



Version 3.8

# Agency Guide to the Reporting Service

January 4, 2008

Financial Management Service



## Revision History

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## Table of Contents

Revision History .....	ii
Table of Contents.....	iii
1 Introduction.....	1
1.1 Scope of this Document .....	1
1.2 Intended Audience .....	1
1.3 Related Documents .....	1
2 Overview of the Pay.gov Reporting Service .....	2
3 Online Reports .....	3
3.1 Available Reports .....	3
3.2 Availability of Historical Data.....	4
3.3 Display Encrypted Custom Collection Field Data.....	5
3.4 Reconciling CA\$HLINK II Reports with Pay.gov CA\$HLINK Reports ....	5
4 Controlling Access to Pay.gov Online Reports. ....	6
5 Implementing On-line Reports .....	8
5.1 Process.....	8
5.2 Agency Resource Requirements.....	8
6 Activity Files and the Report Download Servlet.....	9
6.1 Overview of Activity Files .....	9
6.2 Sample Activity File XML Code and Stylesheet .....	12
6.3 Activity File Download Query .....	14
6.4 Report Download Servlet .....	16
7 Customer Service .....	20
8 Glossary.....	21

# 1 Introduction

## 1.1 Scope of this Document

This document is designed to provide information to agencies on how to implement and use the Pay.gov Reporting Service and is primarily intended for individuals who will be involved in the implementation of the service.

## 1.2 Intended Audience

This guide is intended for individuals responsible for approving the decision to migrate to Pay.gov, individuals responsible for migrating an agency application to Pay.gov, agency technical staff who assist with implementing the service, and agency business staff who need to use the information collected through this service.

## 1.3 Related Documents

The following documents are either referenced in this guide or provide supplemental information; please contact your FMS representative if you need to obtain copies.

- *Agency Configuration Template (ACT)*
- *Agency Guide to the Billing Service*
- *Agency Guide to the Forms Service*
- *Agency Guide to the Collections Service*
- *Agency Guide to Access Control*
- *Pay.gov Overview Guide*
- *Pay.gov 3.8 Release Notice*
- *Open Collections Interface (OCI) Reference Guide*
- *Pay.gov 3.8 User's Guide*

## **2 Overview of the Pay.gov Reporting Service**

An extensive range of reports are available which allow for transaction reconciliation with reports from other financial applications such as CA\$HLINK II or reports from settlement agents. Only public reports are viewable by everyone, all others are for the agency's use. The reporting service delivers transaction details via two mechanisms, online reports and activity files.

*Online reports* present transaction details as webpages; the user selects the required report from the list displayed on the Pay.gov site. Agency users will need a login and password to access the reports.

*Activity files* contain transactional data in electronic format allowing the data to be imported into the agency's databases. Agencies may need to request a machine account and password to be able to request activity files, depending upon the delivery method chosen.

The Pay.gov Reporting Service can only be implemented in conjunction with the Forms Service, the Billing Service, and/or the Collections Service.

### 3 Online Reports

The Pay.gov online reports provide agencies with details of all transactions, both pending and settled. The reports contain information including agency tracking ID, payer, transaction amount, payment type, and transaction date, and can be used in conjunction with the CA\$HLINK II reports to reconcile agency transactions.

#### 3.1 Available Reports

A number of online reports are available from the Reports User Center (Figure 1). Refer to the *Pay.gov User's Guide* for more information regarding the reporting service including screen captures.

Figure 1: Pay.gov online reports listing

Report Name	Date Created	Actions
ACH Debit Transaction Search Query	09/16/2005 14:04:38	<a href="#">Open Report</a>
Activity File Download Query	09/16/2005 14:04:48	<a href="#">Open Report</a>
Agency Summary Query	09/16/2005 14:05:30	<a href="#">Open Report</a>
Billing Search Query	09/16/2005 14:05:48	<a href="#">Open Report</a>
Collections Search Query	09/16/2005 14:06:07	<a href="#">Open Report</a>
Collections Summary	09/19/2005 01:51:40	<a href="#">Open Report</a>
Credit Card Transaction Search Query	09/16/2005 14:06:15	<a href="#">Open Report</a>
Deferred And Recurring Payments Query	09/16/2005 14:06:24	<a href="#">Open Report</a>
Enrolled Users By Application Query	09/16/2005 14:06:36	<a href="#">Open Report</a>
Exception Search Query	09/16/2005 14:06:56	<a href="#">Open Report</a>
Forms Search Query	09/16/2005 14:07:11	<a href="#">Open Report</a>
Notification of Change Search Query	09/16/2005 14:07:35	<a href="#">Open Report</a>
Payer Profile Audit Log Query	09/16/2005 14:07:44	<a href="#">Open Report</a>
Payer Profile Collections Search Query	09/16/2005 14:07:53	<a href="#">Open Report</a>

CA\$HLINK SUMMARY	Date Created	Actions
Sep 18, 2005	09/19/2005 10:00:47	<a href="#">Open Report</a>
Sep 17, 2005	09/18/2005 10:00:44	<a href="#">Open Report</a>
Sep 16, 2005	09/17/2005 10:03:36	<a href="#">Open Report</a>
Sep 15, 2005	09/16/2005 10:01:24	<a href="#">Open Report</a>
Sep 14, 2005	09/15/2005 10:00:58	<a href="#">Open Report</a>
Sep 13, 2005	09/14/2005 10:01:18	<a href="#">Open Report</a>
Sep 12, 2005	09/13/2005 10:02:54	<a href="#">Open Report</a>
		<a href="#">90 Day History</a>

