-----------|------------|-------------------|---------------------|------------------|
| 25UJPTL | 75121645585 | Card | \$12.00 | 8/27/2020 6:29:15 PM ET | 08/27/2020 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJPM9 | 75121645585 | Card | \$12.00 | 9/27/2020 12:00:00 AM ET | 09/27/2020 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJQDQ | 75121645585 | Card | \$12.00 | 9/27/2020 12:00:00 AM ET | 09/27/2020 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJRMN | 75121645585 | Card | \$12.00 | 12/27/2021 12:00:00 AM ET | 01/27/2022 | DHSCGFNCEN | 980 app a | 0900007787 | Scheduled | test | Sale |
| 25UJWJZ | 75121645585 | Card | \$12.00 | 11/27/2021 12:00:00 AM ET | 11/27/2021 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJQHL | 75121645585 | Card | \$12.00 | 11/27/2021 12:00:00 AM ET | 11/27/2021 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJRCG | 75121645585 | Card | \$12.00 | 11/27/2020 12:00:00 AM ET | 11/27/2020 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJ7MT | 75121645585 | Card | \$12.00 | 11/27/2020 12:00:00 AM ET | 11/27/2020 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJ7MA | 75121645585 | Card | \$12.00 | 12/27/2020 12:00:00 AM ET | 01/27/2021 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |
| 25UJ98AT | 75121645585 | Card | \$12.00 | 12/27/2021 12:00:00 AM ET | 01/27/2022 | DHSCGFNCEN | 980 app a | 0900007787 | Success | test | Sale |

The page includes a table of all successful and scheduled installments. The Actions link lists available actions that can be made for the installment, including refunds and voids if available for the payment type.

Buttons may be displayed below the gray summary,

Cancel Schedule

1. Click the button to stop all remaining scheduled payments.
2. The Review page opens.

Figure 17: Example Cancel Schedule Review page

The screenshot shows the 'Transaction Search' interface with the 'Cancel' review page. It features a progress indicator with 'Review' and 'Success' steps, a 'Plastic Card Details' summary, and a 'Cancel' confirmation box.

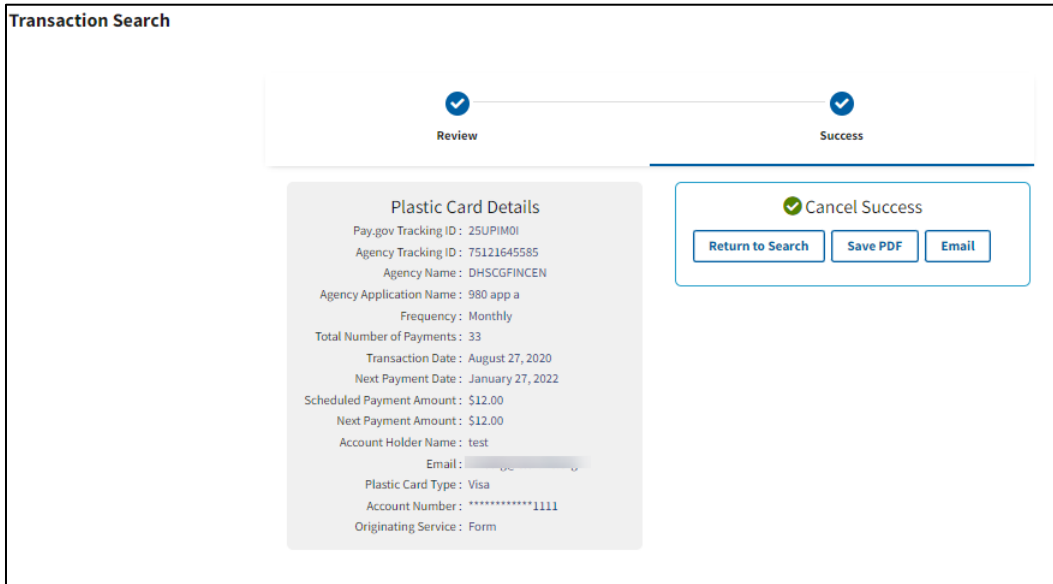
Plastic Card Details Summary:
 Pay.gov Tracking ID: 25UPIM01
 Agency Tracking ID: 75121645585
 Agency Name: DHSCGFNCEN
 Agency Application Name: 980 app a
 Frequency: Monthly
 Total Number of Payments: 33
 Transaction Date: August 27, 2020
 Next Payment Date: January 27, 2022
 Scheduled Payment Amount: \$12.00
 Next Payment Amount: \$12.00
 Account Holder Name: test
 Email: [redacted]
 Plastic Card Type: Visa
 Account Number: *****1111
 Originating Service: Form

