



Pay.gov 7.16 Release Notice

April 26, 2021



1 Introduction

This document introduces the new features included in Pay.gov release 7.16. 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 7.16 are April 26, 2021 through May 7, 2021. Any agency issues not identified by May 7, 2021 will not be addressed until the next Pay.gov release.

The Pay.gov 7.16 production release is scheduled for June 5, 2021.

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 April 26, 2021.

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 cash flow 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 7.16 Enhancements and Changes

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

3.1 Hosted Collection Pages Payment Pages Redesigned

- Payment pages for the Hosted Collection Pages service have been updated to conform to the US Web Design Standard. The look of the pages has changed slightly. Functionality and web services remain the same.
- By default, the new look does not display Pay.gov. Agencies logos will continue to be displayed as the configured.
- Form and Payment Page real-time validation has been implemented.
- Payment pages security has been enhanced. Field content is validated and completion of required fields is enforced.
- To show pages are coming from a US Government site, a header and footer were added.
- A cancel button has been added under the page header. If the customer selects Cancel, they are redirected back to an agency's cancel URL.
- Agencies are not required to make any changes to their programs or systems.

3.2 eBilling Access Code Email Delay Option

- By default, eBilling Access Codes (BAN) are emailed to customers immediately after they are created, even if there is no accompanying ebill.
- Agencies now have the option to request access code emails be delayed for an ebilling application until the accompanying ebill is created.
- The option to delay the access code email avoids situations where a customer receives an access code but the accompanying ebill is not yet available for the customer to view and pay.
- Access Code email delay is configured at the ebilling application level, and is available for:
 - the eBilling Online Application
 - the eBilling Online Web Service
 - the eBilling Web Service.

3.3 eBilling

3.3.1 Billing Account Number Duplication Prevented

- Entry of Billing Account Numbers has been enhanced to prevent duplicates.
- Pay.gov recognizes the uppercase and lowercase versions of a BAN as the same. For example, if a BAN is entered in lowercase, but matches one in uppercase, Pay.gov displays an error.
- Already existing uppercase and lowercase versions of a BAN remain valid.

3.3.2 Canadian Postal Codes Validation

- Validation of Canadian postal codes allows entry of both uppercase and lowercase characters.

3.4 Billing Agreements

- PayPal shipping address/seller protection is enabled.
- BillingAgreementsService WSDL version 1.1 includes elements for shipping address information that is returned by PayPal to an agency, which is required for seller protection.

3.5 Customer Support Hours Changed

- Customer Support is now available by phone from 8:00 am to 7:00 pm Eastern Time Monday through Friday, closed bank holidays.

3.6 Security Enhanced

3.6.1 Public Website Payment Pages Account Holder Field Validated

- Validation has been added to the account holder name field.
- Patterns that would reflect a website or email address are disallowed, and if found return an error.

3.7 Reporting Service

3.7.1 Collections Search Download

- In the returned report, the canceled status is shown for voided and canceled plastic card transactions.

3.7.2 Collection Voucher Report

- The effective date for the search has been expanded to any date in the previous 18 months.

3.7.3 Company Profile User Access Report

- An optional Application Status field has been added to the Criteria page.
- Agencies have the option to return a report showing only users for only active applications, only inactive applications, or all applications. **All** applications is the default.
- The returned report has not changed.

3.7.4 Company Profile Values Report

- An optional Application Status field has been added to the Criteria page.
- Agencies have the option to return a report showing only users for active applications, only users for inactive applications, or users for all applications. **All** applications is the default.
- The returned report has not changed.

3.7.5 Financial Summary Search Query

- An optional Application Status field has been added to the Criteria page.
- Agencies have the option to return a report showing only users for active applications, only users for inactive applications, or users for all applications. **All** applications is the default.
- The Monthly and Daily Results reports have been modified. The heading for each application now includes its status, active or inactive.

3.7.6 User Access Report

- An optional Application Status field has been added to Access to Application filter.

- Agencies have the option to return a report showing only users for only active applications, only users for inactive applications, or users for all applications. All applications is the default value.

3.8 Activity Files

3.8.1 Collections Activity File v3 Added

- In order to assist agencies to understand the data they receive, this new version of the Collections Activity File includes all the data in the Collections and Collections Activity File v2 files, adds CIR elements and TCS data, and adds the Form Number, Form Name, Form Version (revision), and Tag names.
Form instance data is separated from the form revision.
- Agencies using the Collections Activity File v3 will require technical development resources.
- Contact your Pay.gov Agency Implementation Specialist for a copy of the Collections Activity File v3 XSD
- Agencies can select to download the activity file in either XML or JSON (JavaScript Object Notation) file format. The default format can be configured for a cashflow application; contact your Agency Implementation Specialist.
- Agencies can request configuration to hide recurring payment data for the file.
- The Collections Activity File and the Collection Activity File v2 are still available for use by agencies.

