



BUREAU OF THE
Fiscal Service

U.S. DEPARTMENT OF THE TREASURY

Paygov[®]

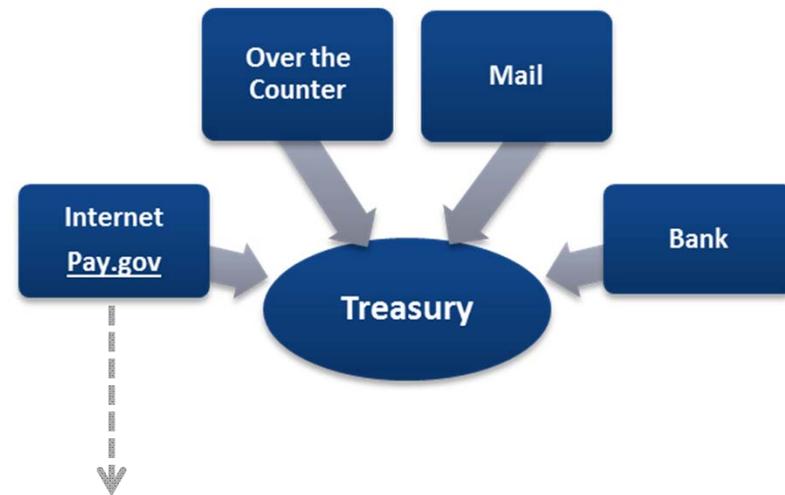
Overview



Pay.gov Overview

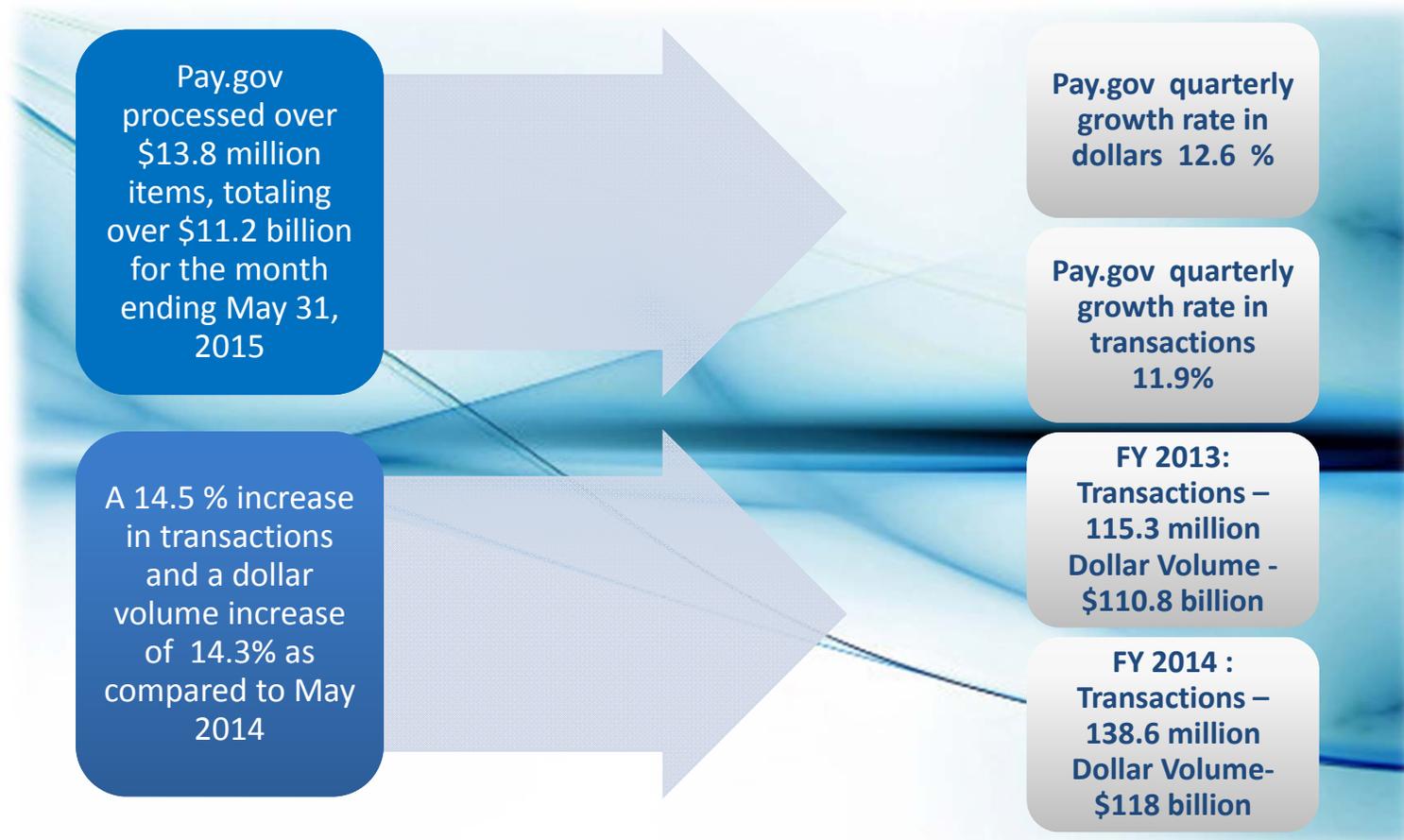
What is Pay.gov?

