



Pay.gov 8.0 Release Notice

October 10, 2022



1 Introduction

This document introduces the new features included in Pay.gov release 8.0. 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 8.0 are October 10, 2022 through October 21, 2022. Any agency issues not identified by October 21, 2022 will not be addressed until the next Pay.gov release.

The Pay.gov 8.0 production release is scheduled for November 12, 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 October 10, 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 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. The Collections API is a cloud-based service that enables agencies to submit non-interactive ACH Debit collections to Pay.gov. The Collections API 24/7/365 availability minimizes downtime interruptions. All submitted transactions require authentication for enhanced security.
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 8.0 Enhancements and Changes

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

3.1 Collections API for ACH Debit Added

- The Collections API is a cloud-based, scalable, non-interactive service for submitting single transactions.
- Only ACH transactions accepted for release 8.0.
- Plastic Card and digital wallet payment options will be added soon in upcoming releases.
- The Collections API:
 - accepts submitted collections 24/7/365
 - minimizes downtime interruptions
 - remains available for transaction collections 99.9% of the time, even during Pay.gov maintenance periods
 - meets changing business needs
 - provides enhanced security with advanced authentication and connectivity

- Is based on the REST API
 - Authentication set up is required through Pay.gov. Each submitted transaction must include authentication/authorization credentials
 - See the additional [summary information](#)
- If your agency is interested in this new service, please contact the Pay.gov Agency Implementation Team for more information (Clev.eGov.Agency.Implementation@clev.frb.org).

3.2 Reporting Service Enhanced

3.2.1 Submitted Payment Date Added to Details

- A Submitted Payment Date field has been added to the detail pages for the following reports.
 - ACH Effective Date Report
 - Collection Voucher Search
 - Financial Summary Search Query
 - Notification of Change Search
- The Collections Search Download Query CSV files also include the Submitted Payment Date.
- A value is only shown if it is available for the transaction.
- This is the date the payment was submitted for processing and may be different from the Transaction Date.
- If your agency is interested in this new service, please contact the Pay.gov Agency Implementation Team for mor information (Clev.eGov.Agency.Implementation@clev.frb.org)

3.3 Transaction Search Enhanced

3.3.1 Submitted Payment Date Added to Details

- The Submitted Payment Date will be displayed in the details for one-time, deferred, and installment transactions if available.
- The Scheduled Details page will not display the Submitted Payment Date.
- The date the payment was submitted for processing. This may be different from the Transaction Date.

3.4 Public Website Updated

The public website home page and some interior pages were updated to improve the customer experience.

3.4.1 Header, Footer, and Page Updates

- The Pay.gov logo has changed.

- Menu options are underlined when hovered over.
- Menu names have been changed.
 - Explore Options is renamed Browse Payments. The corresponding page has been renamed.
 - Find an Agency is renamed See All Agencies. The corresponding page has been renamed.
 - Online Help is renamed Help.
- About Us has been added to the menu. Submenus provide information about:
 - Pay.gov
 - Pay.gov Support
 - Accessibility
 - Security and Privacy
 - Notices and Agreements
 - Information for Agencies
- The page footer has been updated.
 - Links removed that duplicate the links in the header.
 - Contact Us renamed Pay.gov Support.
 - The Technical Troubleshooting link (*) opens a page instead of a pop-up.

3.4.2 System Alerts

- Users can dismiss system alerts shown at the top of the page.

3.5 Pay.gov Security Enhanced

Various Pay.gov continues to invest in enhancing system security.

3.6 TCS Plastic Card Service Issue Resolved

An issue with providing a card security code (CSC, CVV, CVV₂) for recurring plastic card payments has been resolved.

- The issue affected cash flow applications configured to accept recurring payments and to require a card security code (CSC, CVV, CVV₂).
- Previously, when a card security code was entered an error message was returned stating that the security code is required.
- The TCS Plastic Card service now accepts the card security code. No error is generated.

3.7 Upcoming Account Sign In Changes

Agencies should be aware that sign in changes will be implemented in future releases but are not effective for Pay.gov 8.o.

- All agency users will be required to set up single sign in through the US Government's ID.me, Login.gov, or the use of a PIV card. After implementation, sign in directly through Pay.gov will not be supported.
- Users of Pay.gov's public website will have the option of continuing to create an account and sign in directly through Pay.gov or to create a single sign in ID.me or Login.gov account.
- Additional information will be available in future release notices and agency.

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 October 10, 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

<i>Hours:</i>	8:00 am to 7:00 pm Eastern Time Monday through Friday, closed bank holidays
<i>Phone:</i>	(800) 624-13a[3, Option 2
<i>Email address:</i>	pay.gov.clev@clev.frb.org