Pay.gov®

Agency User Guide

September 18, 2016

RCM REVENUE COLLECTIONS MANAGEMENT

BUREAU OF THE FISCAL SERVICE

This version of the *Pay.gov User Guide* supersedes all previous versions.

Revision History

Date	Author	Description
July 20, 2007	Brian Asquith FRB Cleveland	Updated for Pay.gov 3.7.
January 4, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 3.8 (updated section 8.5, 16.1, 16.5, 16.6; removed section 13 [User Center]).
January 9, 2008	Douglas Kirchgesler FRB Cleveland	Updated diagram in section 11.2.
January 17, 2008	Douglas Kirchgesler FRB Cleveland	Corrected several minor formatting errors.
January 23, 2008	Douglas Kirchgesler FRB Cleveland	Updated timeline in section 11.7.
June 2, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.0 (revised section 1.1, 2.1; removed Appendix B: Status Reference).
September 15, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.1 (updated section 1.1, 2.1, 2.5, 3.1, and 3.2; proofreading edits throughout).
November 12, 2008	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.2 (updated figures 1-7, 77, and 83; updated table 4; revised sections 4 and 11.5).
February 5, 2009	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.3 (updated sections 13.3.5, 13.5, 19.1 and figures 31, 56, and 59; added sections 13.3.6 and 13.3.7).
February 19, 2009	Douglas Kirchgesler FRB Cleveland	Updated sections 10.3.9 and 13.3.5; corrected several spelling inconsistencies.
February 25, 2009	Douglas Kirchgesler FRB Cleveland	Updated sections 11.3, 12.1, 13.3.2, 13.3.4, 13.4.1, 13.4.2, 13.4.3, and 13.4.4.
March 5, 2009	Douglas Kirchgesler FRB Cleveland	Updated section 13.5.
August 3, 2009	Douglas Kirchgesler FRB Cleveland	Minor layout revisions; updated sections 8.3, 10.1, 13.3.4, 13.4.3, and 13.4.4); removed Pay.gov version number from title page.
August 6, 2009	Douglas Kirchgesler FRB Cleveland	Updated table 1 in section 3.1.
October 2, 2009	Douglas Kirchgesler FRB Cleveland	Updated section 1.1.
November 23, 2009	Douglas Kirchgesler FRB Cleveland	Inserted new section 3.3; updated sections 11.1 and 13.4.4.
February 23, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.5 (updated sections 11, 11.1, 11.2, 11.3, 11.4, 11.5, 11.7, 13.3.3, 13.3.5, 13.3.7, and Appendix A).

Date	Author	Description
April 21, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.6 (added section 2.4; updated sections 2.1, 2.3, 11.7, 13, and 13.5; minor formatting changes).
August 10, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.7 (updated section 3.1 and 18.2; replaced figure 59; deleted old sections 18.2.6, 18.2.14, and 18.3; revised Pay.gov logo; replaced “Pay.gov Information Security” with “Pay.gov Application Security” throughout).
October 7, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.8 (updated sections 18.2, 18.2.11, 18.2.13, and figure 59).
December 7, 2010	Douglas Kirchgesler FRB Cleveland	Updated for Pay.gov 4.9 (updated sections 13.4.1, 13.4.2, 13.4.3, and 13.4.4; added figures 39, 41, 43, and 45).
June 16, 2011	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.0 (updated sections 18.1, 18.2, 18.2.3, 18.2.8; corrected typos).
June 22, 2011	Walter Rowinsky FRB Cleveland	Updated sections 15.2 and 18.2.10; updated figure 53.
September 27, 2011	Walter Rowinsky FRB Cleveland	Replaced all references to Fifth Third Bank with Vantiv.
December 12, 2011	Walter Rowinsky FRB Cleveland	Updated for Pay.gov version 5.1 (updated sections 2.5, 5, 6 and 8; added section 8.5).
February 3, 2012	Walter Rowinsky FRB Cleveland	Updated sections 5, 5.1, 13.4.1, 13.4.3, 13.5, 18.2, Appendix A; updated figures 7,8, 41, 47, 53, 56, 58, 71; added figures 43, 49, 50, 53, 54; added section 18.2.4, Appendix E.
February 14, 2012	Walter Rowinsky FRB Cleveland	Updated section 2.1.
April 2, 2012	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.1.2 (updated Appendix E).
April 20, 2012	Walter Rowinsky FRB Cleveland	Updated Appendix E.
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December 31, 2012	Walter Rowinsky FRB Cleveland	Updated for CA$HLINK II shutdown (updated sections 18.2.13, 18.3, 18.3.1, 18.3.2, 19.4, Appendix A; updated figure 32; added figure 73; deleted section 18.2.14, Appendix C; renumbered remaining Appendices; added section 19.2; replaced references to TRS with CIR).
February 19, 2013	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.3 (updated sections 13.3.2, 14.1, 18.2.1, 18.2.6; figures 58, 59).
March 18, 2013	Walter Rowinsky FRB Cleveland	Updated appendix D.

Date	Author	Description
May 1, 2013	Walter Rowinsky FRB Cleveland	No Pay.gov 5.4 release (merged with Pay.gov 5.3).
May 1, 2013	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.5 (replaced references to FMS with Bureau of the Fiscal Service).
June 10, 2013	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.6 (updated sections 13.5 including figures, 15.2).
September 20, 2013	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 5.7 (no changes).
February 8, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.8 (added new sections 8.4 and 12; updated Table 2; updated sections 6 and 18, figure 13 and table 3).
April 21, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 5.9 (updated section 19.4).
June 2, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.0 (renamed manual; revised and rearranged all sections and figures, removed public user functions).
July 10, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.0 (added new section 10.6.9).
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November 5, 2014	Walter Rowinsky FRB Cleveland	Updated section 9.2.
December 3, 2014	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.3 (added sections 6.4, 8.4, 10.4.5, 18.2.10; updated table 2, figure 64 and sections 16, 16.1.1, 16.1.2, 16.2,)
January 15, 2015	Walter Rowinsky FRB Cleveland	Added new section 18.3.2; updated section 8.2.
March 15, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.4 (added section 10.5.2).
June 15, 2015	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.5 (updated sections 10.3, 7 and 16.2).
March 12, 2016	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.8 (updated sections 2.1, 3, 10 and table 1;, moved CCP instructions to a separate guide; updated figure 10; deleted Appendix B, CCP Transaction Type Codes and Appendix C Plastic Card Reader Setup).

Date	Author	Description
June 13, 2016	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 6.9 (complete revision).
August 1, 2016	Walter Rowinsky FRB Cleveland	Updated section 3; corrected typos.
September 18, 2016	Walter Rowinsky FRB Cleveland	Reviewed for Pay.gov 6.10 (no changes).

Table of Contents

1 Introduction

This document provides information to federal agencies regarding features of the Pay.gov application and how it is used. It is intended for agency staff who use the Pay.gov application. It is meant to be used with other Pay.gov documents that provide detailed explanations of the available features and functions.

1.1 Related Documents

Related and supplemental agency guides and reference manuals are available on the Pay.gov Agency Documentation site at https://pay.gov/agency/documentation.html

2 Before You Start

2.1 Accessibility

All Pay.gov websites are designed to be accessible to people with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (codified at 29 U.S.C. § 791 *et seq.*) and related laws and regulations; for more information, please refer to http://www.section508.gov/. For accessibility purposes, Pay.gov is designed to work best using the latest version of the JAWS for Windows screen reader in conjunction with the current version of Internet Explorer or Edge.

2.2 Browser Requirements

Access to Pay.gov has been fully tested using Internet Explorer at a screen resolution of 1024 x 768. Browsers used to access Pay.gov should support

- 128-bit encryption
- basic CSS
- jquery 1.8

Browsers conforming to these requirements also conform to the minimum requirements set for access by alternative payment providers (digital wallet) such as PayPal.

2.2.1 Recommended Browsers.

Microsoft Windows and Apple iOS

- Internet Explorer — version 8 and above
- Firefox — latest version
- Google Chrome — latest version
- Safari — version 7 and above

iOS Smartphones and Mobile

- Safari — version 8 and above
- Google Chrome — with iOS version 8 and above

Android Smartphones and Mobile

- Android Native Browser — version 4.2 and above
- Google Chrome
- Firefox

2.2.2 Browsers Not Supported

- Internet Explorer — version 7 or earlier
- Opera Mini

Other operating systems or browsers may be used to access Pay.gov, but such use is untested and unsupported at this time.

3 Overview of Pay.gov Payments

Pay.gov provides a suite of services allowing agencies to obtain and process collections in an efficient and timely manner, consisting of

- the Collections Service
- the Collections Control Panel (CCP)
- the eBilling Web Service,
- eBilling Online
- the Forms Service
- the Reporting Service
- the Trusted Collection Web Services (TCS)
- Hosted Collection Pages

Some Pay.gov services are interactive, requiring and responding to direct input by agency users (the CCP, the Reporting Service, eBilling Online) or customers (the Forms Service).

Other services are non-interactive, used for submitting transactions individually or in batches from an agency's system to Pay.gov.

Pay.gov Hosted Collection Pages combines non-interactive and interactive services to allow agencies to separate a customer's transaction information from their payment information.

All services interface with the Collection Service, which processes incoming transactions, submits them to external services for settlement, submits payment data to the Central Information Repository so it can be credited to individual agencies, and stores and retrieves transaction data for reporting.

A separate guide providing details is available for each service can be downloaded or requested from the Pay.gov Agency Documentation site.

3.1 Pay.gov Processing Availability and Payment Settlement

The Pay.gov site is available for users to submit payments twenty-four hours a day, seven days a week, including holidays. ACH payment processing follows the Federal Reserve holiday schedule. Payments will not settle on Federal Reserve designated holidays.

If the U.S. Treasury Department's designated depository is closed on a scheduled payment date, including weekends and some holidays, the payment will occur the next day the depository is open. Plastic card payments will be processed the next business day as determined by the settlement agent.

4 Pay.gov User Interfaces

With release 6.0, Pay.gov has been divided into two separate user interfaces (seen as separate websites):

- a public UI (Figure 1) available to anyone accessing the https://pay.gov address. This UI includes all public-facing payment functions, including agency forms, payments and bills
- an agency UI (Figure 2) that includes only agency user specific functions, such as the Collections Control Panel. No public-facing (customer) functions are available through the agency UI
- an agency eBilling Online interface that includes only functions for issuing and managing ebills and customer access to them

Table 1: Pay.gov URLs

Public UI		
	Testing environment:	https://qa.pay.gov/public/home
	Production:	https://www.pay.gov/public/home

Agency UI		
	Testing environment:	https://qa.pay.gov/agency
	Production:	https://www.pay.gov/agency

eBilling Online UI		
	Testing environment:	https://qa/pay.gov/ebillingonline
	Production:	https://pay.gov/ebillingonline

The domain www.pay.gov and the previous landing page https://www.pay.gov/paygov/ maps to https://www.pay.gov/public/home as the default homepage

As a result of the separation, some agency personnel will need to access both user interfaces in order to perform their duties.