Pay.gov is a Fiscal Service program that securely enables Federal Agencies to efficiently and cost-effectively collect funds online



Pay.gov Statistics

Pay.gov is the 2nd largest collection engine (only to taxes) in the United States

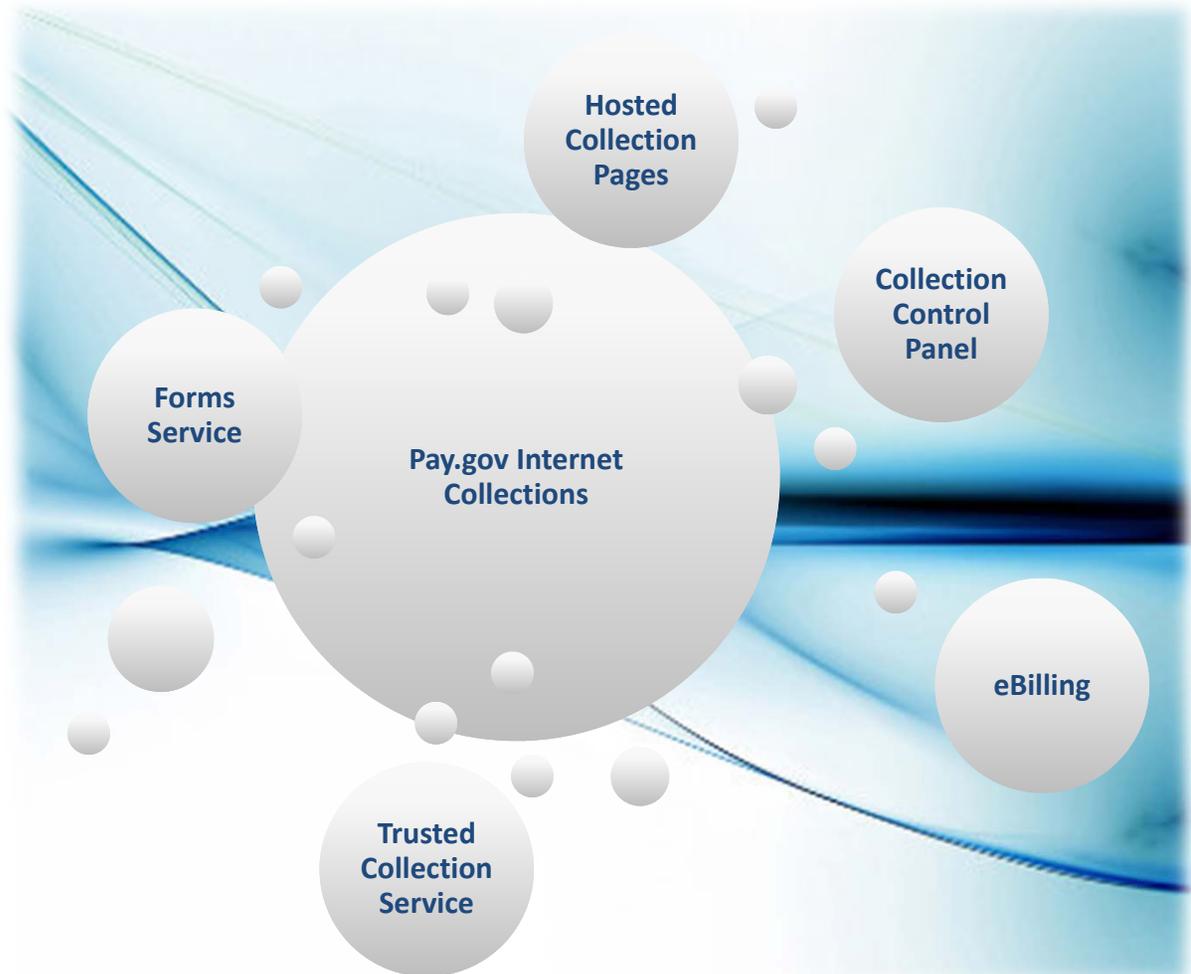


Pay.gov Overview

How Does Pay.gov Work?