3.8.2 Form Activity File v2 Added

- In order to assist agencies to understand the data they receive, this new version of the Form Activity File includes all the data in the original Form Activity File and adds the Form Number, Form Name, Form Version (revision), and Tag names.
Form instance data is separated from the form revision.
- Agencies using the Form Activity File v2 will require technical development resources.
- Agencies can select to download the activity file in either XML or JSON (JavaScript Object Notation) file format. The default format can be configured for a cashflow application; contact your Agency Implementation Specialist.
- Contact your Pay.gov Agency Implementation Specialist for a copy of the Form Activity File v2 XSD
- The original Form Activity File is still available for use by agencies.

3.8.3 Activity File Download Query Selection List Updated

- The download query is on the Agency Collections (myagency) website.
- The download query includes the two new activity file versions.
- If XML and JSON versions are available for download, the choices are displayed at the bottom of the list.

3.8.4 Activity File Testing

- Some Form or Collections activity files may contain ACH recurring, plastic card recurring, or deferred payment data. The files can be downloaded in any of three ways:
 - from the Agency Collections (myagency) website using the Activity File Download Query
 - by HTML file calls to the activity file API
 - programmatically downloaded from the activity file API
- **Agencies consuming these files should thoroughly test them to ensure the data is received correctly and is properly available in the program or system receiving the files (examples: Excel, the agency's system).**
- Agencies should contact their Agency Implementation Specialist with questions about testing.
- If an agency cannot update their means of data consumption, such as Excel or their system, they should contract their Agency Implementation Specialist.
- **Agencies that do not allow recurring or deferred payments should use activity files in XML or JSON format. Some technical development assistance is likely to be required.**

3.8.5 Activity Download Servlet and URLs Updated

- The servlet has been updated with choices for the activity file format (XML or JSON) and to download the file in readable Pretty Print format.
- Servlet POST URLs have changed.
 - The Collections Activity File posts to www.pay.gov/ActivityDownload/collections/v1
 - The Collections Activity File v2 posts to www.pay.gov/ActivityDownload/collections/v2
 - The Collections Activity File v3 posts to www.pay.gov/ActivityDownload/collections/v3
 - The Form Activity File posts to <http://www.pay.gov/ActivityDownload/form/v1>

- The Form Activity File v2 posts to <http://www.pay.gov/ActivityDownload/form/v2>
- All other activity files post to <http://www.pay.gov/ActivityDownload/ActivityDownload>

3.8.6 Report Download Servlet Replaced by Activity Download Servlet

- Agencies should not use the outdated Report Download Servlet.

3.8.7 Recurring Payment Data Can Be Hidden After the Initial Payment

- If the agency relies on a specific form field to identify payments, they can capture the data in one of the Custom Collection fields and hide the recurring payment data.
- Pay.gov is converting all agency forms using a new creation tool.

If the agency wishes to see recurring payment data or deferred payment data, and the payments were scheduled before form conversion, the file containing the data will be in the old activity file format inserted into the new activity file format. This is also true for payment data for extended recurring payment schedules (example: payments scheduled to recur for ten years) and for payments deferred for a long period.

Agencies may need technical developer resources to ensure proper consumption of the data by their system or the program they use to view the data.

3.8.8 Choice of Downloaded Activity File Formats

- In the request, agencies can specify the format of a downloaded activity file (XML or JSON).
- The specified format applies only to a single request. Agencies can specify a different file format in subsequent requests.
- Both XML and JSON format files can be downloaded as readable Pretty Print.
- Agencies needing the downloaded file in an older format should contact their Agency Implementation Specialist for help.

3.9 Public UI Enhanced

- An AutoSave function has been added. Data entered by customers is saved frequently.
- If the customer signs out or their session times out without completing a payment, their data is saved. If they return to the same payment pages later, the saved data is automatically populated and they can continue where they left off.

- Customers may see a link near the top of the page to the last payment form they used.

3.10 Accessibility Enhanced

- Additional Section 508 accessibility enhancements have been enabled for the Public and Agency Collections (myagency) websites.

3.11 eBilling Online

3.11.1 Create Bill Function Updated.

- A Prevent Debt for Debt checkbox has been added to Step 1: Customer.
- Checking the box prevents Pay.gov from accepting a debt instrument, such as a credit card, when the customer makes the payment.

3.11.2 Bill Search Results

- When bills are created, some allowing debt for debt payments, a new Prevent Debt for Debt column appears in the Bill Search Results.
- The values for the column can be:
 - N for bills that do not prevent Debt for Debt payments,
 - Y for bills that prevent Debt for Debt payments.

3.12 Customer Support Hours Changed

- The hours when Pay.gov Customer Support is available on the phone are Monday through Friday 8:00 am to 7:00 pm Eastern Time.
- Customer Support is not available on weekends or bank holidays.
- Customers and agency users can email Customer Support at any time.
- Links to the phone numbers and email link are available in the footers on the public website home page and the Agency Collections (myagency) home page.

3.13 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of April 26, 2021.

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

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