Figure 1: Public user interface

Figure 2: Agency user interface

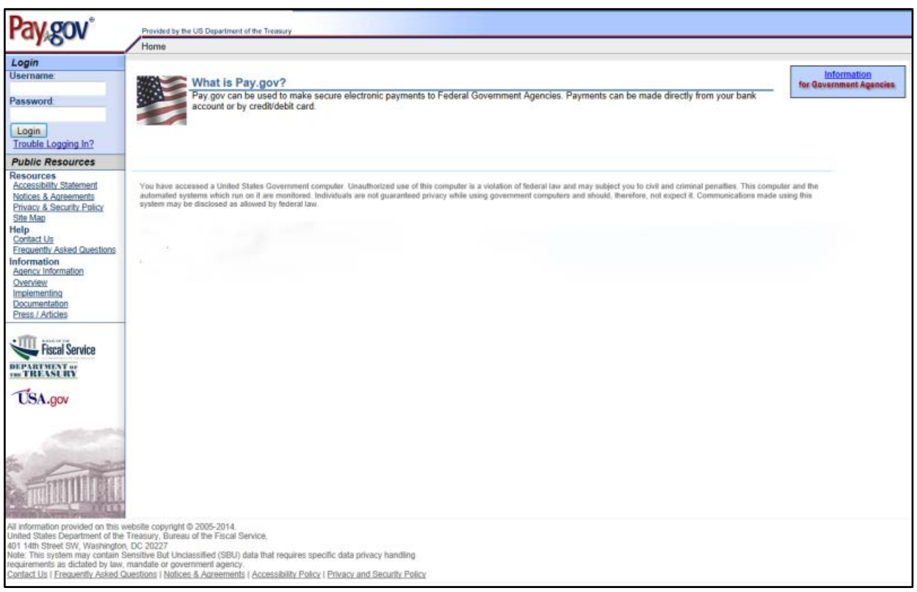
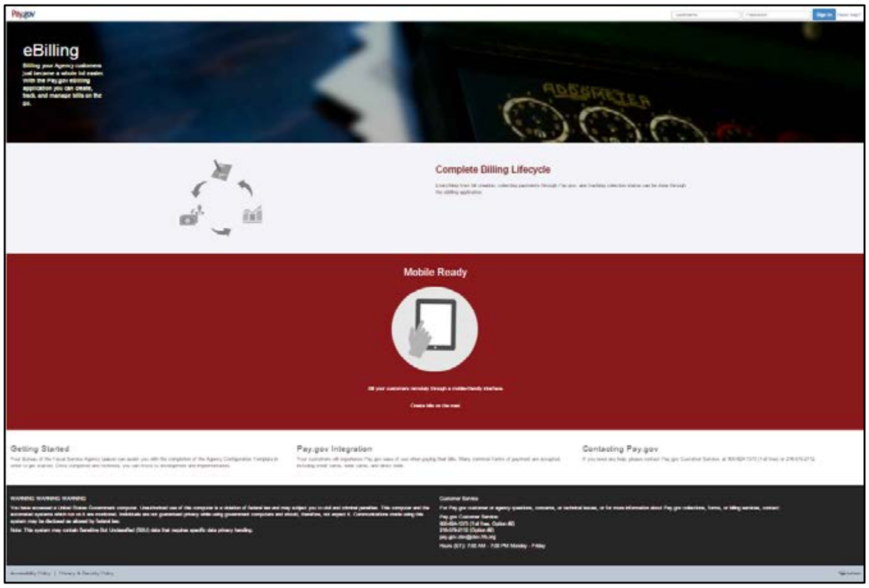


Figure 3: eBilling Online interface



5 Pay.gov Access

All agency users must be granted access to Pay.gov before they can use the system. Your agency's Security Contacts are responsible for requesting user access by submitting and Access Request Worksheet (ARW) to Pay.gov. See the *Agency Guide to Access Control* for instructions.

The roles assigned to an agency user through the ARW determine the functions they can perform on Pay.gov's agency website and system. Agency users may be assigned multiple roles and roles can be restricted to individual agency applications.

Some agency users may also need a role for Pay.gov's public website, usually to access hidden agency forms and bills.

Agency customers who need to see a hidden agency form must also be assigned the appropriate role by the agency.

Table 2: Pay.gov user roles

> ***Note:*** All roles, except PGE, are for the agency UI only.

Role	Description
PGE — Pay.gov Enrolled User (access to public UI only)	For agency customers, used to permit access to non-public forms and bills in the public user interface.
ACS — Agency Customer Service	For agency staff who provide customer support for the agency. Has access to the public website. Can view submitted forms and bills along with non-public reports.
AFF — Application Forms Full	For agency customers who will be responsible for accessing, submitting, and saving all forms assigned to a specific application.
AFL — Application Forms Limited	For agency customers who are filling in forms that are reassignable. An AFL can view, edit, and save a reassignable form but the form must be reassigned to an AFF who can submit the form. Refer to the Agency Guide to the Forms Service for more information regarding reassignable forms.
BAG —Bill Access Generator	For agency users using eBilling Online to create and manage billing accounts and bill access codes
BIG — Bill Generator	For agency users using eBilling Online to create and manage bills and billing accounts.
COE — Collections Operator Exception	For agency users to void plastic card transactions, issue or void plastic card refunds, and cancel ACH debits in the CCP.
COS — Collections Operator Sale	For agency users to process sale transactions in the Collections Control Panel (CCP) including the ability to submit ACH transactions, ACH prenotifications, and sale/authorization/force plastic card transactions. See the *Agency Guide to the Collections Control Panel (CCP)* for details.

Role	Description
CPA — Company Profile Administrator	For agency users who create and manage company profiles for their application.
MGA — Machine General Account	Assigned to an agency user but used for automated processes to down load Pay.gov activity files or to upload billing files to the legacy Billing service.
PPA — Payer Profile Administrator	For agency users who create, manage, and verify payer profiles for their application.
ROA — Report Office Analyst	For agency users to view all reports (except ICCC) for an application.
RBU — Resource BAN User	Assigned to users who log in to Pay.gov's public website to access a bill. Billing account numbers (BANs) are used to determine which users have access to a bill; see the *Agency Guide to the eBilling Service* or the *Agency Guide to eBilling Online* for more information). Users who access ebills without logging in are not assigned the RBU role.

6 Logging in to the Agency Website

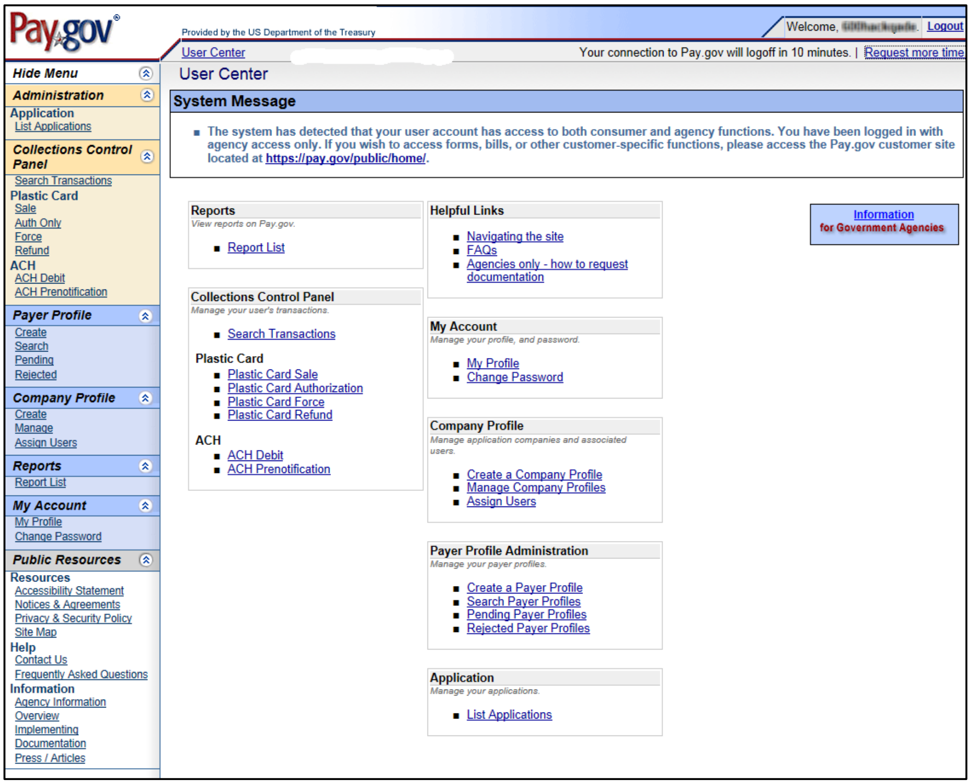
1. Access the Pay.gov agency production website at https://www.pay.gov/agency; the home page will be displayed (Figure 4).

Figure 4: The Pay.gov home page log in fields

Note:	Agency users should click the "Information for Government Agencies" link to view information pertaining specifically to agency users.

2. Enter your username and password at the top of the left-hand navigation bar on the home page, and then click the "Login" button to access the User Center. If this is your first visit to the site you will be directed to enter a new password and security questions and answers; see section 1 for more information.
3. The User Center (Figure 5) enables agency users to access functions that are specific to their role.

Figure 5: A typical User Center showing all functions



4. Click a blue hyperlink to access the function required; the appropriate page will load. The functions shown depend upon the role or roles assigned to the user. For some users, a minimal list of options will appear; for other users, the list will be more extensive and Administration Center options will be available.

6.1 Pay.gov Session Length

Your Pay.gov session will expire after 30 minutes of inactivity. You can extend you session before timeout by clicking the “Request more time” link at the top right of most pages.

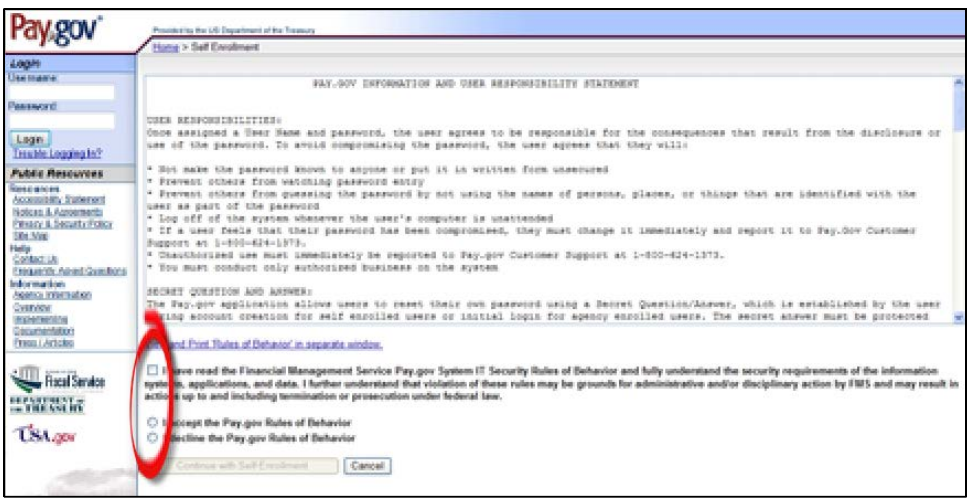
7 Initial Startup for Agency Users with Assigned Roles

No features are available on the agency website to users who have are not enrolled by their agency or who have not logged in. On the public website all visitors can view and pay public forms whether or not they are enrolled or have signed in.

New agency users will be given a username and assigned a temporary password. The password is used for the initial access to Pay.gov and must be changed on the first visit. Refer to the *Agency Guide to Access Control* for more information about requesting access to Pay.gov. The following steps describe the initial startup for an agency user.

1. Log into the Pay.gov agency website as described in section 1 using your temporary password.
2. The Pay.gov Information and User Responsibility Statement (Rules of Behavior) page will be displayed.