The Pay.gov program offers a variety of **services** and **interfaces** designed to help Federal Agencies to collect money online

Many agencies leverage multiple solutions simultaneously



Pay.gov Overview

Who Uses Pay.gov?

(as of 2013)

- There are over 430,000 users with over 400 agency cash flows
- About 26,000 users are “agency-enrolled”
- Approximately 50 are administrative-users from Federal Reserve Bank of Cleveland (FRBC)
- The remaining users are “self-enrolled” users

Functional Descriptions of User Population:

Agency Enrolled Users: Access approved by an agency Security Administrator; assigned Pay.gov credentials for access to agency and application owned forms, bills and reports. Many users are designated as consumers; they are enrolled and assigned to a specific agency, but they are not affiliated with the agency.

FRBC Administrative Users: Fiscal Agent users with the ability to change agency and/or application configurable parameters, to grant access, and/or to obtain additional views /functionality not provided to the average user.

Self-Enrolled Users: These users create their own accounts which are not tied to a specific agency. They cannot be assigned roles to application resources. The primary function is to be able to save public forms for later retrieval.

Public (Non-Enrolled) Users: Public users do not have to log into the system. They have access to all forms and bills that are designated as “public”. Although they cannot save forms, they can submit them and pay the associated collections.

Process Accounts: Accounts categorized as “machine accounts” used for automated system-to-system processes between the agency and Pay.gov. In many instances these machine accounts facilitate the reconciliation process for collections.

Pay.gov Overview

Pay.gov Offers Agencies Flexibility in Solutions

Interfaces and Front End Collections	Pay.Gov Hosted Collection Services	Supported Collection Methods
<p data-bbox="212 764 684 850">Trusted Collection Services (TCS)</p> <p data-bbox="247 915 648 1002">Hosted Collection Page (HCP)</p> <p data-bbox="228 1066 667 1153">Collections Control Panel (CCP)</p>	<p data-bbox="1003 818 1110 850">Forms</p> <p data-bbox="993 920 1121 953">eBilling</p> <p data-bbox="972 1023 1142 1055">Reporting</p> <p data-bbox="800 1125 1314 1157">Customizable Access Controls</p>	<p data-bbox="1570 818 1766 850">ACH Debits</p> <p data-bbox="1419 920 1917 953">Credit & Branded Debit Card</p> <p data-bbox="1440 1023 1896 1157">Digital Wallet (PayPal, Dwolla and other future providers)</p>

Pay.gov Overview

Interfaces - At a Glance

Interface	How Works?
Trusted Collection Services (TCS): <ul style="list-style-type: none">• Hosted Collection Page (HCP)• TCS Single• TCS Batch	<ul style="list-style-type: none">• Hosted Collection Pages: Agency server to Pay.gov interface; Agency collects remittance info, transfers payer to the Pay.gov collection page to enter payment info• TCS Single/Batch: Secure connection using web services; certificate-based authentication. Agency collects remittance info, submits payment info to Pay.gov for settlement (after transaction is completed)
Collection Control Panel (CCP)	<ul style="list-style-type: none">• Web interface used by agency assigned personnel to manually process ACH and Card transactions• Pre-Authorized Debit (PAD) interface

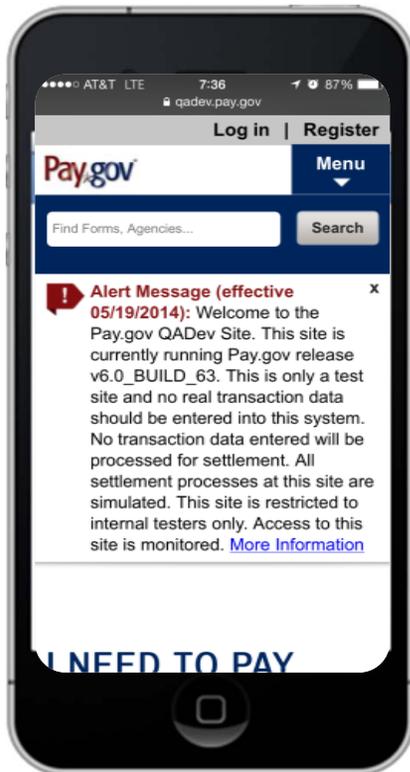
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Services - At a Glance