Cancel Confirmation:
 I have reviewed the transaction and authorize to cancel. This will include any remaining payment(s).
 Buttons: Return to Search, Submit Cancel

3. Review the details.

4. Check the box for “I have reviewed and authorize to cancel...”
5. Click **Submit Cancel**.
6. The Success page opens.

Figure 18: Example Cancel Schedule Success page



Important! The customer is still liable for any money still owed. A new transaction or schedule of transactions may need to be created.

7. You can
 - click **Return to Search** to go back to the Search Criteria page. Your search criteria will still be selected.
 - click **Save PDF** to create a PDF file of the canceled schedule.
 - click **Email** if you wish to notify the customer or payers of the cancel. 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**.

Modify

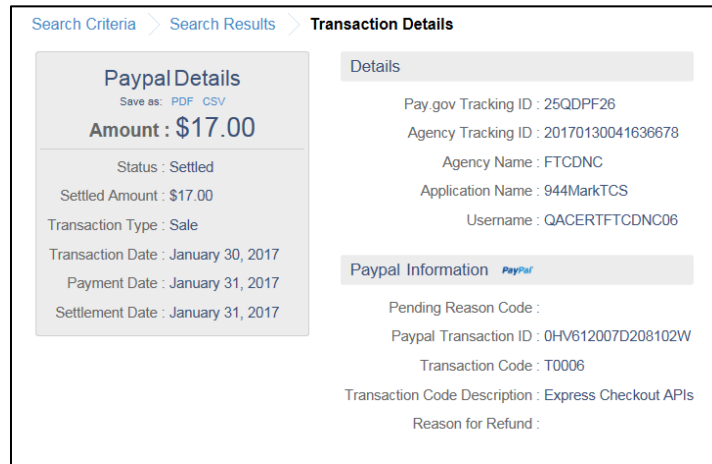
If a Modify button is shown, click it to modify the payment amount.

9.4.7 Amazon Transaction Detail

Note: Support for Amazon transactions ended February 22, 2025.

9.4.8 PayPal/Venmo Transaction Detail

Figure 19: Example details for transaction using PayPal/Venmo



Note: Venmo transactions are shown as PayPal transactions. Transaction Search does not show Venmo separately.

9.5 Authorization Response Codes

Authorization response codes, included in some plastic card transaction details, provide information on why a transaction was succeeded or failed. Pay.gov receives the code in the reply from the card processing provider Worldpay.

Table 12 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 12 shows the text of messages returned for transactions made through a plastic card terminal.

Table 12: 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 |

| Response Code | Authorization Action | Card Display Message | Authorization Response Definition |
|----------------------|-----------------------------|-----------------------------|---|
| 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 |
| 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 |

| Response Code | Authorization Action | Card Display Message | Authorization Response Definition |
|---------------|----------------------|----------------------|--|
| 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 |
| 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) |

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

9.6 Plastic Card Security Codes

The three- or four-digit codes (CSC, CVV2, 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 13 lists a number of possible card security response codes along with brief descriptions of each code.