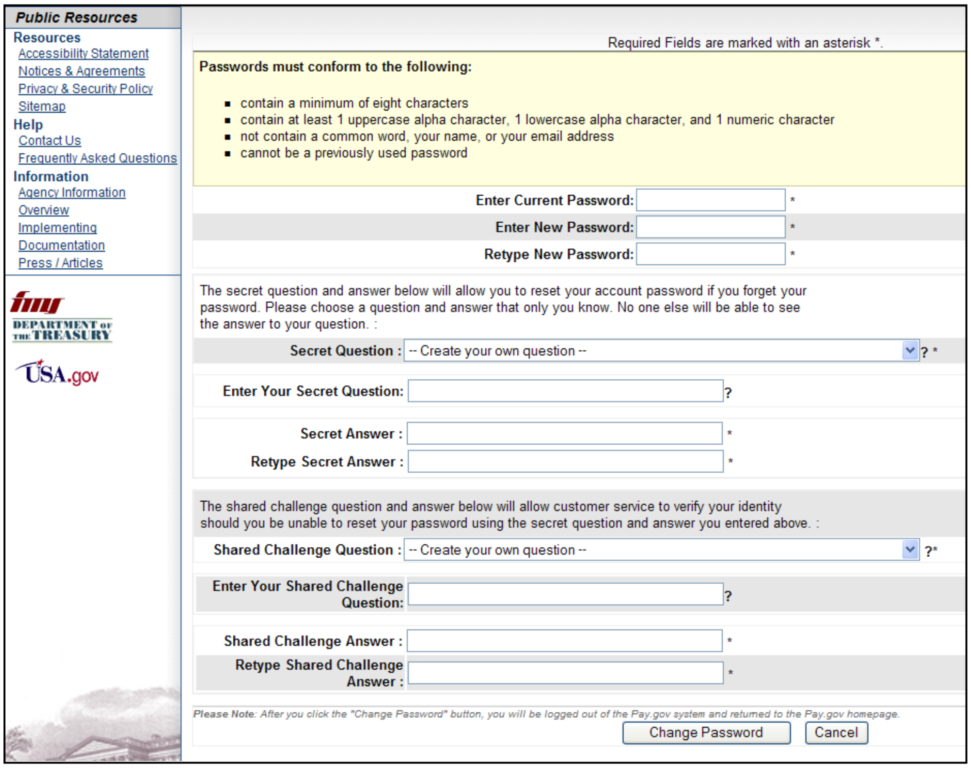
Figure 6: Pay.gov Information and User Responsibility Statement page



3. You must read the responsibility statement, check the box indicating you have read the statement, click on the round button accepting the Rules of Behavior and then click on the continue button.
4. The Change Your Password page (Figure 7) will be displayed.

Note:	Once a year your password will expire and you will be required to reread the Rules of Behavior and create a new password.

Figure 7: The Change Your Password page



5. Enter your current password (assigned by Pay.gov) and your new password. Retype the new password in the confirmation box. Your new password must conform to the instructions at the top of the page (details in section 7.1).
6. Select and enter a secret question and answer in the appropriate fields. Using the secret question and answer is explained in detail in section 9.3. You may create your own question.
7. Select and enter a shared challenge question and answer in the appropriate fields. Pay.gov customer support may use the challenge question to verify your identity if they are contacted. See section 9.3.
8. Click the "Change Password" button. The changes will be saved and the user is returned to the home page (previously shown in Figure 4) to enter their username and new password.

7.1 Password Requirements

1. User passwords must be at least eight characters in length, no more than 24 characters long, and must contain at least one upper-case alphabetical character, one lower-case alphabetical character, one number and one special character.
2. Passwords should not contain user profile information such as a street address or an email address.
3. Passwords should not contain a common word or sequence of characters, such as "123" or "ABC."
4. The new password cannot be the same as a previously used password.

5. Passwords are case-sensitive.
6. The secret answer should not be the same as the password.
7. The shared challenge question should not be the same as the password.
8. Passwords will expire after 90 days. If the expiration time has been exceeded, users will be forced to reset their password before being able to continue.

7.2 Password Expiration

Once a year your password will expire and you will be required to reread the Rules of Behavior and create a new password.

7.3 Log in Errors

You have three tries in a row to enter your username and password correctly. After the third unsuccessful attempt to log in, you will be locked out for fifteen minutes.

7.4 Lock out

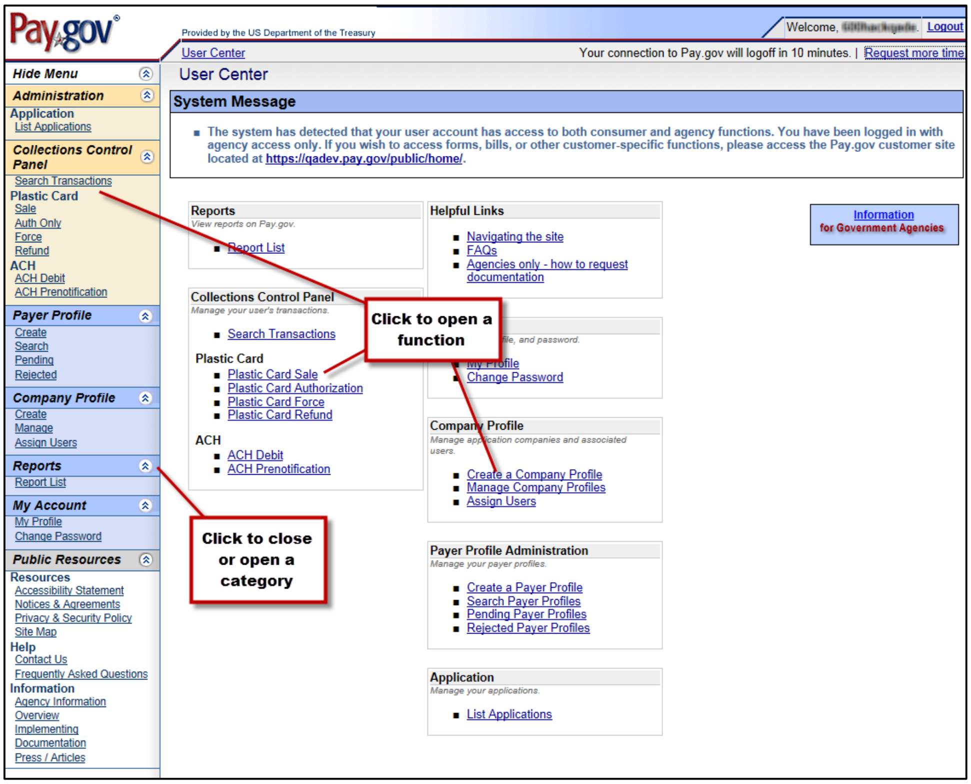
If your account is locked out during login, you cannot use your secret question and answer to reset your password and then log in. The account will remain locked for fifteen minutes. If you have reset your password during this time, when you log in again you must use your new password.

In addition, if three consecutive invalid secret answers are made, the secret question function will be locked until a successful logon occurs. If you are unsure of your username or password, you should contact Pay.gov Customer Support at this time.

8 Basic Navigation and Functions

A number of pages have standard methods for selecting items to display and how they appear on the page (Figure 8).

Figure 8: Pay.gov navigational elements

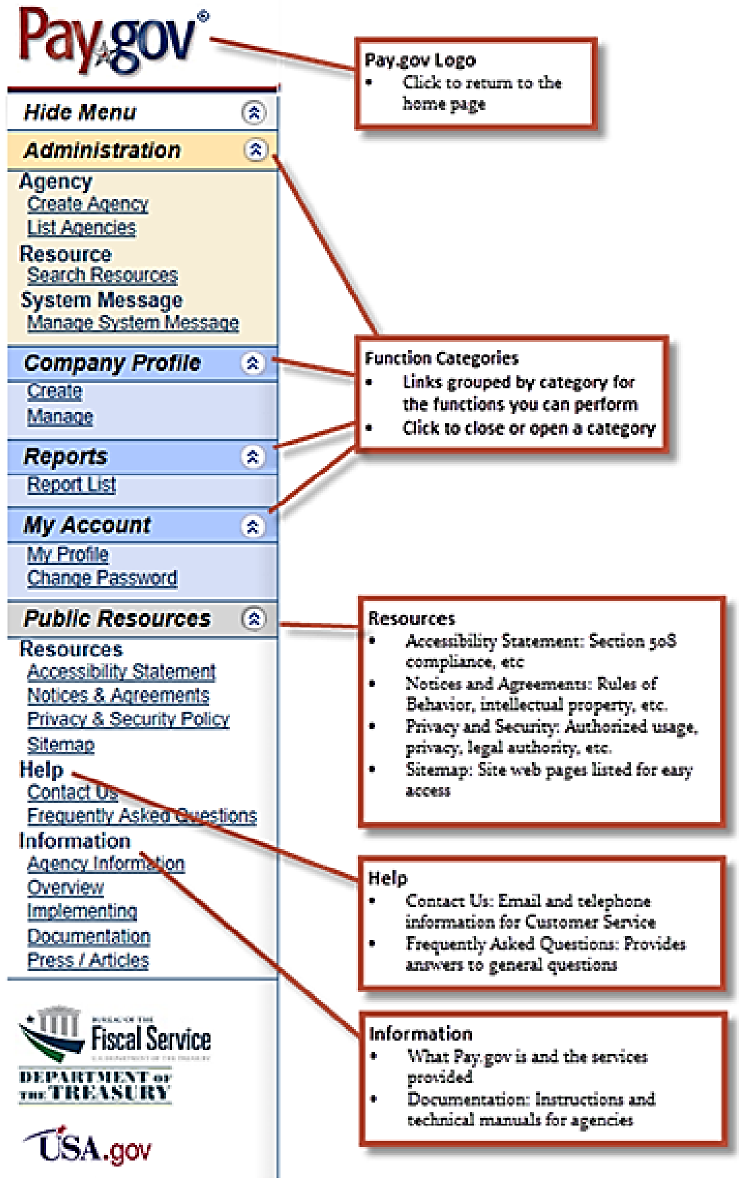


Note:	Please avoid navigating the site using your browser's "Back" button. This may lead to the transmission of incomplete or incorrect page loading. Use the navigation links provided wherever possible.

8.1 Navigation Bar

The navigation bar (Figure 9) is displayed on the left side of the initial page. After log in, the navigation displays the functions available for their particular role.

Figure 9: The navigation bar



8.2 Pay.gov Application Navigation

The header bar allows logged-in users to navigate around the application. Figure 10 illustrates the controls used in the header bar, which are described in Table 3.

Figure 10: Pay.gov header bar

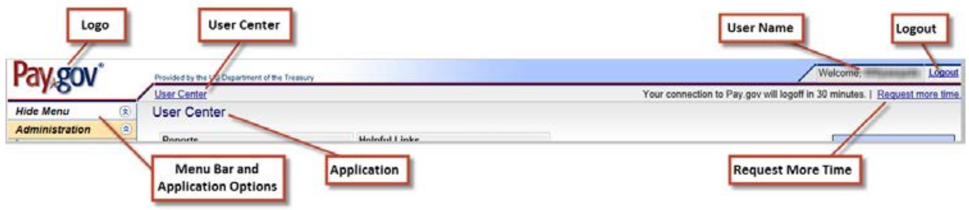


Table 3: Header bar controls

Header Bar Region	Description
Logo	Click to return to the home page
User Center	Displays hyperlinks to the following applications (depending upon role): • *Reports* • *Collections Control Panel:* Search Transactions, Plastic Card, ACH • *Helpful Links:* Navigating site, FAQs, Documentation • *My Account:* My Profile, Manage Accounts, and Passwords
Logout	Exit the Pay.gov application
Username	Displays the Username
Application	Details the application page displayed: CCP, Reports
Menu Bar and Application Options	Left-hand navigation bar to select applications and options available for that application
Request More Time	Used to request an extension of the time before logout

9 My Account

All agency users have a Pay.gov account. They must log in to the agency website before they can use any Pay.gov function.

9.1 Self-Administration

Agency users can update their user profile and to change their password, secret and shared challenge questions and answers at any time.

