



# Pay.gov 8.5 Release Notice

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April 15, 2024



# 1 Introduction

This document introduces the new features included in Pay.gov release 8.5. It is intended for individuals who desire an overview of the new features contained in the release, without the level of detail that may be found in other administrative, operational, or technical documents.

Agency testing dates for Pay.gov 8.5 are April 15, 2024 through April 26, 2024. Any agency issues not identified by April 26, 2024 will not be addressed until the next Pay.gov release.

The Pay.gov 8.5 production release is scheduled for May 18, 2024.

## 1.1 Related Documents

Pay.gov overview and technical documents are available by request from your Bureau of the Fiscal Service representative, your Pay.gov Agency Implementation liaison, or by download or request from the Pay.gov Agency Documentation site at <https://qa.pay.gov/agencydocs/index.html>. The web site will be updated with the most current versions of the documents during the week of January 16, 2024.

Online help for Pay.gov's public website is available at <https://pay.gov/public>.

# 2 Overview of Pay.gov

Pay.gov offers the following major services:

1. Transactions are collected and processed by the core collection service. Transactions are submitted by any of the Pay.gov services listed below. The core service validates and manages submitted payment data, forwards it to the appropriate payment processor, and responds with information required by the service used and the agency cash flow application.
2. The *Create Transactions* function on the myagency web site enables agencies to manually enter transactions in Pay.gov.
3. *Pay a Form* on the Agency Collections website enables agency users to create transactions on behalf of customers without having to use forms on Pay.gov's public website.
4. Collections API is a cloud-based service that enables agencies to submit non-interactive ACH Debit and Plastic Card collections to Pay.gov. The Collections API's 24/7/365 availability minimizes downtime interruptions. All submitted transactions require authentication for enhanced security.
5. *Pay.gov Web Services* allow agencies to send non-interactive and interactive collection transactions to the core collection service, and to retrieve transaction data using 2048-bit SSL encryption, certificate-based authentication, and web services.

Pay.gov Web Services include:

- a. *Trusted Collection Services*, a suite of web services that allow agencies to non-interactively submit transactions, either one-at-a-time or in batches, depending on the service used; retrieve the status of submitted batches, and submit queries that retrieve transaction information.
- b. *Hosted Collection Pages* combines non-interactive and interactive web services to allow agencies to redirect customers to Pay.gov at the time the customer must enter their payment data. Agencies do not record customer's payment details and only receive a Pay.gov response indicating if the payment is accepted or rejected.
- c. The non-interactive *eBilling Web Service* allows agencies to set up billing accounts, send notices of payment due, and control billing account access. Agencies can specify whether or not a customer must log in to a Pay.gov account before they can access the ebill. Agencies can use the service when needed and Pay.gov processes eBilling requests upon receipt.
- d. The non-interactive *eBilling Online Web Service* provides a way for agencies to create ebills using a system-to-system interface. It requires creation of line items that will be displayed to the customer. It adds the abilities (if configured) for customers to pay individual line items instead of the entire ebill, and to pay extra in addition to the ebill total. All ebills viewed online are created from a single Pay.gov-maintained template that allows for limited customization.

Agency cash flow applications using the *eBilling Online Web Service* can also be accessed on the interactive *eBilling Online Application*. The application must be used to create optional bill features and content used by the web service.

- e. The non-interactive *ACH Credit Web Service* provides a way for agencies to create ACH Credit transactions on behalf of their customers through a system-to-system interface. Pay.gov records the transaction information and returns payment instructions to the agency, which in turn supplies them to the customer. The customer is obligated to complete the transaction by arranging an ACH funds transfer from their bank within 60 days, following the instructions provided. ACH Credit processing is conducted by the Credit Gateway, which informs Pay.gov and the CIR of transaction status and completion.
- f. The *Billing Agreements Web Service* enables agency customers to set up a billing agreement with PayPal. The billing agreement allows customers to make payments from their PayPal accounts without having to sign in and enter the payment information.