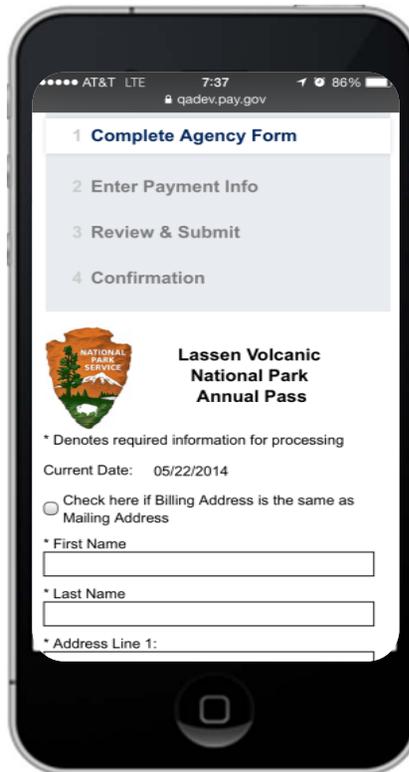
Service	How Works?
Forms Service	<ul style="list-style-type: none">• Pay.gov can host agency public or private forms for collections providing a web presence on www.pay.gov• Forms can utilize an existing OMB form number for collection purposes• A variety of payment methods can be used to collect via a form (plastic, branded debit, ACH and Digital Wallet)
eBilling	<ul style="list-style-type: none">• Pay.gov can host web-enabled agency bills• Agencies can use this service to notify (email) customers of a new bill• Customers retrieve notification and Access Code/Question and locates bill within Pay.gov• Customer pays bill using a payment method selected by Agency (plastic card, ACH, Digital Wallet)

Pay.gov Overview

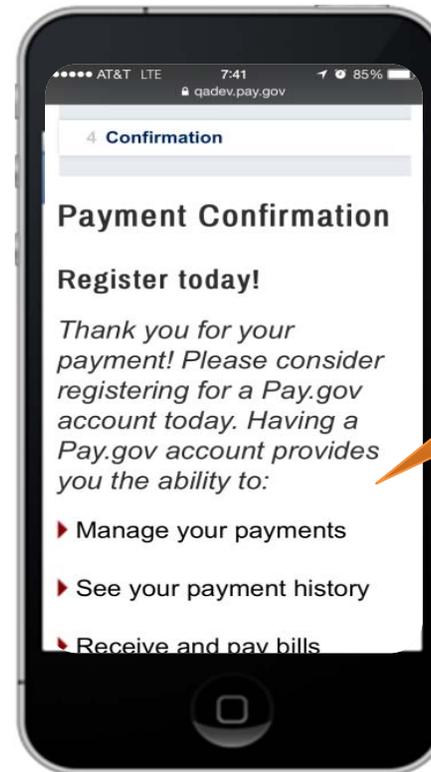
Mobile Compatibility – Added with 6.0 Release in June 2014



Mobile Homepage



Mobile Confirmation



Mobile Form Completion

Provides similar client experience as desktop version but gives customer ability to pay on mobile device via compatibility features