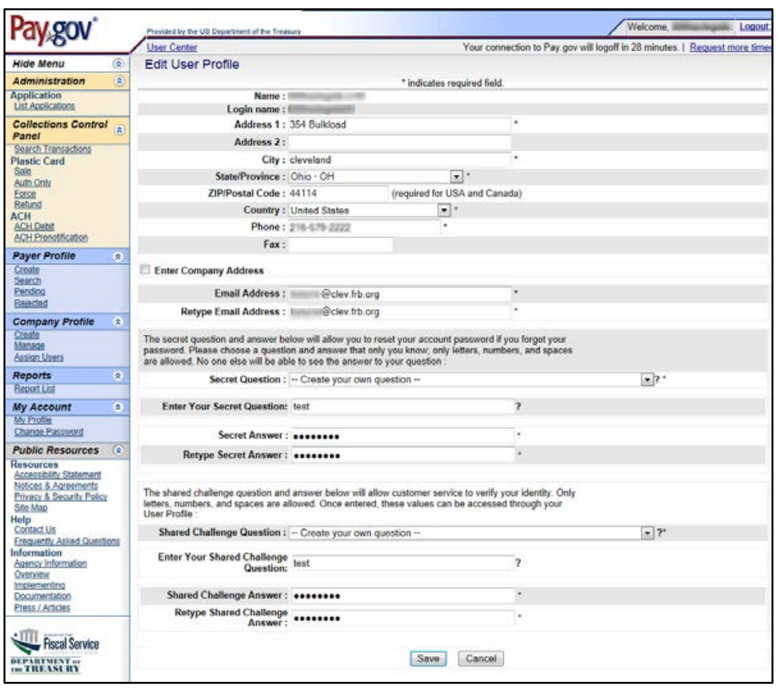
9.1.1 Edit My Profile

Click the *My Profile* link on the left-hand navigation bar (Figure 11) or the link in the My Account panel in the User Center.

Periodically, users should check their information and ensure that it is current and correct.

Check the “Enter Company Address” box if you want to enter information about your agency (not required).

Figure 11: Edit User Profile page



9.2 Passwords

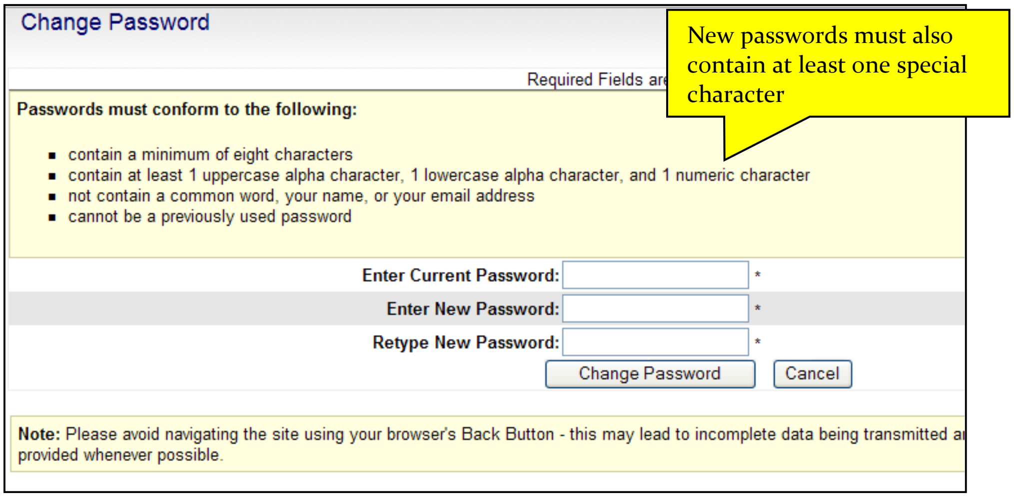
Agency user passwords expire every 90 days and a message will remind you that it needs to be changed. Clicking on the link in the message takes you to the Change Password pages explained in section 9.2.1.

However, agency users can change their password at any time by clicking on *Change Password* in the My Account panel of the User Center.

9.2.1 Change Password

2. Enter a new password and retype it in the confirmation box (Figure 12); password requirements are listed in section 7.1.

Figure 12: Change Password page



3. Click the “Change” button. Your changes will be saved and you will return to the My Account page.

9.3 Changing Your Username

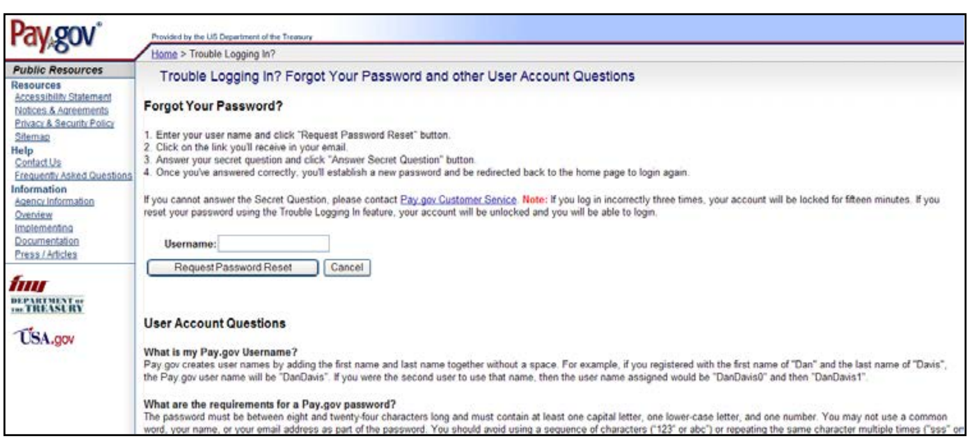
Your username is assigned when your account is created. You cannot change it.

9.4 Login Problems

If you forget your password or experience other difficulties logging in.

1. Access the Pay.gov home page.
2. Click on the *Trouble Logging In* hyperlink below the username and password boxes and follow the instructions (Figure 13).

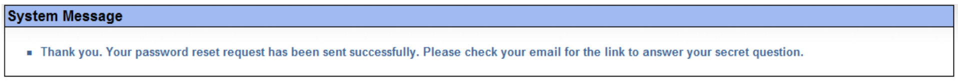
Figure 13: The "Trouble Logging In?" page



3. Enter your Pay.gov username

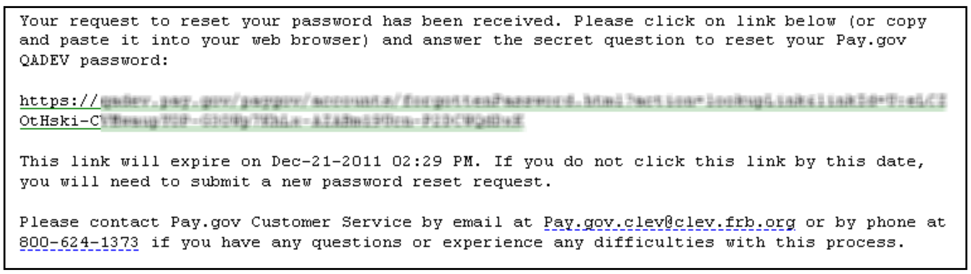
4. Click the “Request Password Reset” button.
5. You are returned to the Pay.gov Home page and will see a message instructing you to check your email.

Figure 14 Change Password Email Instructions



6. After a few minutes, open your email application and open the email from Pay.gov. The amount of time for the email to arrive depends on your agency’s internet connection. You will receive two emails, the first notifying you that a link will be sent to you, and the second (Figure 15) containing the link.

Figure 15 Change Password Email


Your request to reset your password has been received. Please click on link below (or copy and paste it into your web browser) and answer the secret question to reset your Pay.gov QADEV password:

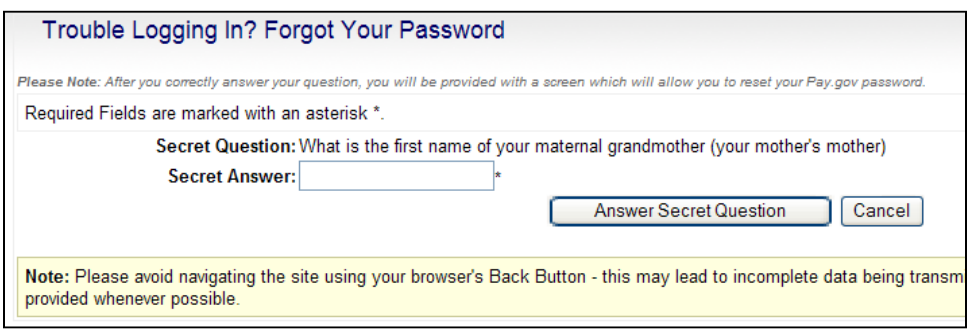
https://
OtHski-C

This link will expire on Dec-21-2011 02:29 PM. If you do not click this link by this date, you will need to submit a new password reset request.

Please contact Pay.gov Customer Service by email at Pay.gov.clev@clev.frb.org or by phone at 800-624-1373 if you have any questions or experience any difficulties with this process.

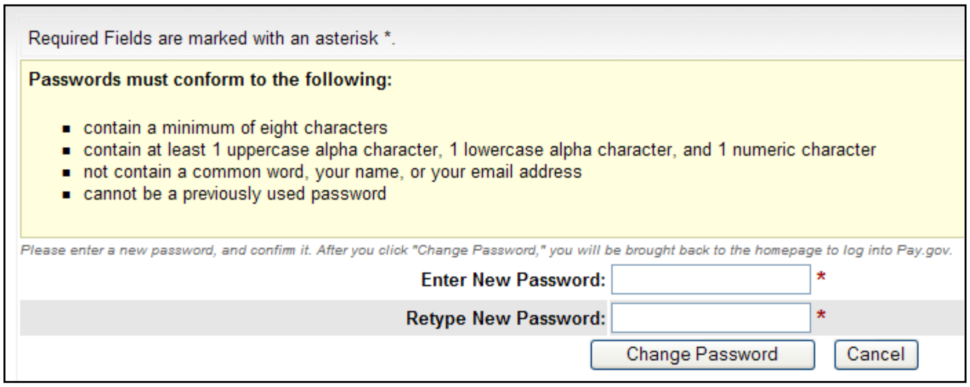
7. Click on the link to go to the Secret Question page. The link must be used within 24 hours of your password reset request.
8. Fill in the secret answer field
9. Click the “Answer Secret Question” button (Figure 16).

Figure 16: Answer Secret Question page



10. Answer the secret question then click the “Answer Secret Question” button.
11. Enter a new password and retype it for confirmation (Figure 17).

Figure 17: Enter New Password page



12. Click the "Change Password" button to continue.
13. If the password change was successful, you will return to the home page and may now log in normally using your username and new password.

9.5 Password Reset through Customer Service

1. If you are not able to reset your password through the "Change Password" link in My Account you will need to call Pay.gov Customer Service (see section 21.1).
2. When asked, provide the answer to your shared challenge question, as set in your user profile.
3. You'll be provided with a temporary password. You will be requested to create your own new password when you log in to Pay.gov.

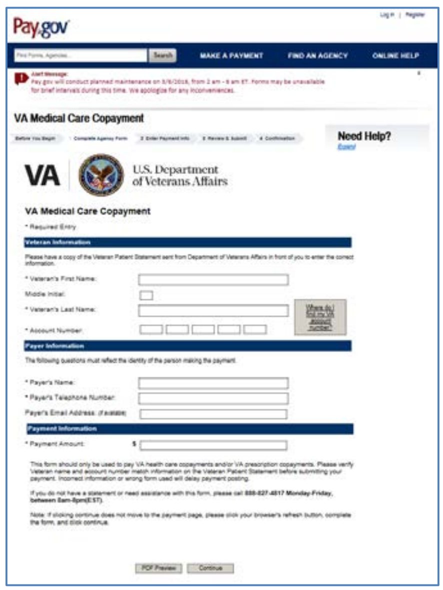
10 Forms and the Forms Service

Agency forms are web pages, available on Pay.gov's public website, used to collect information that an agency needs for a transaction. Forms may be used only to gather information such as production reporting or may be associated with a payment. If a form is associated with a payment, separate payment pages collect information for how the payment will be made (ACH debit, plastic card account, etc.)

