



Version 4.3

Release Notice

February 6, 2009

Financial Management Service



1 Introduction

This document introduces the new features of Pay.gov release 4.3. It is intended for individuals who desire an overview of the new features contained in this release, without the level of detail that may be found in other administrative, operational, or development documents.

Pay.gov 4.3 will be deployed into the production environment on March 8, 2009. The deployment will take place between 2:00 A.M. and 6:00 A.M. Eastern Time; agencies will experience a service interruption during this period.

2 Related Documents

The documents listed below are either referenced in this notice or provide supplemental information. Please contact your FMS representative to obtain them or download them from the Pay.gov agency documentation Web site, located at <https://qa.pay.gov/agencydocs/>. The web site will be updated with the most current versions of the documents the week of February 15, 2009.

- *Pay.gov Overview Guide*
- *Pay.gov User Guide*
- *Agency Configuration Template (ACT)*
- *Agency Guide to the Collections Service*
- *Agency Guide to the Forms Service*
- *Agency Guide to Company Profiles*
- *Agency Guide to the Reporting Service*
- *Agency Guide to the Billing Service*
- *Agency Guide to Access Control*
- *Agency Guide to Payer Profiles*
- *Agency Guide to Trusted Collection Services (TCS)*
- *Open Collections Interface (OCI) Reference Guide*
- *Trusted Collection Services (TCS) Technical Reference Manual*

3 Overview of Pay.gov

Pay.gov offers five major services:

1. The *Collection Service* collects and processes agency transactions, including collections originating from an agency web page, collections originating from a form hosted on Pay.gov, or collections in response to a bill notifying users of a required payment. Agencies may also use the collections control panel (CCP) to manually enter transactions in Pay.gov.
2. 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.
3. The *Billing Service* allows agencies to send payment due notifications by email, which include links directing users to the Pay.gov billing page, where the information can be reviewed and payment can be made.

4. The *Reporting Service* provides online reports and downloadable activity files which allow agencies to reconcile transactions with reports from other financial applications such as CASHLINK or plastic card settlement agents.
5. *Trusted Collection Services* offer agencies a secure way to connect to Pay.gov, send non-interactive collections transactions, and retrieve transaction data using 128-bit SSL encryption, certificate-based authentication, and web services. This service is in beta testing at this time; please contact your FMS representative if you wish to be considered for participation in the beta test.

4 Release 4.3 Enhancements and Changes

4.1 Payer Profiles

The payer profile functionality allows agencies to store their customers' financial account information in Pay.gov for use through the CCP. Each account is assigned a unique payer profile ID, created by the agency, which is used to retrieve the account information when a transaction is created in Pay.gov.

Payer profiles are currently in restricted use with a limited number of designated agencies for ACH accounts only. We expect payer profile functionality to be fully available to all agencies in the third quarter of 2009.

4.2 Collections Service

Pay.gov 4.3 introduces several enhancements to the Collections Service:

1. Pay.gov now supports ACH payments from general ledger accounts through the OCI non-interactive single interface, OCI non-interactive batch interface, and the CCP. If your agency or application accepts payments from financial institutions with general ledger accounts and you use one of these interfaces, please contact Pay.gov Customer Service.
2. Deferred, one-time ACH debits may now be scheduled up to three years in advance.
3. Users with the COE role may edit the dollar amount of a deferred ACH payment or the next instance of a recurring ACH debit payment stream before it is processed. Details about ACH payment scheduling may be found in the *Agency Guide to the Collections Service*.
4. The first installment of a recurring ACH debit payment stream may now be scheduled for a weekend or holiday date, allowing future installments to occur on the desired date; settlement of each item will take place on the next available valid banking day. One-time ACH debit payments must still be scheduled for a valid banking day.

4.3 Reporting Service

Several reports were modified to support the changes related to payer profiles.

5 Customer Service

Customer service is provided by the Federal Reserve Bank of Cleveland. Assistance with accessing the website, hosted forms processing, collections, and so on is provided for agency customers. Technical support is also available for problems such as balancing payments, database integrity, information security, and other issues relating to the smooth operation of the services provided to the agency.

5.1 Contact Information

Mailing address: Federal Reserve Bank of Cleveland
ATTN: eGov Customer Service (Pay.gov)
1455 East Sixth Street
Cleveland, OH 44114

Phone: (800) 624-1373 or (216) 579-2112

Fax: (216) 579-2813

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