



Pay.gov 7.11 Release Notice

December 30, 2019



1 Introduction

Please note that the Pay.gov 7.10 release focused on enhancements to Pay.gov's system. As functionality, as experienced by agencies, remained the same no 7.10 release notice was issued.

This document introduces the new features included in Pay.gov release 7.11. 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 7.11 are December 30, 2019 through January 10, 2020. Any agency issues not identified by January 10, 2020 will not be addressed until the next Pay.gov release.

The Pay.gov 7.11 production release is scheduled for January 25, 2020.

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 December 30, 2019.

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. The *Collection Service* collects and processes agency transactions submitted by any of the Pay.gov services listed below. It validates and manages submitted payment data and forwards it to the appropriate payment processor, and responds with information required by the service used and the agency application.
2. The *Create Transactions* function on the My Agency web site enables agencies to manually enter transactions in Pay.gov.
3. *Pay.gov Web Services* allow agencies to send non-interactive and interactive collection transactions to the 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.
4. 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.
5. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
6. 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.
7. The *Reporting Service* provides online and downloadable reports and downloadable activity files, which allow agencies to reconcile transactions with reports from other financial applications such as the Collection Information Repository (CIR) or plastic card settlement agents.

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 7.11 Enhancements and Changes

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

3.1 My Agency Website

- The site home page, sign in, and password reset functions have been redesigned to conform to Section 508 and screen reader accessibility standards. The functions are integrated into and displayed on the MyAgency home page.
- The layout, look, and feel of all reports has changed slightly, due to Pay.gov updating the system software used to create them. However, the functionality of report input and output fields has not changed.

3.2 eBilling Online Application

3.2.1 *Look and Feel Redesign*

- The look, feel, and formatting of the application pages has been redesigned to enhance the customer experience and to add additional conformance to Section 508, screen reader and U.S. Web Standards accessibility standards.
- Functions, formerly presented in a pop up dialog, are now presented on separate web pages.
- The user experience for some interactions has been improved. For example, opening a dropdown list is now done by clicking inside the selection field, instead of clicking an arrow outside the field.
- The application more clearly displays and verifies the steps required to upload a file to create a batch of ebills.
- Functionality to create an ebill, customer, or user has not changed.

3.2.2 *eBilling Dashboard*

- The dashboard showing the previous 6 months' ebilling activity has been eliminated. Upon sign in, agency users go directly to home page for their eBilling Online role.

3.2.3 *eBill Attachments*

- The maximum number of attachments allowed for an ebill is increased to 5.
- The combined maximum size allowed for all attachments is 10 MB. For example, an ebill would be allowed five attachments, each 2 MB in size. An error message would be displayed if the combined size of the attachment files exceeds 10MB.

3.2.4 *Line Items*

- The maximum number of line items allowed for an ebill is 300.

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3.5 Hosted Collection Pages

- Polish language is supported for collection pages.

3.6 Reporting Service

- The layout, look, and feel of all reports has changed slightly, due to Pay.gov updating the system software used to create them. Fields on some reports may be in a different order than previously.
- The functionality of report input and output fields has not changed.
- **Agencies are encouraged to test reports they use to ensure they are complete and accurate.**

3.7 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of 12/30/2019.

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

<i>Hours:</i>	7:00 am to 7:00 pm Eastern Time Monday through Friday, closed bank holidays
<i>Phone:</i>	(800) 624-1373, Option 2
<i>Email address:</i>	pay.gov.clev@clev.frb.org