An agency may have multiple forms, each for a different collection application.

Figure 18 shows an example online form.

Figure 18: Example of an online form



Customers with Pay.gov accounts may save incomplete forms to be finished later. Completed forms can be saved with their data and duplicated for use in future transactions of the same kind. Additionally, if allowed by the agency's collection application, forms may be reassigned between users for completion and payment.

When completed, the form is submitted for processing and shown in reports and activity files with a status of "Accepted."

10.1 Types of Forms

10.1.1 Public Forms

Public forms are available to anyone visiting Pay.gov's public website; log in is not required. They may be linked to on the home page or available through a search. See section 10.2.

10.1.2 Private Forms

Agencies use private forms to limit access to only the customers they select. Private forms are associated with a Pay.gov account created by the agency for the user. The user must log in and then can find the private form through their My Account page.

10.2 Finding a form

Forms are only available on Pay.gov's public website. Agency users who will view private forms must have an account on the public website that has been assigned access.

10.2.1 Finding a Hidden Public Form

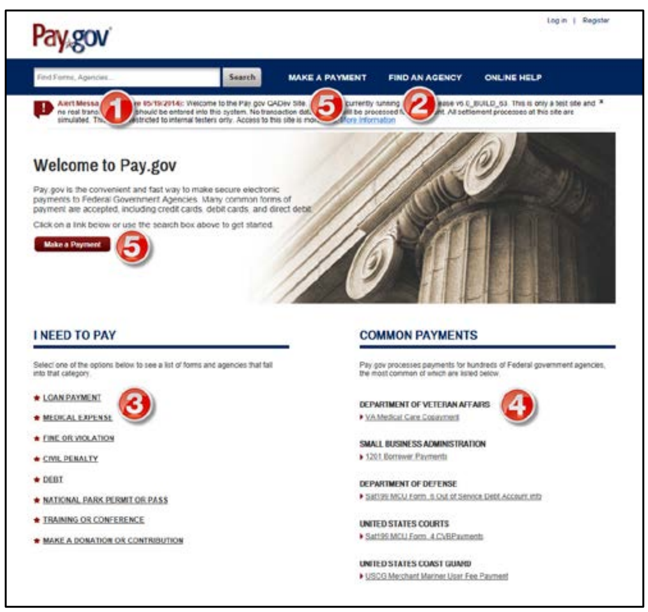
A hidden public form cannot be found using search or any of the links on the public website home page. Customers must use the link provided by the agency to access a hidden public form.

10.2.2 Finding a Private Form

Customers must log in to the Pay.gov account associated with the private form. The private form will be listed in the My Forms section of their My Account page.

10.2.3 Finding a Public Form

Figure 19: Links to public forms



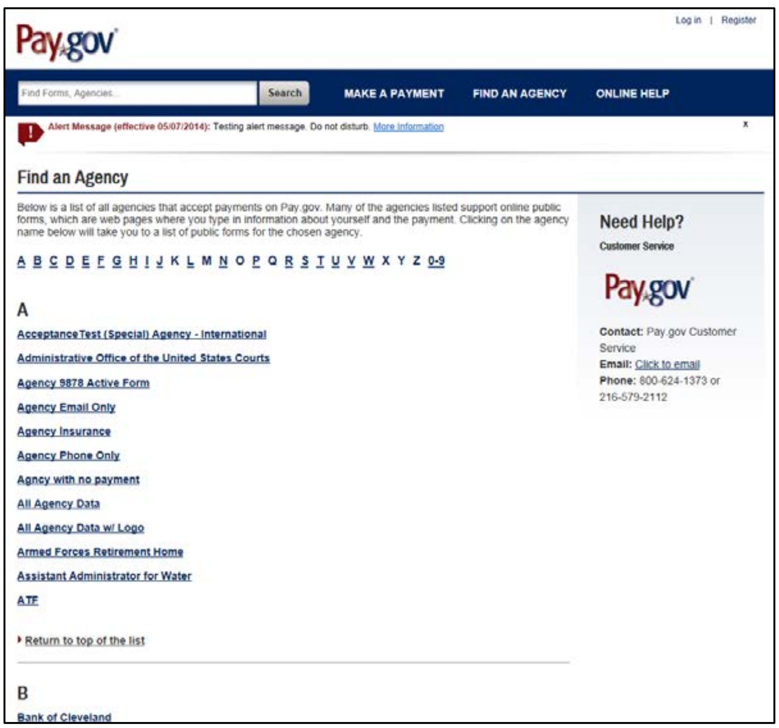
1. Search — Enter a form name, number, keyword describing the form, or any other information describing the form. The list displayed will include all forms and agencies with that search information.
2. Find An Agency — Click on the Find An Agency link to see an alphabetical list of all Pay.gov agencies. Click on an agency name to see a list of all forms for the agency and then click on the Continue to the Form button to open a form.

3. Payment Type —Click on one of the categories under I Need To Pay to see a list of all forms for that type of payment. Click on the Continue to the Form button to open a form.
4. Common Payments —The most common payments are listed under this heading. Click on a link to start a payment.
5. Make A Payment — Clicking on either Make A Payment links opens a page that includes the common payments list, the search functions and links to lists of all forms and all agencies.

The following steps describe a search performed by displaying forms by agency.

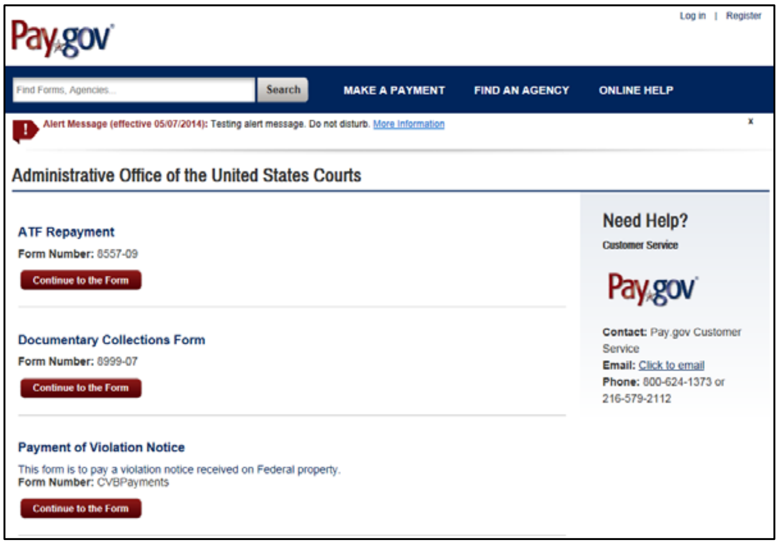
1. Figure 20 shows the results when the Find An Agency link in the public user interface is clicked.

Figure 20: The agency list



2. The page includes alphabet letter links near the top that take you to sections of the list. Agency names are listed under each alphabet letter heading.
3. Click on any agency name to see a list of all public forms for the agency. For example, clicking on Administrative Office of the United States Courts opens a list of all public forms for that agency (Figure 21).

Figure 21: List of forms



4. Click on a Continue to the Form button to open the form and start the payment.

10.3 Keyword Search Tips

10.3.1 Minimum Length and Characters Allowed

At least two characters must be typed in the search box.

Only the characters listed in Table 4 can be used for a Pay.gov search.

Table 4: Characters allowed for search

Allowed Search Characters	
A through Z	Uppercase Letters
a through z	lowercase letters
1,2,3,4,5,6,7,8,9,0	numbers
	space
#	pound sign
$	dollar sign
&	Ampersand
'	Apostrophe
(	Left parenthesis
)	Right parenthesis
/	Forward slash
,	comma
-	hyphen

Allowed Search Characters	
.	period
:	colon
@	At sign
_	underscore

10.3.2 Default Search

If you execute a search on two words, forms that meet either of the words will be returned.

10.3.3 "AND" Search

If you would like to find forms that include more than one specified word, separate the search terms with the word "and".

10.3.4 Phrase Search

If you would like to find a form matching an exact phrase, enter that phrase but do not enclose it between quotation marks (for example, sample search phrase, not "sample search phase").

10.3.5 "Sub-String" Search

You may find form results matching partial words. For example, if you execute a search on "transport," results will include "transportation."

10.4 Search Results

There is no limit to the listed items returned by a Pay.gov search. The returned list includes all agencies and public forms where the search term entered matches all or part of the agency name, public form name, form description or form number.

Figure 22: Search results

The number of forms and agencies found are listed on the tabs. If multiple pages of results are returned, you can page through or view all by clicking the links on the upper-right of the page.

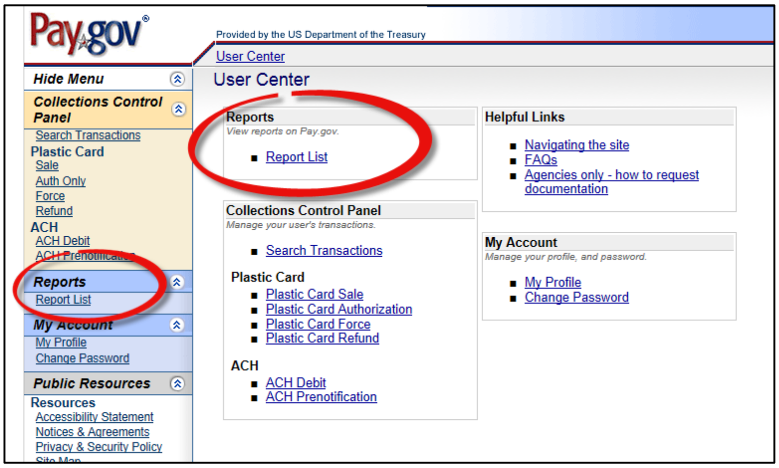
10.5 Attachments

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

To view an attachment

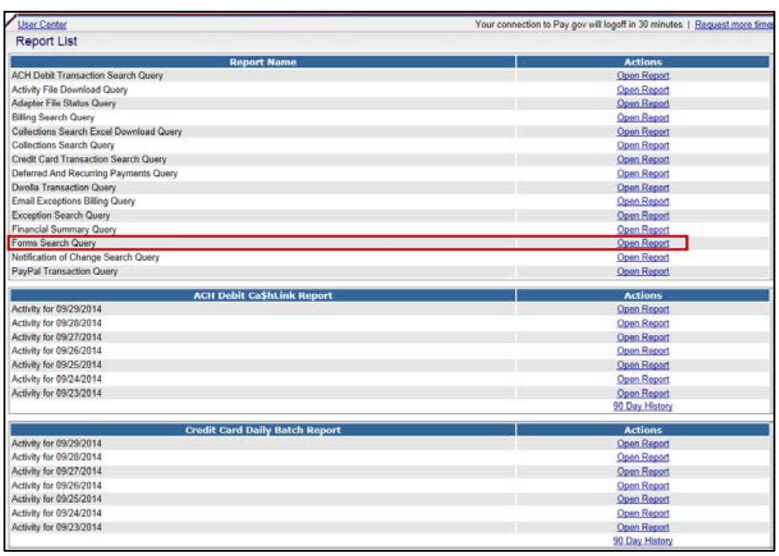
1. Open the Report List from your User Center page (Figure 23). See the *Agency Guide to the Reporting Service* for instructions on how to navigate and use reports.