The *Billing Agreements Web Service* is available to an agency collecting all transaction and payment information on its own system. The web service is implemented by having the equivalent of an "Express Checkout" link on the agency's payment page. When clicked, the agency sends a payment authorization web service request to PayPal via Pay.gov and, if approved,

follows it with a Force for the payment. This takes place in the background. The customer does not leave the agency's site.

- g. The Automatic Bill Payments Service (AutoPay) enables payers for agency customers to set up agreements to automatically pay all bills issued to the customer by an agency. In their billing cash flow application's configuration, agencies also have the option to allow agency users to set up AutoPay for a customer.
6. The *Forms Service* hosts agency forms, which can be configured to closely emulate their paper counterparts, including OMB and agency control numbers, Paperwork Reduction Act and Privacy Act notices, and instructions.
7. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
8. *The eBilling Online Application* allows agencies to interactively set up billing accounts, issue bills, and control bill access in real-time through an online interface. It is optimized for agencies issuing smaller numbers of bills. Agencies can create bills one-at-a-time or in batches of multiple bills. In addition, agencies can specify if log in is required to view a bill. Agencies can use the service as needed, and Pay.gov creates bills, access codes and sends billing notifications to customers immediately upon receipt and validation of the agency request.
9. The *Reporting Service* provides online and downloadable reports, which allow agencies to reconcile transactions with reports from other financial applications such as the Collection Information Repository (CIR) or plastic card settlement agents.
10. *Activity Files* are not available through the Reporting Service. They are available only using the Activity File Service, Activity File Servlet, or system-to-system download. A separate machine account (Pay.gov MGA role) is required for download.  
There are a number of Activity Files, each having information about different transactions and payment methods taking place on a given day. Agencies can use Activity Files to reconcile their collection transactions.

Please contact your Bureau of the Fiscal Service representative or Pay.gov Customer Service if you are interested in using a Pay.gov Web Service.

## 3 Pay.gov 8.5 Enhancements and Changes

This section summarizes the major enhancements and changes included within this Pay.gov release.

### 3.1 Public Website User Account Email Address

- Special characters are not allowed in an email address for a new user creating an account or for an existing user changing their email address.

### 3.2 Hosted Collection Page Agency Logo Alt Text Being Updated

- Updating tags (alternate text) for agency logos on Hosted Collection Pages with the application name provided by the agency. Screen reader software will state the application name.

### 3.3 Agency Collections (myagency) Plastic Card Refund Search

- For a plastic card refund search the PDF for the View Details Save as PDF action has been corrected.
- Previously, the row displaying the account number was mislabeled Account Holder Name. The label has been corrected to Account Number.

### 3.4 Agency Collections (myagency) Payment Pages Stepper

- Unique URLs have been added to the stepper at the top of payment pages in Pay.gov's Agency Collections (myagency) website.
- The steppers affected are for Pay a Form and the Create Transactions ACH and Plastic Card payments.
- Agencies can use these URLs to access/view transaction information as needed for agency purposes.
- To help identify the steps the following additional text is included in the URLs:
  - **Pay a Form**  
form  
PaymentType  
paymentEntry  
review  
confirmation
  - **Create Transaction (ACH Prenote/Debit and Plastic Card Auth/Sale)**  
paymentEntry  
review  
confirmation

### 3.5 Report PDFs

- The total number of pages on the PDF output for some reports has been corrected to show the actual number of pages.
- Previously some PDFs showed the total number of pages as zero (example 1 of 0).

### 3.6 System Security

- Pay.gov has continued to enhance system security to ensure the latest standards are followed.

### 3.7 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> starting the week of April 15, 2024.

## 4 Customer Support

Customer support is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the websites, hosted forms processing, collections, and other services is provided for agency customers. Technical support for agencies is also available, including problems with collection applications, balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided by Pay.gov.

### 4.1 Contact Information

- Hours:* 8:00 am to 7:00 pm Eastern Time  
Monday through Friday, closed bank holidays
- Phone:* (800) 624-1373, Option 2
- a. *Email address:* [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)