



Pay.gov 7.13 Release Notice

June 29, 2020



1 Introduction

This document introduces the new features included in Pay.gov release 7.13. 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 7.13 are June 29 through July 10, 2020. Any agency issues not identified by July 10, 2020 will not be addressed until the next Pay.gov release.

The Pay.gov 7.13 production release is scheduled for July 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 June 29, 2020.

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 myagency 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 7.13 Enhancements and Changes

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

3.1 Public Website Accessibility Enhanced

- Public home page (pay.gov/public) has been enhanced to make it more accessible for the vision impaired.

3.2 Hosted Collection Pages — Added Support for Recurring and Deferred (Future Dated) ACH Payments

- Agencies can configure their Hosted Collection Pages cash flow applications to allow customers to schedule recurring and/or deferred (future dated) ACH debit payments.
- Depending on the application's configuration, customers may be able to set a future date for an ACH debit payment and/or set up a schedule of recurring payments.
- Recurring payments can start the next business day or on a date in the future. Customers enter the payment frequency and total number payments to be made.
- Agencies with applications that allow deferred payments have the option to allow customers to change the payment date. For example, there could be a default payment date, but the customer could specify a differed date for the deferred payment.

- Agencies have the option to allow customers to change the schedule of recurring payments. For example, if the agency default is monthly payments, a customer could speed up payment by changing that to biweekly payments

3.2.1 Hosted Collection Paged WSDL Updated to Version 3.2

- Agencies wishing to submit recurring ACH transactions must use TCSONlineService WSDL version 3.2.
- To enable recurring and deferred ACH payments, the following web service messages have been updated:
 - StartOnlineCollection
 - GetDetails
 - CompleteOnlineCollectionWithDetails

3.3 Agency Collections (myagency) Site

3.3.1 Site Security Enhanced

- reCAPTCHA verification has been implemented for the web site at sign in, Forgot Password, and Forgot User Name.
- Verification is triggered when a robot is suspected.

3.3.2 Accessibility Enhanced

- Accessibility has been enhanced to ensure compatibility with screen readers used by the vision impaired.

3.4 Create Transactions Navigation Updated

3.4.1 Left Navigation Menu

- A collapsible navigation menu on the left side replaces the links to ACH and plastic card transactions formerly at the top of all pages.
- The top bar shows only links to myagency site functions available to the user.

3.4.2 Create Transaction Steps

- Creating a transaction is divided into three steps (Entry, Review, and Confirmation). These are displayed at the top of each transaction page.
- Each transaction step must be completed before the user can go to the next step.

3.5 Reports Navigation Updated

3.5.1 *Left-Navigation and Search*

- The Reports home page features a collapsible menu on the left side listing links to available reports
- Links in the menu are grouped according to report type, and the groups are initially collapsed.
- The top bar shows only links to myagency site functions available to the user.
- The Find A Report field, above the menu, can be used to quickly find a specific report type. Report links in the menu, and the tiles displayed on the page, are automatically filtered as text is entered in the field.

3.6 eBilling Online Application Navigation Updated

3.6.1 *Left-Navigation and Search Replaces Links at Top*

- The eBilling Online home page features a collapsible menu on the left side listing links to ebilling online functions available to the user. The links listed depend on the user's role.
- Links in the menu are grouped according to report type, and the groups are initially collapsed.
- The top bar shows only links to myagency site functions available to the user.

3.6.2 *Create Another Access Code Link Added*

- The link has been added at the bottom of the Create Access Code Confirmation page.
- The link is a shortcut to the customer create access code page.

3.7 Payer Profiles

3.7.1 *Left Navigation Menu*

- A collapsible navigation menu on the left side replaces shows the links to Payer Profile functions that were formerly at the top of all pages.
- The top bar shows only links to myagency site functions available to the user.

3.8 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of 6/29/2020.

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: 7:00 am to 7:00 pm Eastern Time
Monday through Friday, closed bank holidays

Phone: (800) 624-1373, Option 2

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