Figure 23: Report list links



2. Open the Forms Search Query. Click on the Open Report link to the right of the query name (Figure 24).

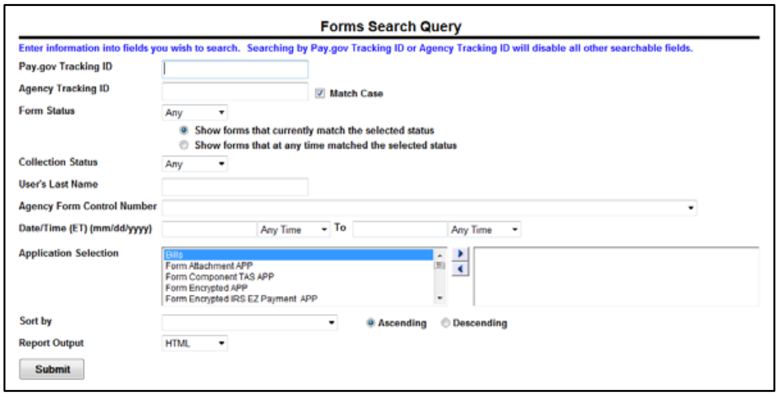
Figure 24: Report list Forms Search Query link



3. Enter your form search criteria (Figure 25). The criteria entered determine search filtering and what results are returned. If you do not select an

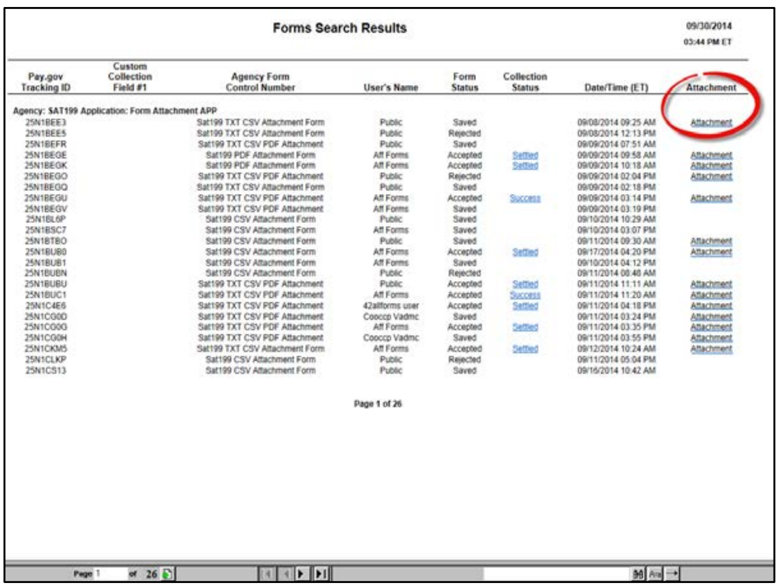
application, the results will include submitted forms for all your agency's applications.

Figure 25: Forms Search Query input



4. The Forms Search Results list opens (Figure 26). Results are grouped by application. The report may have a number of pages.

Figure 26: Forms Search Results


Forms Search Results

09/30/2014
03:44 PM ET

Pay.gov Tracking ID	Custom Collection Field #1	Agency Form Control Number	User's Name	Form Status	Collection Status	Date/Time (ET)	Attachment
Agency: SAT199 Application: Form Attachment APP							
25N1BEE3		Sat199 TXT CSV Attachment Form	Public	Saved		09/08/2014 09:25 AM	Attachment
25N1BEE5		Sat199 TXT CSV Attachment Form	Public	Rejected		09/08/2014 12:13 PM	
25N1BEFR		Sat199 TXT CSV PDF Attachment	Public	Saved		09/09/2014 07:51 AM	
25N1BEGE		Sat199 PDF Attachment Form	Aff Forms	Accepted	Settled	09/09/2014 09:58 AM	Attachment
25N1BEGK		Sat199 PDF Attachment Form	Aff Forms	Accepted	Settled	09/09/2014 10:18 AM	Attachment
25N1BEGO		Sat199 TXT CSV PDF Attachment	Public	Rejected		09/09/2014 02:04 PM	Attachment
25N1BEGQ		Sat199 TXT CSV Attachment Form	Public	Saved		09/09/2014 02:18 PM	
25N1BEGU		Sat199 TXT CSV PDF Attachment	Aff Forms	Accepted	Success	09/09/2014 03:14 PM	Attachment
25N1BEGV		Sat199 TXT CSV PDF Attachment	Aff Forms	Saved		09/09/2014 03:19 PM	
25N1BL6P		Sat199 CSV Attachment Form	Public	Saved		09/10/2014 10:29 AM	
25N1BSC7		Sat199 CSV Attachment Form	Aff Forms	Saved		09/10/2014 03:07 PM	
25N1BTBO		Sat199 CSV Attachment Form	Public	Saved		09/11/2014 09:30 AM	Attachment
25N1BUB0		Sat199 CSV Attachment Form	Aff Forms	Accepted	Settled	09/17/2014 04:20 PM	Attachment
25N1BUB1		Sat199 CSV Attachment Form	Aff Forms	Saved		09/10/2014 04:12 PM	
25N1BUBN		Sat199 CSV Attachment Form	Public	Rejected		09/11/2014 08:48 AM	
25N1BUBU		Sat199 TXT CSV PDF Attachment	Public	Accepted	Settled	09/11/2014 11:11 AM	Attachment
25N1BUC1		Sat199 TXT CSV PDF Attachment	Aff Forms	Accepted	Success	09/11/2014 11:20 AM	Attachment
25N1C4E6		Sat199 TXT CSV PDF Attachment	42allforms user	Accepted	Settled	09/11/2014 04:18 PM	Attachment
25N1CG0D		Sat199 TXT CSV PDF Attachment	Cooccp Vadmc	Saved		09/11/2014 03:24 PM	Attachment
25N1CG0G		Sat199 TXT CSV PDF Attachment	Aff Forms	Accepted	Settled	09/11/2014 03:35 PM	Attachment
25N1CG0H		Sat199 TXT CSV PDF Attachment	Cooccp Vadmc	Saved		09/11/2014 03:55 PM	Attachment
25N1CKM5		Sat199 TXT CSV Attachment Form	Aff Forms	Accepted	Settled	09/12/2014 10:24 AM	Attachment
25N1CLKP		Sat199 CSV Attachment Form	Public	Rejected		09/11/2014 05:04 PM	
25N1CS13		Sat199 CSV Attachment Form	Public	Saved		09/16/2014 10:42 AM	

Page 1 of 26

5. Click on an attachment link to view it (Figure 26).

10.6 Form Submission eMail Notifications

Agencies can choose to receive email notifications from Pay.gov when a form is submitted. This choice is often made when an agency has a form that is submitted only infrequently. The agency supplies the email addresses notifications are to be sent when the application is set up or later by working with the agency's Pay.gov Agency Liaison.

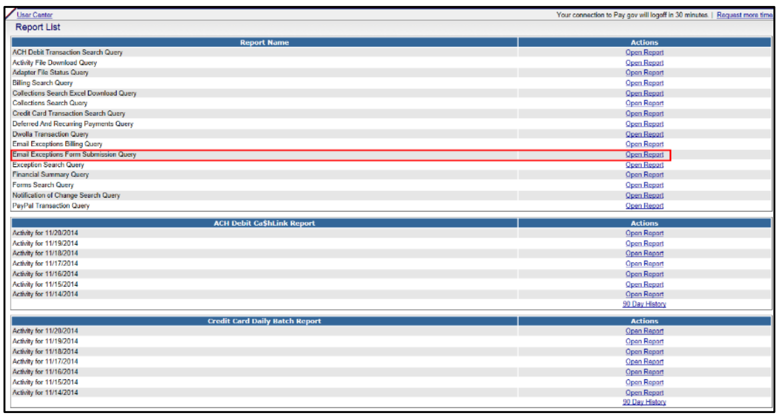
10.6.1 Undelivered Form Submission eMail

The email addresses form submission notices are to be sent to can change. For example, responsible agency personnel can change and addresses can become invalid.

Pay.gov provides the Email Exceptions Form Submission Query report, which provides information on undeliverable form submission emails.

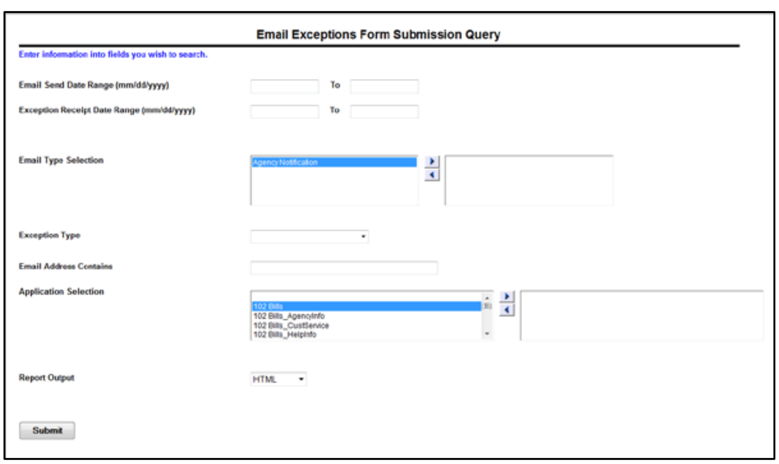
1. Open the Report List from your User Center page (Figure 23). See the Agency Guide to the Reporting Service for instructions on how to navigate and use reports.
2. Open the Email Exceptions Form Submission Query. Click on the Open Report link to the right of the query name (Figure 27).

Figure 27: Reports list with Email Exceptions Form Submission Query Link



3. Enter or select the query criteria for the undelivered email you need to find (Figure 28). If no application is selected, results will be returned for all applications listed

Figure 28: Email Exceptions Form Submission Query



4. Click the Submit button to view the results returned by the query.
5. The report provides the following information for undelivered email:

Email Address lists the failed email address.

Send Date lists the date the email was originally sent by Pay.gov.

Return Date lists the date a failed delivery notice was returned to Pay.gov.

Email lists the type of notice sent, billing access code or billing notification.

Exception lists reasons for the failed delivery and indicates if the delivery failure is due to a permanent problem, such as a bad address, or a temporary delivery problem.

Form Name lists the name of the form that was submitted.

11 Payments

See the Agency Guide to Collections for detailed information about payments.

Payments can be initiated

- from an agency web page
- via Pay.gov's Collection Control Panel
- from a form hosted on Pay.gov's public website
- in response to a bill notifying the user of a required payment

All payments through Pay.gov are in U.S. dollars only.

Pay.gov accepts payments from the following sources

- Automated Clearing House (ACH)
- Plastic Card including credit and debit cards
- Digital Wallet

11.1 ACH Debits

An ACH Debit is an electronic direct debit from a customer's bank account.

11.1.1 Accounts Accepted

- personal checking and savings
- business checking and savings
- business general ledger
- accounts at foreign financial institutions only when the foreign account is linked to an account at a U.S. financial institution

11.1.2 Accounts Not Accepted

- passbook
- money market

ACH direct debit transactions are settled through Automated Clearing House (ACH) debit entries, processed by the Federal Reserve Bank of Cleveland.

11.2 Plastic Card Payments

Plastic cards include credit and debit cards.

Plastic card transaction settlement is provided by Vantiv® the settlement service of Fifth Third Bank.

11.2.1 Plastic Cards Accepted

- MasterCard
- Visa
- American Express
- Discover and Discover-branded cards such JCB, UnionPay, and some Diners Club

- Debit Cards with the Visa or MasterCard logo only (including prepaid debit cards).

11.2.2 Plastic Cards Not Accepted

- Cards that do not display any of the logos above
- ATM-only cards

11.3 Digital Wallet

Customers can make payments using an alternative payment provider

Accepted Providers

- Amazon
- Dwolla
- PayPal

These digital wallet payments cannot be entered by an agency user on a customer's behalf. They can only be made by the customer through Pay.gov's public website.