Pay.gov Overview

Nine Easy Steps to Implementation

1. Agency signs the applicable agreements supplied by Pay.gov for services they wish to engage.



2. Agency decides how the collection will be initiated (Pay.gov form, agency form, user's receipt of bill)

3. Agency collaborates with Liaison to complete configuration template

4. Agency & Pay.gov develop form, bill, or website connection



5. Agency security contact submits permissions for agency users

6. Agency tests application in QA

PRE-LAUNCH
WEBSITE TESTING
CHECKLIST



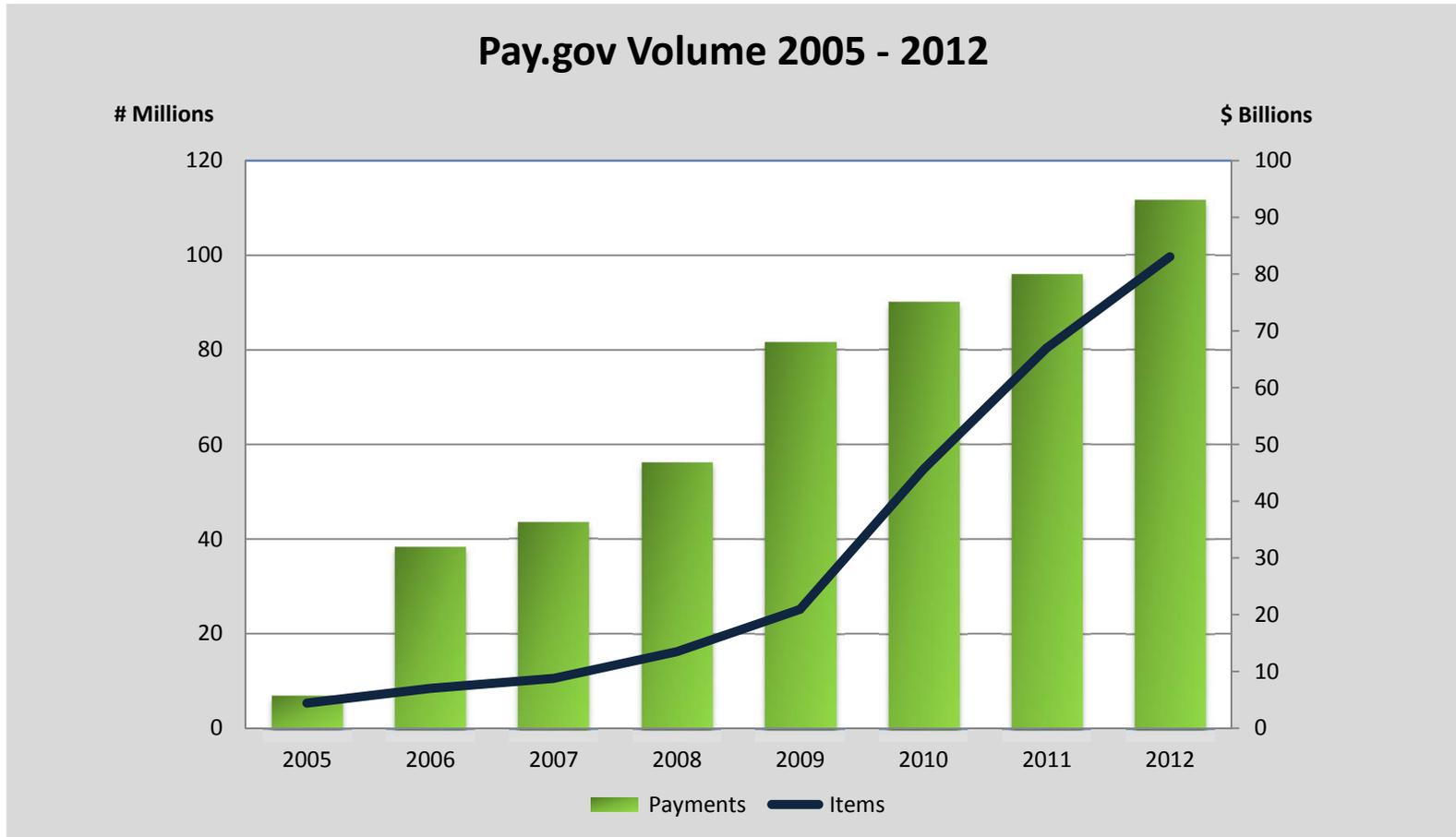
7. Once testing complete, Agency signs "Move to Production" form

8. Application moved to production

9. Agency runs a test transaction in production prior to customer launch



Pay.gov Overview



Pay.gov Overview

Features and Benefits of the Collections Control Panel (CCP)

Features	Benefits
Agencies manually enter payment information	No need for agency to develop code
Agency may opt to allow customers to defer payments (schedule up to 30 days in advance)	Enhanced collection results
Recurring payments are an option	Enhanced efficiency
Plastic card transactions can be refunded by agency	Immediate resolution to client concerns
Reconciliation details online in real-time queries and standard reports	Flexibility for reconciliation needs
Agencies control who has access	Better security and access control
ACH Prenotification can be performed	Validation of Routing Number prevents future issues

Pay.gov Overview

Pay.gov Collection Control Panel (CCP)

address <https://qa.pay.gov/paygov/collectionsOperator/submitACHDebit.html?nc=1227716741764>

Pay.gov SM Provided by the US Department of the Treasury Welcome, Mar

[User Center](#) Your connection to Pay.gov will logoff in 30 minutes. | [Requ](#)

Hide Menu ⌵

Administration ⌵

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Collections Control Panel ⌵

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Bills ⌵

ACH Debit Transaction

Required Fields are marked with an *.
 If you do not enter an Agency Tracking ID one will be automatically generated for this transaction when it is submitted.

Transaction Information

Agency Application Name: *

Agency Tracking ID:

Account Holder Name: *

Email:

Account Type: *

Routing Number: *

Account Number: *

Confirm Account Number: *

Check Number:

Payment Date: 11/28/2008 * (MM/DD/YYYY)

Payment Amount: *

Agency Memo:

Statement Number: *

Filer Code: *

Email Confirmations:
 To have a confirmation email sent upon completion of this transaction, select the appropriate check boxes below.
 Additional email recipients may be entered in the cc: box.