Table 13: Plastic card security response codes

| Response Code | Description |
|---------------|---|
| M | CVV2 match |
| N | No CVV2 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 |

| Response Code | Description |
|---------------|--|
| U | Issuer has not certified for CVV2, or issuer has not provided Visa with the CVV2 encryption keys |
| Empty | Transaction failed because wrong CVV2 number was entered or no CVV2 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 14 lists AVS responses codes and a description of the response.

Table 14: 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 15: 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. |

| AVS Code | Definition |
|----------|--|
| 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 16: Card Verification Value (CVV2) response code definitions

| CVV2 Code | Definition |
|-----------|--|
| 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 17: Fraud Decision Result definitions

| Result | Definition |
|------------------------|--|
| 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. |

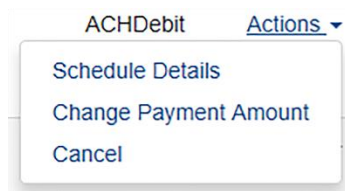
10 ACH Debit Change Payment Amount

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

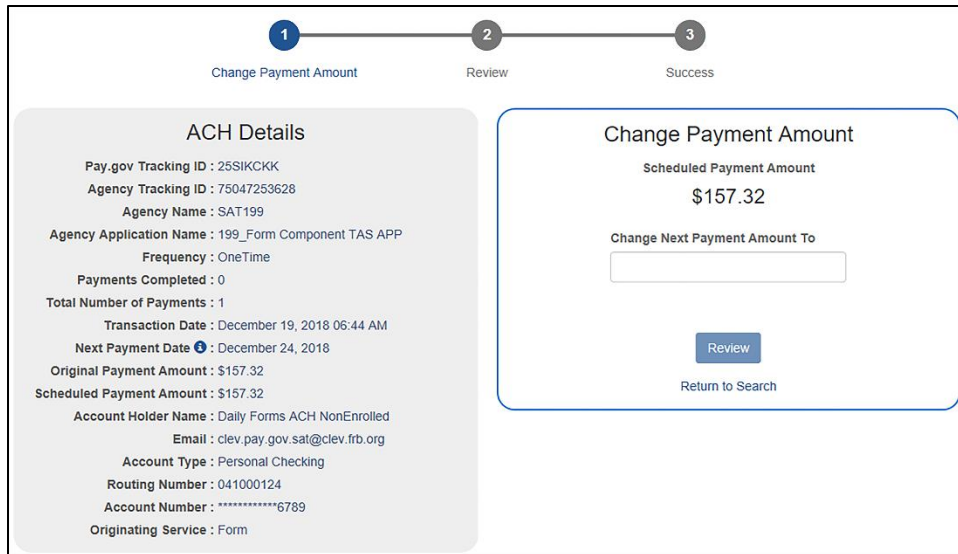
1. Search for the ACH Debit transaction needing to be changed.
2. Click its Actions link.
3. Select **Change Payment Amount**. If the action is not listed, the payment has already been sent for settlement.

Figure 20: ACH Debit Actions



4. Enter the new payment amount.

Figure 21: Change Payment Amount dialog for one-time payment



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

Figure 22: Change Payment Amount review dialog

Change Payment Amount Review Success

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 | 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**.

