

Creating Multiple Access Codes Through Batch Upload

Table of Contents

- [Quick Start](#)
- [Template](#)
- [Row and Column Headings](#)
- [Validation](#)
- [Creating Multiple Access Codes](#)
- [If You See This Warning](#)

Quick Start

Prepare: Customer Billing Access Numbers (BANs) must already be created and must be active.

1. Click Select Access Code File.
2. Select the customers and enter the number of access codes to create.
3. Download Access Code Template File. The template will be pre-populated with the customers and rows needed..
4. Complete the template. All blank cells must have values.
5. Save the template as a CSV file with a unique name.
6. Click Select File and upload your template batch data file.
7. Review the access code requests.
8. Check "I understand ..." and create the Access Codes.

(Detailed information is available in the Agency Guide to the eBilling Online Application, available by clicking the Documentation Link on Pay.gov's myagency website.)

Template

The batch upload template provides the structure for the data used to create access codes.

- The first row in the template must have the template version number. This row can only appear once.
- Row headers and names in the left-hand column identify the type of information needed.
- Only rows whose name ends with "Data" can be filled in.
- Value labels above the data rows identify the information to be entered in the cell below. * indicates required data; all other cells can be blank if desired.
- Do not change the order of the rows. You can copy and insert new data rows as described below as long as the rows remain in the same relative position.
- To add additional access codes, copy an AccessCodeData row, Insert it at the bottom, and then enter the data. If needed, change the information in the BAN column.
- If data is entered for a Label, the corresponding Value is required, and vice versa.
- Each access code can have only one AccessCodeData row.
- The maximum number of access codes allowed in a single batch file is 500. If more access codes are required, additional batch files will need to be created.
- The maximum .csv file size is 2 MB.

Active Customer Selection Table

(Only ASCII2 characters are allowed)

| Row Name | Column Name | Value Format | Required | Description |
|----------|-------------------|---------------|----------|--|
| Top Row | | ASCII 2 | No | Search. Enter |
| | Checkbox | n/a | Yes | Check to select a customer. All active customers or those returned by the search are listed. |
| | Customer | n/a | Yes | Customer name. Only customers with active BANs are shown. Checkbox selects the customer. |
| | # of Access Codes | Alpha numeric | Yes | Enter the number of bill payer access codes to be created for the customer. |

Template Row and Column Headings

(Only ASCII2 characters are allowed.)

| Row Name | Column Name | Value Format | Required | Description |
|-----------------|-----------------|---------------|----------|---|
| TemplateVersion | n/a | n/a | Yes | The version of this template which appears only once at the top of the upload file. This row <u>must not</u> be copied when creating multiple access codes. |
| AccessCodeData | BAN | Alpha numeric | Yes | An existing BAN for your billed customer that is already in Pay.gov. May be pre-populated if the Active Customer Selection Table was used. |
| | Email Address | Alpha numeric | Yes | The bill payer's valid email address. The access code will be emailed to this address. |
| | Bill Payer Name | Alpha | Yes | The full name of the person receiving the access code email. |
| | Question | Alpha numeric | Yes | A question, created by your agency, that the bill payer must answer after entering the access code. |
| | Answer | Alpha numeric | Yes | The answer to the question. |
| | Requires Login | Yes or No | Yes | Yes or No. If Yes, the bill payer must sign in to Pay.gov before entering the access code for the first time, This associates their account with the bill. They do not need to enter the access code again. If No, the bill payer does not have to sign in to Pay.gov, but must enter the access code and answer the question each time they want to view the bill. |

Validation

Pay.gov validates a batch access code data .csv file when it is uploaded. Errors are immediately displayed at the top of the screen.

Pay.gov checks for the correct template version, for missing required values, for incorrectly formatted values, and for files that are too large or have too many rows.

Error messages indicate where (row number) an error was found. Up to ten errors are listed at a time. A final listed message may indicate there are more than ten errors, which if uncorrected will be displayed after the first ten are fixed.

Uploaded batch access code data files containing errors are not accepted or recorded by Pay.gov. Only files with no errors are actually processed.

Creating Multiple Access Codes

To create multiple access codes:

Prepare: Customer Billing Access Numbers (BANs) must already be created by an agency user with the BIL role, and must be active before a batch file can be created.

The batch file creates BANs for a customer’s bill payers.

1. Click the Upload Access Codes link at the upper left of the page.
2. Select a customer and enter the number of access codes needed. The table has three columns:
 - o A checkbox to select a customer.
 - o The active customer name.
 - o A field where you enter the number of access codes required for the customer’s bill payers (no more than a total of 500 for all customers combined).
3. Click Download Access Code Template File.
4. Complete filing in the template. All blank cells must have values. The template will have rows for all access codes requested on the Active Customers Selection Table. Customer names will already be filled in.
5. Save the templated as a CSV file with a unique name.
6. Click Select File and choose the csv file you created.
7. Click Upload Access Code file.
8. Review the uploaded access code requests.
9. Check "I understand ..."
10. Click Create Access Codes.

The example shown below represents the Active Customer Selection Table with two customers selected and the number of access codes requested.