Additional alternative payment providers will be added in the future.

11.4 Payment Types

Depending on what an agency has chosen to allow, Pay.gov can accept the following payment types:

- One-time ACH or Plastic Card payment — any single payment.
- Automatic recurring payment using ACH or Plastic Card — payment scheduled to be automatically debited to a customer's bank account or plastic card account. When automatic recurring payments are made, the customer's account is debited and Pay.gov automatically creates credits to the Treasury on the agency's behalf. Agencies can view the transactions through Pay.gov and CIR reports.
- Deferred payment — a payment entered in Pay.gov on one day that will not be debited to the customer's account until a following date. Payments cannot be deferred for more than 30 days.
- One-time digital wallet payments — (can only be made by a customer, not by an agency user) customers are redirected to the digital wallet payment provider to make their payment. Neither the agency nor Pay.gov sees any payment account information, just a status from Dwolla that the payment was accepted or rejected.

Agency users can only enter payments through the Collections Control Panel (CCP). You will not see this function if your role does not include entering payments. See section 12 for details on using the CCP.

Online Help on the public website includes instructions for customers on how to make payments.

12 Collections Control Panel

The Collections Control Panel (CCP) is a tool used by authorized agency representatives or administrators to process plastic card and ACH transactions. The CCP is found in the User Center and the left navigation bar after the agency user logs in. An agency user must have either the Collections Operator Sale (COS) role or the Collections Operator Exception (COE) role to see or use the CCP. The CCP is not available to agency customers.

See the *Pay.gov Guide to the Collections Control Panel (CCP)* for instructions on using the CCP.

13 Custom Collection Fields

Pay.gov allows an application to have up to twelve custom collections fields. These are defined during application setup. These fields can be used by the agency to gather data from a user such as a particular piece of information that may pertain to that collection only, such as an invoice number. The agency can configure the name of the field to their choosing. The data in these fields may be:

- Entered by the user on the collections page;
- Entered on a form initiating a collection, captured, and passed to the collections page;
- Entered by the Collections Operator Sale (COS) on the Collections Control Panel pages; or
- Through the OCI process where data is submitted by either the agency or by the end user.

The data collected through these fields is available to the agency through the online report details, if data has been supplied, or as part of the activity files, if data has been supplied. Refer to the *Agency Guide to the Reporting Service* for more information about activity files.

Up to 255 characters may be collected in each custom collections field. Data collection and display is configured using the following options:

- *Required:* A value must be entered in this field for the transaction to proceed.
- *End-User Entry:* The user may enter data if they want to.
- *Display to End User:* This option displays the field name and any value in read-only fashion on the payment entry, summary and confirmations pages, and in any emails sent in regard to the transaction. This field can be used on its own to display any data that the agency sends with the transaction or used in conjunction with the end user entry field to allow the user to enter data displayed on the collection pages and emails.
- *Encrypted:* The entered data is encrypted and stored in the Pay.gov database. If a field is encrypted, it cannot be used as an addenda field. For all fields that have been set to “Encrypted,” neither the field name nor the value will be displayed in any confirmation emails. Encrypted data will be decrypted and displayed in reports and activity files.
- *Addenda:* One of the fields can be selected to have the entered data passed along with the transaction information to the ACH settlement bank. The first 80 characters entered into this field will be passed along with the transaction to the account holder’s financial institution. The financial institution then has the option to report this information to the account holder.

Note:	NACHA guidelines state that transactions with the SEC code TEL may not contain payment-related information in the addenda record.

14 ACH Prenotification

Pay.gov provides the ability to send ACH prenotifications by submitting a transaction in the amount of $0.00 that is sent to a customer's financial institution. The prenotification is used to confirm the account and routing number before an actual ACH debit transaction is created.

Prenotifications can be submitted

- through the CCP
- in TCS Single web service messages
- in TCS Batch web service messages.

Prenotifications are processed through the FRB/ACH network to the financial institution. Response to an ACH prenotification is at the discretion of the receiving financial institution; typically, a response is only received when the account information is incorrect and needs to be corrected.

Agencies must be configured to use ACH in the CCP in order to send prenotifications. This will also allow them to perform ACH debits from the CCP.

The prenotification details are provided in the ACH Debit Transaction report and the ACH activity file, and are also searchable through the CCP by entering "$0.00" as the transaction amount.

Details on creating and submitting prenotifications can be found in

- the Agency Guide to the CCP
- the Agency Guide to the TCS Single Web Service
- the Agency Guide to the TCS Batch Web Service

15 Notification of Change

If the financial institution determines the information received in an ACH prenotification is incorrect, the financial institution can send a Notification of Change (NOC) containing the correct information in response.

This response is not required, but a response is in the financial institution's best interest if the account information is incorrect, as it will have to be corrected later when the debit entry is submitted. The Operating Rules of the National Automated Clearing House Association (NACHA) establishes that the financial institution or depositary must initiate a return or a NOC entry within six banking days of receipt of the original prenotification entry. Any subsequent transactions to that account must not be made until six banking days after the original prenotification was sent.

The Notification of Change Search Query report lists NOC responses for an agency. It include the Change Reason Code and the corrected account information. See the *Agency Guide to the Reporting Service* for details.

16 Digital Wallet Transactions

Pay.gov accepts payments made through

- Amazon
- Dwolla
- PayPal

Only customers may make payments using a digital wallet payment provider. If available, they will see the digital wallet options on the payment page for their transaction. If they choose a payment provider (Amazon, Dwolla, PayPal) they are redirected to the provider's website to enter their payment and are returned to Pay.gov to authorize it.

16.1 Transaction Reporting

Agency users can search for and view digital wallet transaction information through the CCP and through Pay.gov online reports and activity files. No information about how the transaction was funded is available.

16.2 More Information

Details for digital wallet payments, disputes and refunds can be found in

- the Agency Guide to Amazon Collections
- the Agency Guide to Dwolla Collections
- the Agency Guide to PayPal Collections.

17 eBilling Services

An ebill notifies a customer that a payment is due. After they receive a communication that an eBill is available, customers access the bill on Pay.gov's public website. After viewing their ebill, customers can make a payment immediately or they can view the bill again at a later date and make a payment then. eBills are viewable on Pay.gov's public website.

Two services are available for creating and managing eBills:

- the eBilling Web Services
- eBilling Online

In general, agencies control when ebills are created, specify when payment is due, and control who can access the ebill. The service used to create the ebill may also allow additional options.

In all cases, customers must use an access code and answer a security question before they can view an ebill for the first time.

17.1 Types of eBills

Agencies designate the ebill's type when it is created.

17.1.1 Private eBills

Private ebills must be associated with a Pay.gov account.

The customer logs into an account and then enters the ebill's access code and answers its security question. The ebill is then available in the account's My Bills section of the My Account page every time they log in. It cannot be added or accessed from another account or accessed in any other way.

17.1.2 Public eBills

Public ebills do not have to be associated with a Pay.gov account and customers do not have to log in to view them.

When visiting Pay.gov's public website, the customer clicks on the Make a Payment pages Enter Access Code button, enters the ebill's access code and answers its security question. The customer has the option to log-in and add the ebill to their Pay.gov account, if they have one, but if they do not they need to use the Enter Access Code button, enter the access code and answer the security question every time they view the bill.

17.1.3 Hidden Public eBills

Agencies can request Pay.gov hide a public ebill and exclude it from search results. It is not directly available from Pay.gov's public website.

Instead, the customer receives the ebill's URL from the agency. After going to the URL, they must enter the ebill's access code and answer its security question to access it. They then have the option to log in to an account and add the ebill to it;

if they do not they need to use the URL and enter the access code and answer the security question each time they need to access the ebill.

17.2 eBilling Web Services

To create an ebill using the non-interactive eBilling Web Service, agencies submit two request messages via the internet, one to the eBillingService and the other to the AccessCode service.

17.2.1 eBillingService

Agency messages to the eBillingService provide the billing information and options for the online ebill and can be used to create a single bill or batches of multiple bills, each for a different customer. Requests can be used to create a single bill or batches of multiple bills, each for a different customer

Agencies

- control when they request creation of an ebill
- can specify if it is one-time or recurring
- can request ebills implement business rules to automatically calculate fields and handle errors
- can specify when the ebill is available on Pay.gov
- can specify a time window during which the bill can be viewed and paid.

Pay.gov processes eBilling Web Service requests immediately upon receipt. The resulting online ebill is based on a template previously created for the agency. The final bill can resemble its paper version or have a different web page-like look.

Figure 29: A sample online bill created through the eBilling Web Service

For Paperwork Reduction Act Statement and Burden Estimate Statement See Reverse Side "Notice to Account Owners" Copy

OMB NO: 1510-0043 Expiration Date: 04/30/2003

DIRECT DEPOSIT
ELECTRONIC FUNDS TRANSFER
FEDERAL RECURRING PAYMENTS

NOTICE OF RECLAMATION

FROM: U.S. DEPARTMENT OF THE TREASURY
Financial Management Service
Philadelphia Financial Center
Post Office Box 540
Bendam, PA

DATE:

RECIPIENT AND/OR BENEFICIARY NAME: Booz Allen Load1

CLAIM NUMBER

DATE OF DEATH (Orig. Value: 10-12-03) 10-12-03

DATE OF PAYMENT	AGENCY AND/OR TYPE OF PAYMENT	TRACE NUMBER	TYPE OF ACCOUNT	DEPOSITOR NUMBER	AMOUNT
10-27-03	VA	[illegible]	C	[illegible]	27.50

Save | Update | Pay Bill — OUTSTANDING TOTAL (Orig. Value: 27.50) 27.50

A Immediately mail NOTICE TO ACCOUNT OWNERS (last copy of this form) to current address of the account owner. Inform the account owner(s) of any actions your financial institution has taken or intends to take. Sign Certification No. 1 on the back of the DISBURSING OFFICE COPY.

B Correct any error in the fact of death, date of death and/or outstanding total on the back of the DISBURSING OFFICE COPY.

C Take, as appropriate, one of four steps below:

1 If the outstanding total was previously returned to the Government, attach copies of the front and back of the cancelled checks and/or proof that the payment was returned by ACH. Proceed with step D below.

2 If the amount in the account is equal to or exceeds the outstanding total, prepare one ACH return for each full payment described above. The ACH return method should always be used when returning one or more full payments. Proceed with step D below.

3 If the amount in the account is less than the outstanding total, and there is...

a. (1) only one payment listed above, then return the partial payment by check. (See 3b).

a. (2) more than one payment listed above, then prepare ACH return(s) for amount(s) equal to each full payment. Any remaining amount that does not equal a full payment must be returned by check. (See 3b).

b. Prepare a check made payable to: U.S. DEPARTMENT OF THE TREASURY
ONLY FOR AMOUNTS LESS THAN ONE FULL PAYMENT.

(Note: The amount in the account includes any additions to the account balance made after the receipt of this NOTICE.)

Provide the names and addresses of the withdrawers on the back of the DISBURSING OFFICE COPY. If it is a true statement of fact, you must sign Certification No. 2 on the back of the DISBURSING OFFICE COPY. Proceed with step D below.

4 If the amount in the account is zero and no funds are available to return to the Government, provide the names and addresses of the withdrawers on the back of the DISBURSING OFFICE COPY. If it is a true statement of fact, you must sign Certification No 2 on the back of the DISBURSING OFFICE COPY. Proceed with Step D below.

D Unless the outstanding total is returned by ACH within 45 days of the date on this NOTICE, return the PROGRAM AGENCY and DISBURSING OFFICE COPIES of this form to the disbursing office address shown in the upper right hand corner of the form.