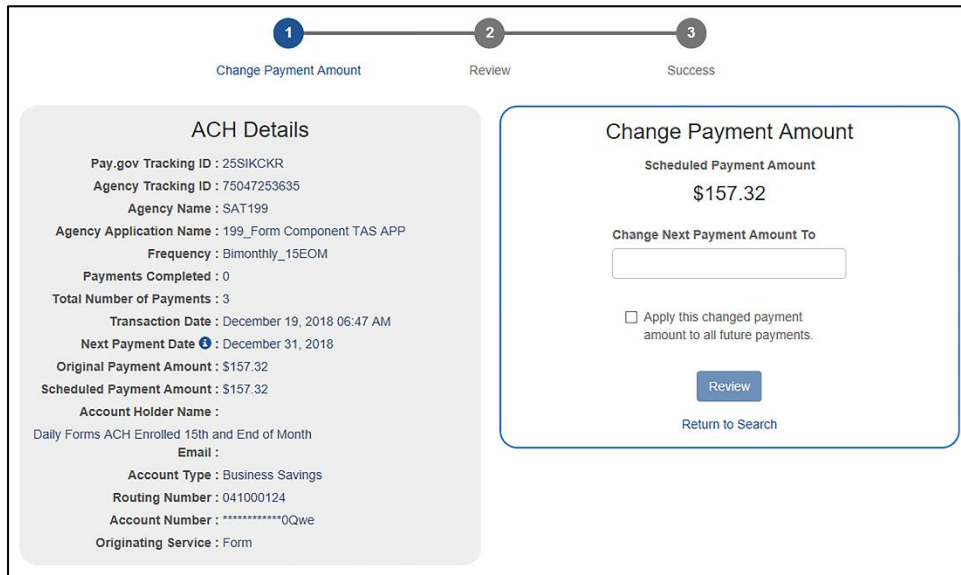
Figure 23: ACH Debit Actions

ACHDebit [Actions](#) ▾

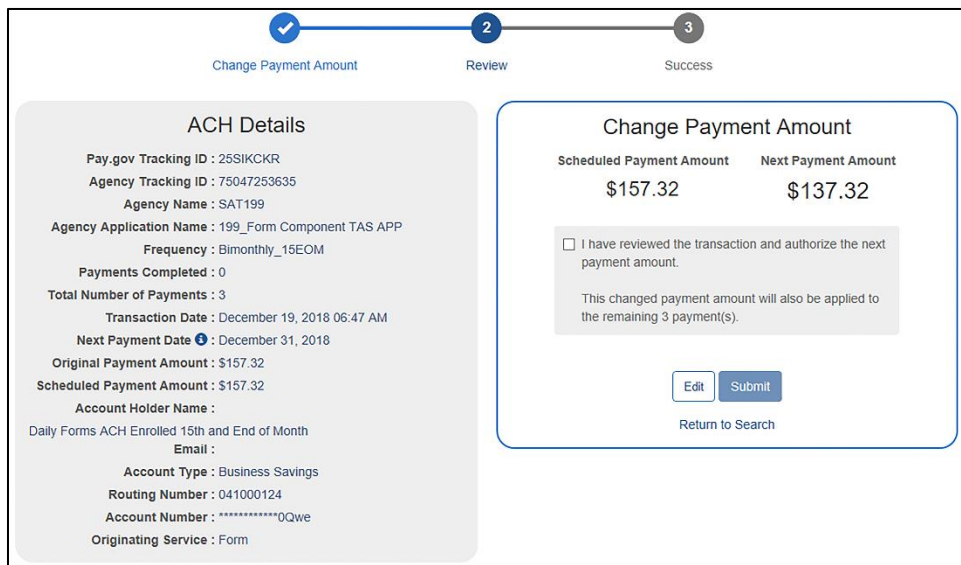
- [Schedule Details](#)
- [Change Payment Amount](#)
- [Cancel](#)

4. Enter the new payment amount.

Figure 24: 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

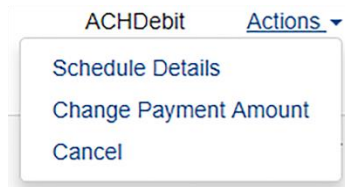
COE

| 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 25: ACH Debit Actions



4. The ACH Cancel review dialog opens.

Figure 26: ACH Debit cancel review dialog

1 Review

2 Success

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

ACH Cancel

I have reviewed the transaction and authorize to cancel. This will include any remaining payment(s).

Submit ACH Cancel

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

- PayPal/Venmo 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 or PayPal transaction. (PayPal includes Venmo)
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 27: Sample Refund Transaction dialog for plastic card (digital wallet is the same)

5. Click **Review**.

Figure 28: 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. You may need to record the Pay.gov Tracking Id and Transaction Id, if any.