Send email confirmation to customer

Send email confirmation to marshall.henry@fms.treas.gov

CC: Separate multiple email addresses

Pay.gov Overview

Features and Benefits of the Forms Service

Features	Benefits
Public or Private forms available	Agencies control how form is found and accessed by payer audience
Forms can be configured to closely mirror their paper counterparts, including OMB and agency control numbers	Reduced resource commitment by agency (developing mock-ups) and consistent agency customer experience
Role based access	Enhanced agency controls
Includes Digital Wallet payment methods	Comprehensive payment methods for agency clients equates to enhanced collection results
Form development (transfer of agency vision or existing paper form to electronic, web-enabled, version) is done by Pay.gov form developers	Agencies can implement a form collection method without technical development staff

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Pay.gov Forms Service

Log in | Register

[MAKE A PAYMENT](#) [FIND AGENCY](#) [ONLINE HELP](#)

EGOV UI : Army Corps of (Engineers) Learning/Center

Before You Begin1 Complete Agency Form2 Enter Payment Info3 Review & Submit4 Confirmation

Need Help?
[Click here](#)

 **Defense Finance and Accounting Service**
Proudly Serving America's Heroes

Sponsor First Name	<input type="text"/>	MI	<input type="text"/>	Last Name	<input type="text"/>
Company Name	<input type="text"/>				
Company Address	<input type="text"/>				
Company Address 2	<input type="text"/>				
City	<input type="text"/>				
Country	<input type="text" value="United States"/>				
State	<input type="text"/>	Zip	<input type="text"/>		
Payer First Name	<input type="text"/>	MI	<input type="text"/>	Last Name	<input type="text"/>
Email Address	<input type="text"/>				
Date	<input type="text"/>				
Payment Amount	<input type="text"/>				

These Fields are Populated by Company Profile

Company ID	<input type="text"/>	Company Name	<input type="text"/>
Address 1	<input type="text"/>	Address 2	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>
Zip Code	<input type="text"/>	Country	<input type="text"/>
Phone	<input type="text"/>		<input type="text"/>

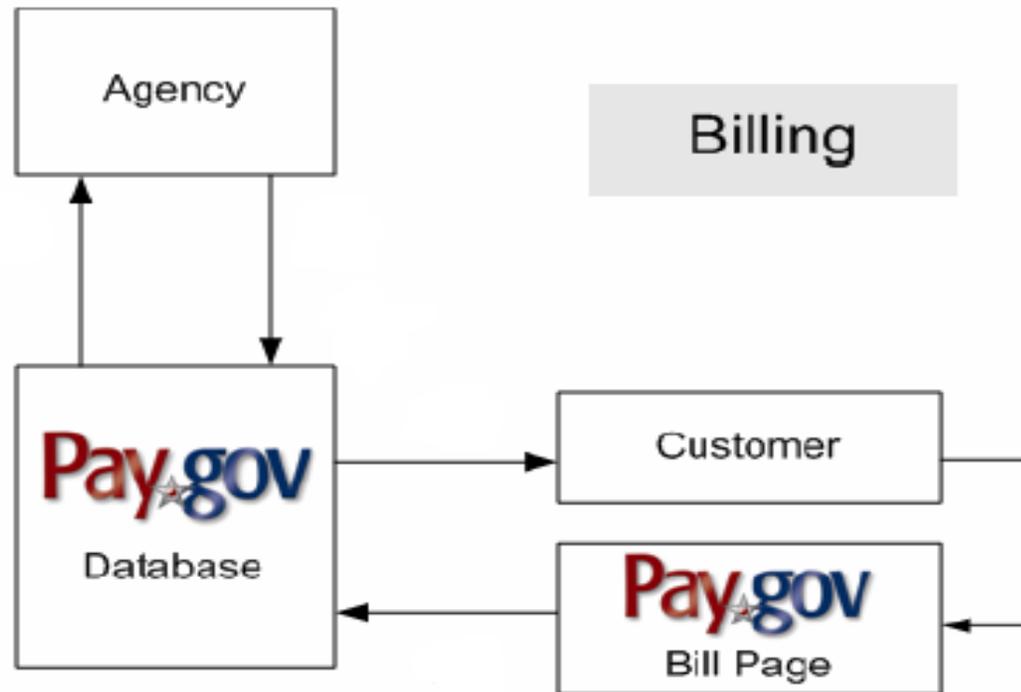
Pay.gov Overview

Features and Benefits of the eBilling Service

Features	Benefits
Notifications are sent to user by email	Reduced agency expense (postage) and enhanced efficiency and record keeping
A link is included in the notification directing client to the Pay.gov Billing page	Clear call to action; positive user experience that can be immediately fulfilled
Provides an electronic and efficient way for agencies to proactively seek collections	May reduce agency resources needed to manage billing process
To be used by the Central Receivables Service (CRS)	Agencies leveraging CRS support may benefit by redundancy of use
Security methods include requiring payer to use Access Code, security questions/answers the submission of codes to payer in separate communication from notification	Enhanced security for all stakeholders

