



# Pay.gov 7.21 Release Notice

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July 11, 2022



## 1 Introduction

This document introduces the new features included in Pay.gov release 7.21. 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 7.21 are July 11, 2022 through July 22, 2022. Any agency issues not identified by July 22, 2022 will not be addressed until the next Pay.gov release.

The Pay.gov 7.21 production release is scheduled for August 6, 2022.

### 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 July 11, 2022.

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 submitted by any of the Pay.gov services listed below, and are processed by the Pay.gov's core service. 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 agency users to manually enter transactions in Pay.gov.
3. The cloud-based, non-interactive Collections API allows agencies to submit single ACH transactions for immediate processing. The service accepts ACH Debit, Pre-notification, Deferred, Recurring, and Cancel transactions. Customers never leave the agency website. In the future, the service will support Plastic Card transaction, provide a Query Service to research individual transactions on an ad hoc basis, and provide enhanced duplicate transaction detection to help prevent processing of duplicate transactions.
4. *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.
5. 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.
6. The *Billing Service* is maintained for existing Billing Service implementations only. New billing implementations should use the eBilling Service.
7. *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.
8. 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 7.21 Enhancements and Changes**

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

#### **3.1 Transaction Search**

##### **3.1.1 Search Criteria Hints Added**

- To aid agency users, definitions have been added for search criteria on the Search by Specific ID page.
- Pay.gov Tracking ID and Agency Tracking ID are defined.

##### **3.1.2 Icons Added to Search Results**

- To aid agency users scanning search results, icons identifying transaction types and collection status have been added to results and details pages.
- Icons identify refund and authorization transaction types.

- Icons identify cancel, failed, and received collection status.

## 3.2 Reporting Service

### 3.2.1 *Collections Activity File v4 Added*

- The new Collections Activity File v4 includes all types of cancellations.
- Agencies wishing to see cancellation must use this Activity File.
- Agencies wishing to use this Activity File may need to modify/develop components, such as their machine account scripts, in order to accept the cancellation statuses.
- Cancellations are available in the activity file for the date when the transaction is supposed to settle. For example, a cancelled deferred transaction would be available in the activity file for the future date when the transaction was supposed to be paid.

### 3.2.2 *Collections API Exception Report Added*

- The new report shows failed transactions and the reason they failed.
- Agency users with the ROA or ACS role can search for exceptions.
- The search can span up to 31 days.

## 3.3 Hosted Collection Pages

- HCP 3.2 will not accept special characters when entering information.
- Blocked special characters are: !? = + \* # ^ % { } [ ] ` ~ \$ | @ /
- If special characters are included in a `completeOnlineCollectionWithDetails` request, the transaction will be successfully completed but the agency will receive a schema validation error message. The customer will see an error page. This could lead the customer to attempt to submit the transaction again.

## 3.4 Documentation

Documentation for the services listed above has been updated and will be available at <https://qa.pay.gov/agencydocs/> during the week of July 11, 2022.

## 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](mailto:pay.gov.clev@clev.frb.org)