Figure 29: 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 30: 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

Important! The Force for an authorization must be completed within 30 days after the authorization is requested. Past 30 days, the Force will not be performed, and your agency will receive an error message.

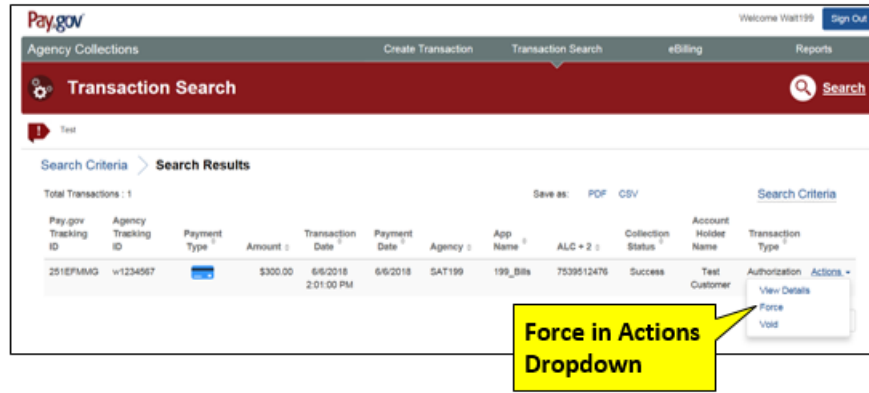
If a Force/Capture is not submitted within a period determined by the card issuer, the transaction "falls off" (expires) and the hold is removed. The amount is then available for other transactions. You may still Force the transaction, however as the length of time between the Authorization and Force increases, so does the likelihood that the card holder's 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

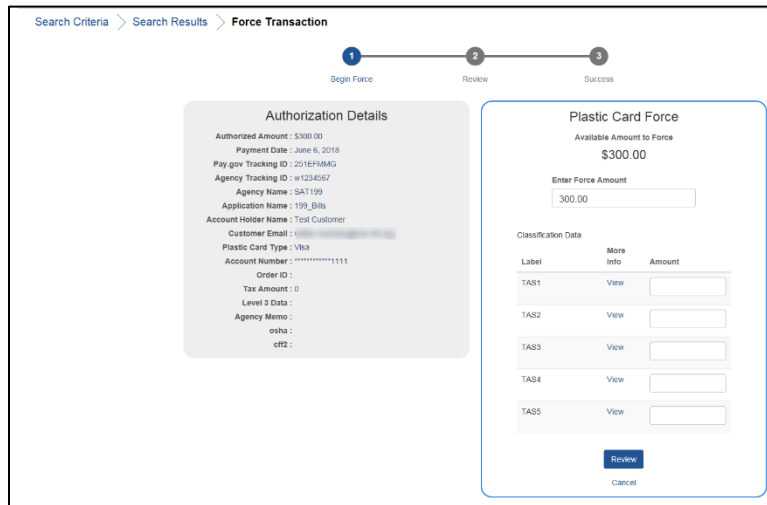
1. **Search** for the plastic card transactions (sections 6 and 7).
2. Click the **Actions** link for the transaction to be forced.