Pay.gov Overview

Pay.gov eBilling Service



Pay.gov Overview

Trusted Collection Service Comparison: Hosted Collection Pages to TCS

Hosted Collection Page	TCS
Uses Certificate-based Authentication process	Uses Certificate-based Authentication process
Agency redirects a payer's browser to Pay.gov	Payer never visits a Pay.gov hosted page
End-user submits remittance data on Pay.gov (one transaction at a time, real-time)	Allows for batch processing of payments or single, real time payments
Users are returned to agency website after payment transaction is approved or declined	Emphasizes high availability and quick response time
Reduces PCI requirements from agency websites	Agencies are responsible for collecting sensitive financial information

Pay.gov Overview

Pay.gov Hosted Collection Page



Navigation: About the BEP | The BEP Store | Locations and Tours | Classroom | PRIVACY STATEMENT

CONTACT US | CAREER OPPORTUNITIES | PROCUREMENT | FOIA | MEDIA | FAQ | LOGIN | > ESPAÑOL

FACTS & TRIVIA: Select Page QUICK SEARCH: Select Keyword

Your Shopping Cart

Quantity	Product	Unit Price	Total Price
1	Series 2004 \$20 Note Subscription Program	\$479.95	\$479.95
Order Total:			\$479.95

[View Cart](#) [Check Out](#)

[Update Cart](#) [Empty Cart](#)

- Coming Soon
- Uncut Currency
- \$2 Single Star Notes
- Lucky Money Collection
- Premium Products
- Lewis and Clark Bicentennial Print
- National Treasures Collection
- Series 2004 \$20 Note Subscription Program
- Portraits & Vignettes



[Return to your originating application](#)

Online Payment

Step 1: Enter Payment Information

Pay Via Plastic Card (PC) (ex: American Express, Diners Club, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: test test *

Payment Amount: \$479.95

Billing Address: 123 test *

Billing Address 2:

City: test

State / Province: Tennessee - TN

Zip / Postal Code: 23345

Country: United States *

Card Type: *

Card Number: * (Card number value should not contain spaces or dashes)

Security Code: * [Help finding your security code](#)

Expiration Date: * / *

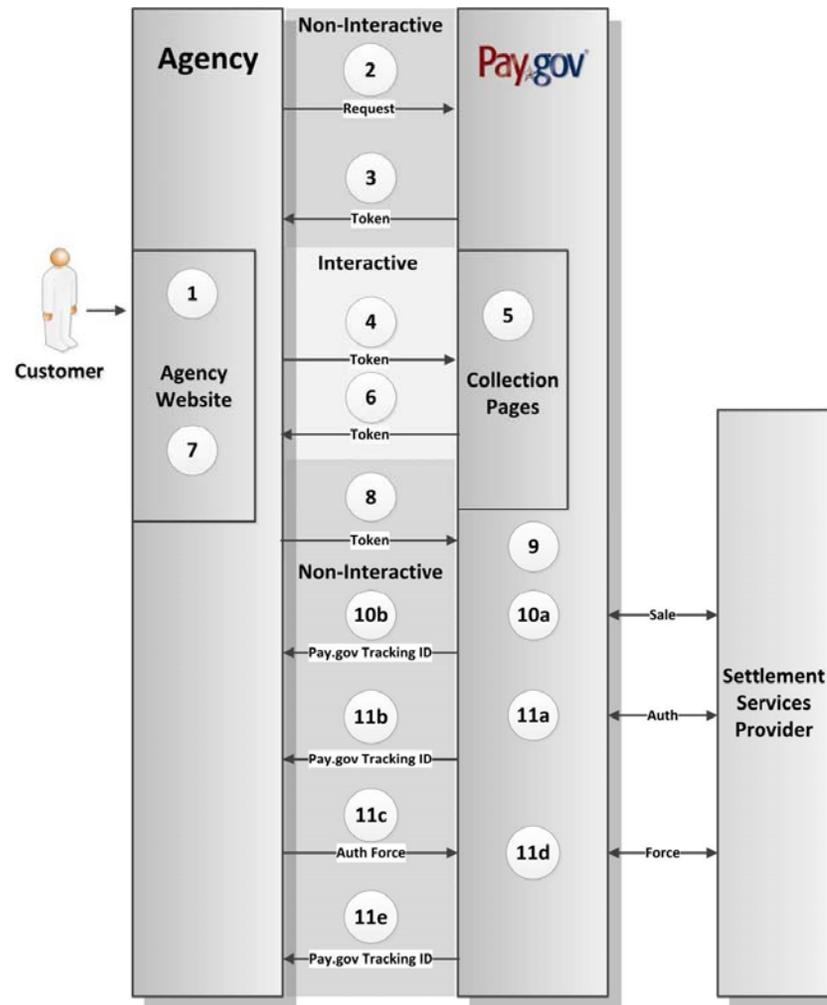
Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