YOUR FINANCIAL INSTITUTION IS LIABLE TO THE GOVERNMENT FOR THE ABOVE PAYMENT(S) AND FOR ALL GOVERNMENT BENEFIT PAYMENTS RECEIVED AFTER THE DEATH OR LEGAL INCAPACITY OF THE RECIPIENT OR THE DEATH OF THE BENEFICIARY AS SET FORTH IN 31 CFR PART 210. YOU MUST TAKE THE APPROPRIATE STEPS OUTLINED IN A THROUGH D ABOVE AND IN THE GREEN BOOK INSTRUCTIONS IN ORDER TO LIMIT YOUR LIABILITY. (See GREEN BOOK: RECLAMATION CHAPTER for detailed instructions)

17.2.2 AccessCodeService

Agency messages to the AccessCodeService request an access code for each bill, provide the corresponding security question answer, and specify whether the ebill is private, public or hidden.

17.2.3 More information

See the *Agency Guide to the eBilling Web Services* and the *eBilling Web Services Technical Reference*.

17.3 eBilling Online

eBilling Online allows agency users with the correct roles to interactively create one-time ebills by entering information on a web page.

The roles separate the two functions required to create an ebill:

- The BIG role allows creating ebills and customer accounts. They can be created one at a time, or small batches of ebill information or customer information can be uploaded to Pay.gov.
- The BAG roles allows creating access codes for ebills and payers for customer accounts. Access codes can be created one at a time, or small batches of access codes can be uploaded to Pay.gov.

Requests can be used to create a single bill or create multiple bills, each for a different customer. eBills can be one-time or recurring. Pay.gov processes the requests upon receipt.

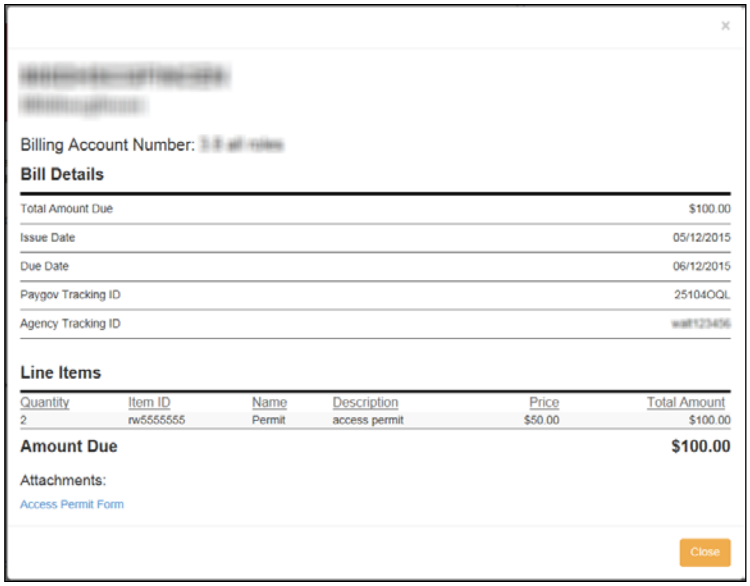
Agencies control when a bill is created, when the bill is available on Pay.gov, and can specify a time window during which the bill can be viewed and paid.

Agencies

- control when they request creation of an ebill
- specify the ebill's creation and due dates
- can specify whether or not the payer must log in to a Pay.gov account is required before viewing the bill

Pay.gov processes eBilling Online requests immediately upon receipt. The resulting online ebill is based on a standard Pay.gov bill template. Only a small amount of customization is allowed.

Figure 30: A sample online bill created through eBilling Online.



17.3.1 More information

See the *Agency Guide to eBilling Online*.

18 Reporting Service

An extensive range of reports is available to agency users assigned the correct roles. If you are able to view reports, your User Center will include a Reports panel. Click on the Report List link to see a list of reports available to you. The reports available will differ according to your role.

The Pay.gov reporting service allows agencies to obtain detailed information about forms, bills, and collections processed by Pay.gov; some reports are available in file formats that allow report information to be imported into your agency systems.

Pay.gov reports help transaction reconciliation with reports from other financial applications such as the Central Information Repository or from settlement agents.

See the *Agency Guide to the Reporting Service* for instructions and details.

18.1 Reconciliation

Guidelines for using Pay.gov reports for transaction reconciliation are found in the *Agency Guide to the Reporting Service.*

Agencies should contact the CIR at CIR@pnc.com to determine how to use CIR reports to reconcile transactions entered on the Pay.gov website.

19 Company Profile

This function is only available to agency users assigned the appropriate role.

Company profiles allow government agencies using the Pay.gov Forms Service to configure a limited number of company fields and application-level scope fields as part of a company profile, which can then be associated with one or more user accounts. These fields will then be available to populate values in forms based on the logged-in user account.

See the *Agency Guide to Company Profiles* for detailed information.

20 Payer Profile Administration

This function is only available to agency users assigned the appropriate role.

The payer profile functionality allows agencies to store their customers' ACH account information in Pay.gov for use through the collections control panel (CCP). For details, request a copy of the *Agency Guide to Payer Profiles* from your Pay.gov Agency Implementation liaison.

21 Customer Support

21.1 Pay.gov Contact Information

Hours: 7:00 am to 7:00 pm Eastern Time
Monday through Friday, Closed Bank Holidays

Phone: (800) 624-1373

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

21.2 CIR Contact Information

For questions or additional information regarding the Collections Information Repository (CIR) reports or schedules, contact CIR directly at CIR@pnc.com.

21.3 Agency Support Services

Agencies or Bureau of the Fiscal Service users should contact Pay.gov Customer Support to report technical problems such as Pay.gov site inaccessibility, unavailable collection pages, inability to view or submit forms, report problems, or any other problem requiring the immediate attention of a technician.

The customer support technician answering the call will gather as much information as possible, such as caller's name, phone number, the application they were attempting to access, or any error messages they received, and attempt to solve the problem. If they cannot solve the problem, they will escalate it to the next level.

When a problem is escalated, the customer support technician will act as the caller's single point of contact. Until the problem has been resolved, the customer support technician will keep the agency or fiscal agent (FA) informed about the status of the issue at regular intervals. Once the issue has been resolved, the customer support technician will verify with the agency or FA that the problem is satisfactorily resolved.

21.4 General Information and Feedback

To obtain further information, send general comments, and provide feedback about Pay.gov, please email the U.S. Treasury Bureau of the Fiscal Service at pay.gov@fiscal.treasury.gov.

Comments and feedback directly concerning Pay.gov-specific forms (not Pay.gov-hosted agency forms) should be directed to

U.S. Treasury, Bureau of the Fiscal Service
Program Manager
401 14th Street SW
Washington, DC 20227

Appendix A Glossary

Term	Definition
ABA number	See *Routing Number*
Agency Location Code (ALC)	An (up to) eight-digit number that denotes a particular agency accounting office or reporting office with disbursing authority. A bureau within an agency may have multiple ALCs
Agency Tracking Number	A twenty-one-digit identifier assigned to each collection authorization, agency form or bill submission.
American Banking Association (ABA) number	See *Routing Number*
Authorization Date	The date the transaction was entered on the website, regardless of cutoff time. Also known as *originated date.*
Billing Account Number	A type of resource that provides a level of fine grained access control for bill data. An Agency Admin may create one or many BANs for each bill instance.
Business Event Type Code (BETC)	An alphanumeric code that when combined with a Treasury Account Symbol (TAS) enables agencies to allot amounts within a single transaction to specific accounting categories. The combination is referred to as TAS/BETC. BETCs for both credit and debit (refunds, for example) transactions are supported. See also *Treasury Account Symbol (TAS).*
CA$HLINK II	Discontinued. Its functions have been replaced by the Collection Information Repository (CIR) Formerly a worldwide deposit reporting and cash concentration system used to record, move, and manage Federal agency deposits through designated financial institutions.
CA$HLINK Debit Voucher Number (DVN)	A five-digit number associated with a CIR debit voucher. A DVN also always relates to a previous DTN. Because of its short length, this number will occasionally repeat. The debit voucher itself is also known as form SF 5515.

Term	Definition
CA$HLINK Deposit Ticket Number (DTN)	A six-digit number associated with a deposit ticket (on the ACH Debit Ca$hLink Report, for example). Because of its short length, this number will occasionally repeat. The deposit ticket itself is also known as form SF 215.
Collection Information Repository (CIR)	Formerly the Transaction Reporting System (TRS). Operated by the Bureau of the Fiscal Service, the CIR replaces the deposit reporting functions of CA$HLINK II and holds all information on deposits and the details of collection transactions to Federal agencies in a single system. CIR is the primary mechanism for collections data reporting. It contains detailed and summarized records of all revenue collection transactions processed by Bureau of the Fiscal Service systems. Agencies should refer to CIR reports when balancing or reconciling transactions, and for historical transaction information. Contact CIR at CIR@pnc.com for information on the reports available.
Collection Method	Collection mechanism used within Pay.gov such as direct debit or credit card.
Credit Void	Voiding a refund for a plastic card transaction.
Deferred Payment	Payment in which the end-user schedules an effective date for some time in the future. Authorization may occur up to thirty days in advance of scheduled effective date.
Digital Wallet	A term used to describe alternative payment methods such as Amazon, Dwolla and PayPal.
Direct Debit	An ACH debit.
Effective Date	The date the payment will take effect (the date the funds are deposited into the Treasury account). The effective date is typically the next business day after the transaction is entered on the website for transactions entered before the cutoff time. Also known as *settlement date*.
Internet Merchant Account	Used for credit card collections made via the internet. Pay.gov uses the Bureau of the Fiscal Service Plastic Card Network (PCN) system.

Term	Definition
Pay.gov Tracking ID	A fifteen-digit identifier assigned to each collection authorization or agency form submission to denote its acceptance. Also referred to as the Pay.gov transaction number.
Plastic Card	Refers to both credit cards and debit cards.
Recurring Payment	Payment in which the end-user requests that the payment be made on a periodic basis (weekly, bi-weekly, monthly, or quarterly).
Remittance ID	Derived from the agency tracking number – each settlement agent has its own format which Pay.gov supports.
Routing Number	A nine-digit number (eight digits plus a check digit) that identifies a specific financial institution or third party processor. It is also known as an American Banking Association (ABA) number.
Settlement Agent	The financial institution responsible for processing the transaction to the CIR. Vantiv is the settlement agent for plastic card. The Federal Reserve Bank of Cleveland is the settlement agent for ACH.
Status	A key part of the processing of collections, forms, bills etc. involves an associated status. The status reflects where a form, bill, collection currently is in terms of processing; separate statuses exist for form or bill processing and collections.
Transaction Amount	A dollar amount that an end-user authorizes for payment.
Transaction Reporting System (TRS)	Now called the Collection Information Repository (CIR).
Transit Account	An account on the Treasury books with items that are in the process of being cleared. There is a unique transit account for all items using the ACH debit process within Pay.gov, no matter what ALC they are associated with.

Term	Definition
Treasury Account Symbol (TAS)	An alphanumeric symbol (with separate, accompanying label) denoting an account assigned by the Department of the Treasury consistent with statutes, as well as principles and guidance prescribed by the Comptroller General. One or more Treasury account symbols may be associated with a collection. When combined with a Business Event Type Code (BETC) it allows agencies to allot amounts within a single transaction to different accounting categories. Only the Component TAS type is accepted. See the Bureau of the Fiscal Service website for details (http://www.fiscal.treasury.gov/) and search for TAS/BETC.

Appendix B Known Issues

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 CCP. The transaction is assigned the same Agency Tracking ID of 1122334455 and is submitted.
3. After the CCP transaction has been submitted, the customer that received the bill attempts to pay it. Pay.gov prevents the payment because it detects that the Agency Tracking ID is a duplicate of one already used to complete a transaction.
4. The customer is unable to pay the bill and the bill remains in the system as a pending bill.
5. 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.

Workaround

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