Figure 31: Sample search results for a plastic card authorization



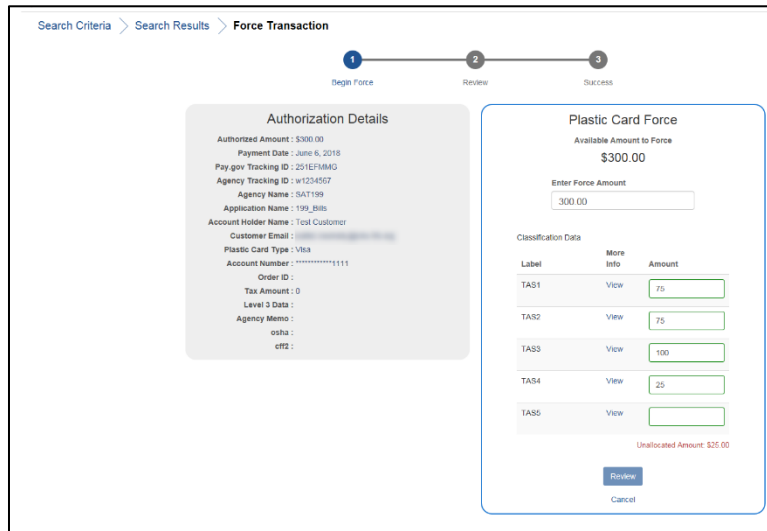
3. Click **Force**. The link will not be shown if the authorization has already been Forced.
4. The Force Transaction page opens.

Figure 32: 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.

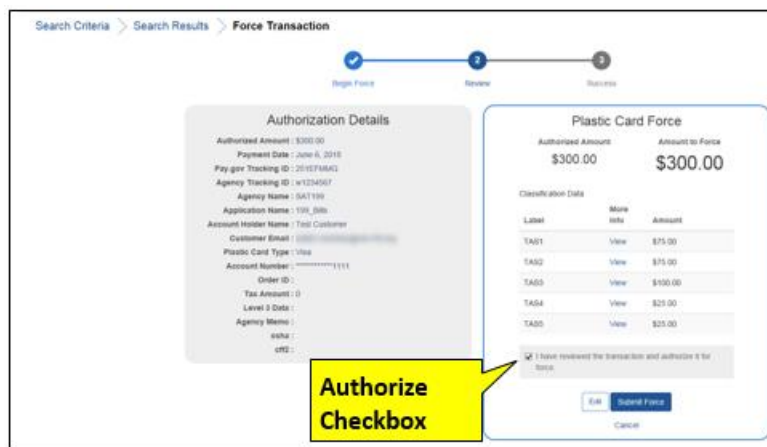
Figure 33: Force Transaction page with classification data



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.

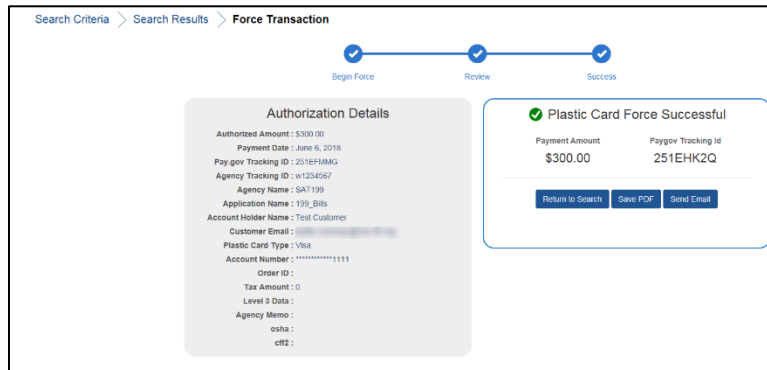
7. Click **Review**. The Review button is disabled until the classification amounts are entered correctly.
8. Review the force, and then **check** “I have reviewed the transaction and authorize it for force”.

Figure 34: 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 35: 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 36: Selecting an email address on the plastic card force success page