[Continue with Plastic Card Payment](#) [Cancel](#)

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

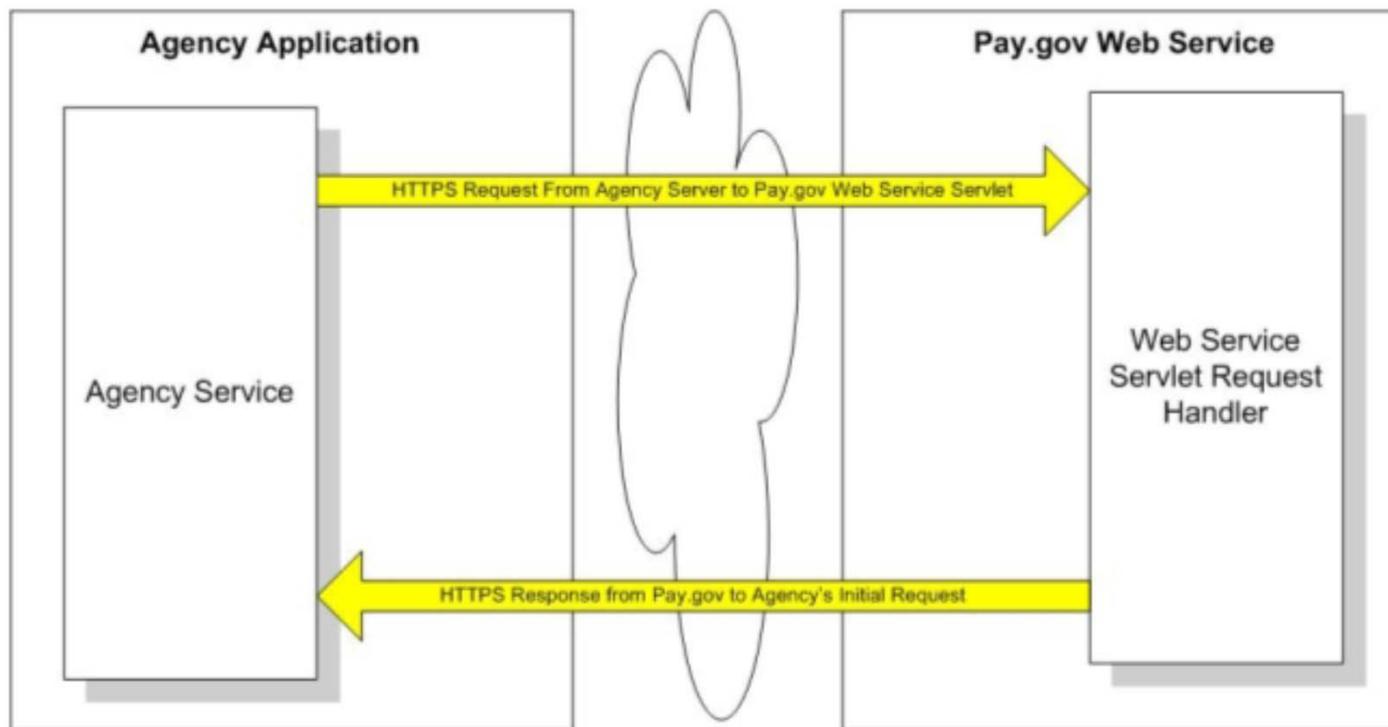
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Pay.gov Hosted Collection Page Interface (Interactive)



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Trusted Collection Service (Non-Interactive) Web Service Authentication Model



Pay.gov Overview

Recap of Pay.gov Web Service Offerings

Collection Services	Billing Services
<ul style="list-style-type: none">▶ TCS Single Collection▶ TCS Batch Collection▶ TCS Batch Results▶ TCS Single Query▶ TCS Multi-Item Query	<ul style="list-style-type: none">▶ eBilling Bill Upload▶ eBilling Account Creation▶ Enhanced services and more flexibility in upcoming 2015 Pay.gov Releases



Contact Information



Pay.gov Agency Guides
<https://qa.pay.gov/agencydocs/>

Pay.gov Program Manager

JoDee DeVillier

202-874-6920

JoDee.DeVillier@fiscal.treasury.gov

Deputy Program Manager

Scott Friedman

202-874-5246

Scott.Friedman@fiscal.treasury.gov

Pay.gov Team:

Pay.gov@fiscal.treasury.gov