Active Customer Selection Table


| <input type="checkbox"/> | Customer | # of Access Codes |
|-------------------------------------|----------------------------|--------------------------------|
| | <input type="text"/> | |
| <input checked="" type="checkbox"/> | customer2 (accountNumber2) | <input type="text" value="3"/> |
| <input type="checkbox"/> | sampleCus (sampleBan) | <input type="text"/> |
| <input checked="" type="checkbox"/> | testCUS (testBAN) | <input type="text" value="2"/> |

The example shown below represents an access code file with two bills opened as a spreadsheet. The template has been pre-populated with the customers; names and rows for the requested access codes. Values must be entered in the highlighted cells.

Access Code Batch Template

| | A | B | C | D | E | F | G |
|---|-----------------|----------------|---------------|-----------------|----------|--------|----------------|
| 1 | TemplateVersion | 1.01 | | | | | |
| 2 | AccessCodeData | BAN | Email Address | Bill Payer Name | Question | Answer | Requires Login |
| 3 | AccessCodeData | accountNumber2 | | | | | |
| 4 | AccessCodeData | accountNumber2 | | | | | |
| 5 | AccessCodeData | accountNumber2 | | | | | |
| 6 | AccessCodeData | testBAN | | | | | |
| 7 | AccessCodeData | testBAN | | | | | |

If you see this warning:

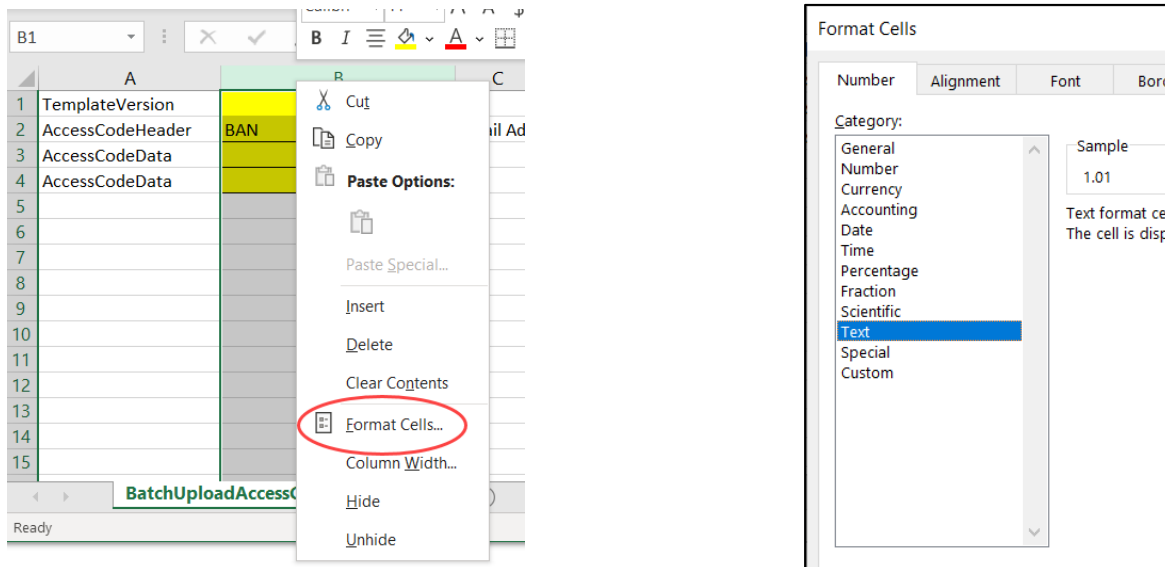
 The billing account number (000000) begins with a 0. See the [upload instructions](#) for more information to correctly format this number.

The BANs for some of the customers selected on the Active Customer Selection Table start with zeros (0). The template strips off any leading zeros. To correct this, change the BAN cells to text and re-enter the missing zeros.

1. Download the template after you are done selecting customers.
2. Open the template file in Excel.
3. Right click on the BAN column.

| | A | B | C | D | E | F | G | H |
|---|------------------|------|------------|------------|----------|--------|----------------------|---|
| 1 | TemplateVersion | 1.01 | | | | | | |
| 2 | AccessCodeHeader | BAN | Email Addr | Bill Payer | Question | Answer | Requires Login (Y/N) | |
| 3 | AccessCodeData | 170 | | | | | | |
| 4 | AccessCodeData | 170 | | | | | | |

4. Select Format Cells. Under Category select Text.



The screenshot shows an Excel spreadsheet with a right-click context menu open over the 'BAN' column. The 'Format Cells...' option is circled in red. To the right, the 'Format Cells' dialog box is open, showing the 'Number' tab with 'Text' selected in the 'Category' list. A 'Sample' box shows '1.01' and the text 'Text format cell. The cell is displayed as 1.01'.

5. Click OK.
6. Enter the missing leading zeros for each BAN, where needed.

| | A | B | C | D | E | F | G | H |
|---|------------------|------|------------|------------|----------|--------|----------------------|---|
| 1 | TemplateVersion | 1.01 | | | | | | |
| 2 | AccessCodeHeader | BAN | Email Addr | Bill Payer | Question | Answer | Requires Login (Y/N) | |
| 3 | AccessCodeData | 0170 | | | | | | |
| 4 | AccessCodeData | 0170 | | | | | | |

7. Enter values in the remaining blank cells.
8. Save the template as a .csv file.
9. Upload the .csv file.