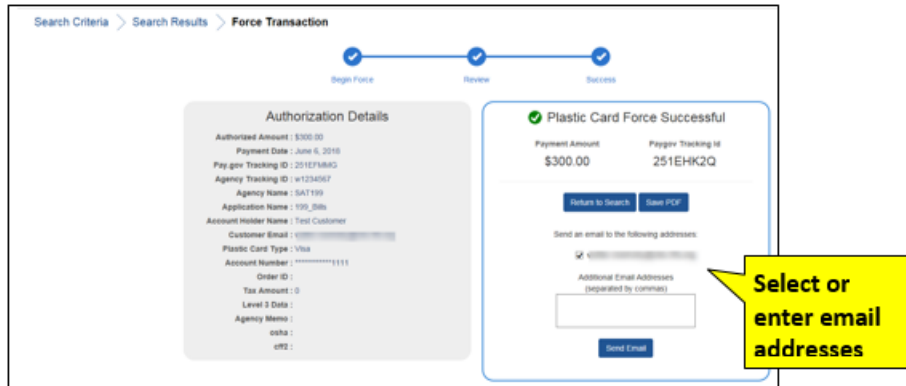


Figure 37: Sample confirmation email

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 [REDACTED]

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 38: 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 | |
| ct#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.

Search with Multiple Criteria example

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 Canceling Plastic Card Transactions

An agency user with the COE role can cancel plastic card transactions, including scheduled deferred and recurring transactions.

16.1 Restrictions

COE

Plastic card payments may be canceled while they are in received status, but only before they are included in a settlement file sent to Worldpay for processing.

Pay.gov creates settlement files twice daily: at 12:10 am Eastern Time and at 8:55 pm Eastern time.

Once a plastic card payment is included in a Worldpay settlement file, it can no longer be canceled but it can be refunded.

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, deferred, or recurring transaction.

16.2 Steps

1. Search for the scheduled plastic card transaction to be canceled.
2. Click its Actions link.
3. Select **Cancel**.
4. The Plastic Card Cancel review dialog opens.

Figure 39: Plastic card cancel review dialog

The screenshot shows a 'Review' dialog for canceling a plastic card transaction. It is divided into two main sections: 'Plastic Card Details' and 'Cancel'.

Plastic Card Details:

- Pay.gov Tracking ID : 250NMPRI
- Agency Tracking ID : 74113050481
- Agency Name : Agency 2222
- Agency Application Name : Agency 2222 Application 3333
- Frequency : Bimonthly_15EOM
- Total Number of Payments : 15
- Transaction Date : July 7, 2021
- Next Payment Date : July 15, 2021
- Scheduled Payment Amount : \$505.00
- Next Payment Amount : \$505.00
- Account Holder Name : Doug Pierce
- Email : test@test.com
- Plastic Card Type : Visa
- Account Number : *****1111
- Originating Service : Form

Cancel Section:

- I have reviewed the transaction and authorize to cancel. This will include any remaining payment(s).
- [Return to Search](#)
- [Submit Cancel](#)

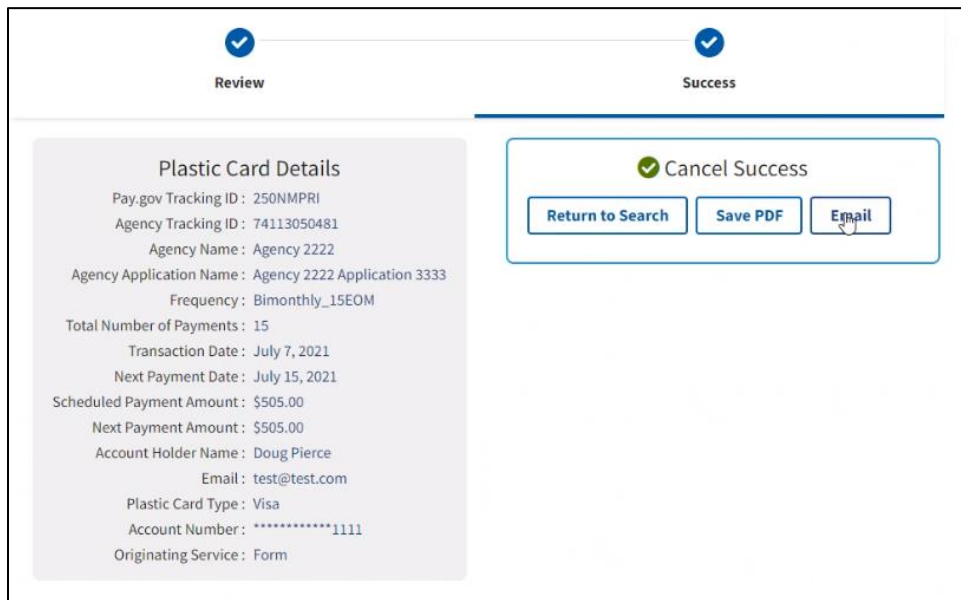
5. Check the box for “I have reviewed the transaction and authorize to cancel. This will include any remaining payments.

6. Click **Submit Cancel**.

Important! Canceling a scheduled 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 message is displayed.

Figure 40: Plastic card cancel success



17 Plastic Card Voids

The following transactions may be voided:

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

17.1 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.

manually canceled.

17.1.1 Voiding/Canceling an Authorization

Authorizations may be canceled within seven (7) days from the date the transaction is submitted. This would be done if the authorization will not be Forced. For example, the customer reports that their funds are still on hold, but the transaction was never completed.

After 7 days, the Authorization cannot be canceled on Pay.gov. You will receive an error message. You may have to contact Worldpay to have the Authorization manually canceled.

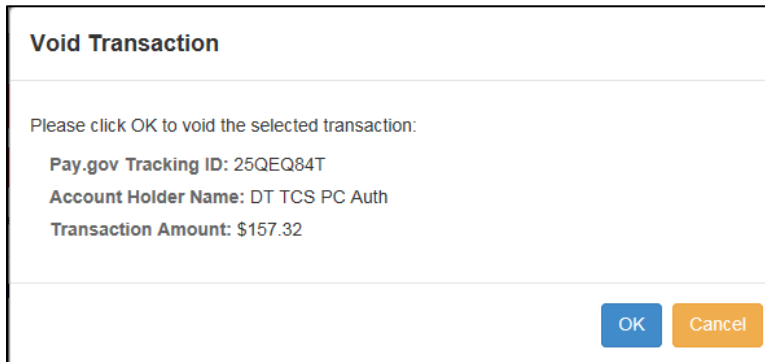
17.1.2 Voided Transactions on Vouchers

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

17.2 Steps

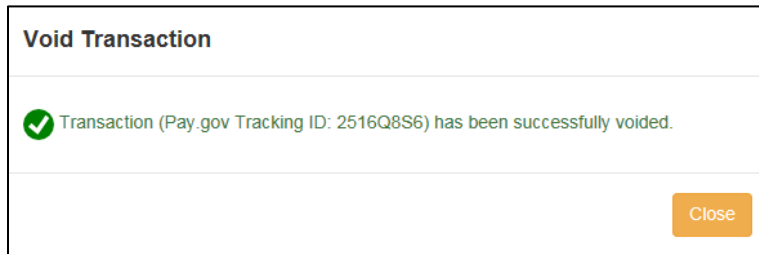
1. On the Search Results page, click **Actions** for a plastic card transaction.
2. Click **OK** on the Void Transaction dialog.

Figure 41: Void Transaction dialog



3. The void is confirmed.


Figure 42: 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.

18 Search Tips

18.1 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 are 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.

18.2 Collapsed Criteria Ignored

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

Search by Specific ID example

1. Agency Tracking ID is selected, and a value is entered in the criteria field.
2. You decide to search by Pay.gov Tracking ID instead and expand that criterion.
3. Pay.gov collapses the Agency Tracking ID criteria and the value entered for it will not be used for the search.


18.3 Saved Criteria

Some search criteria are 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.

18.4 The Information Button

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

19 Known Issues

19.1 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.

19.1.1 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.

19.2 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.

19.3 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.

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 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.

19.3.1 Workaround

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

20 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.

20.1 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 (Agency Collections) website, including Reports pages.