CREDIT CARD SETTLEMENT	Date Created	Actions
Sep 18, 2005	09/19/2005 07:01:34	<a href="#">Open Report</a>
Sep 17, 2005	09/18/2005 07:01:53	<a href="#">Open Report</a>
Sep 16, 2005	09/17/2005 07:05:27	<a href="#">Open Report</a>
Sep 15, 2005	09/16/2005 07:03:29	<a href="#">Open Report</a>
Sep 14, 2005	09/15/2005 07:02:20	<a href="#">Open Report</a>
Sep 13, 2005	09/14/2005 07:02:19	<a href="#">Open Report</a>
Sep 12, 2005	09/13/2005 15:30:34	<a href="#">Open Report</a>
		<a href="#">90 Day History</a>

- *ACH Debit Transaction Search*: A parameter driven report in which the end-user may input parameters to run a custom report based on ACH direct debit collections information.
- *Activity File Download Query*: Displays the activity file raw XML code for a particular activity file. This allows an agency to quickly view a particular parameter without having to view the code using a stylesheet or the Download Servlet. The XML code can be viewed through the Pay.gov GUI via the Report Listing page.

- *Agency Summary Query*: Provides summary information on deposits (credits) and debits for an ALC broken down further by cash flow.
- *Billing Search Query*: A parameter driven report in which the end-user may input parameters to run a custom report based on billing information.
- *Collections Search Query*: This report combines ACH debit and credit card transaction data for the agency.
- *Collections Summary*: Available to the public, this report displays Pay.gov volume information based on the number of transactions and dollar amount of transactions, broken down by collection mechanism.
- *Credit Card Transactions Search Query*: A parameter-driven report in which the end-user may input parameters to run a custom report based on credit card collections information.
- *Deferred and Recurring Payments Query*: Displays deferred and recurring payments based on the date parameter provided. The date entered will show all payments that have been entered for settlement prior to this date, but will settle after this date.
- *Exception Search Query*: A report in which information is provided to agencies regarding exceptions encountered during processing.
- *Forms Search Query*: Allows end-users to search form data based upon certain parameters.
- *CA\$HLINK Summary*: Contains CA\$HLINK summary information by ALC.
- *Credit Card Settlement*: This report details all credit card transactions by card type and event; it is cached daily.
- *Notification of Change Search Query*: Details any Notification of Changes (NOCs) including change reason codes.
- *Internet Credit Card Collections (ICCC) Search Query*: This report is only available to agencies formerly hosted on the ICCC platform to access their historical data. Users wishing to view this report must have the I3C role.

### 3.2 Availability of Historical Data

Table 1 shows the maximum number of days prior to the current date that data will be displayed for a particular report; contact Pay.gov Customer Service for assistance if you require older data.

*Table 1: Number of days prior to the current date that data is displayed*

Report Name	Number of Days
ACH Debit Transaction Search Collections Search Payer Profile Collections Search	60
CA\$HLINK Summary Credit_Card_Daily_Settlement_Batch	90
Activity Files	180
Other Online Reports	No time limit

### 3.3 Display Encrypted Custom Collection Field Data

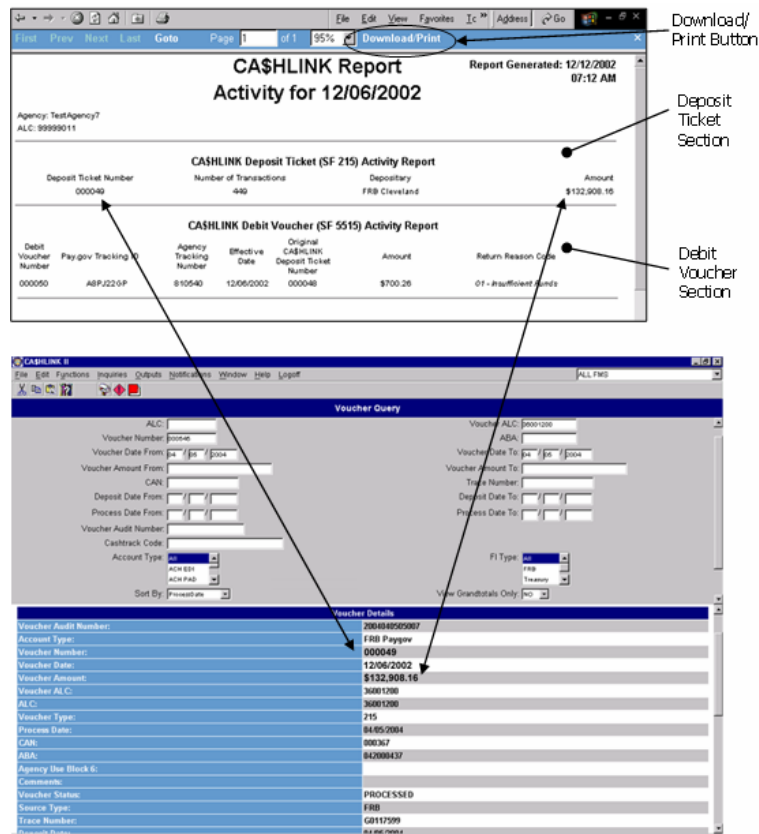
Custom collection field data collected during the payment process can be displayed on the report. Any encrypted data will be displayed decrypted. Refer to the *Agency Guide to the Collections Service* for more information about custom collection fields.

### 3.4 Reconciling CA\$HLINK II Reports with Pay.gov CA\$HLINK Reports

The Pay.gov CA\$HLINK report shows the ACH debit collections by agency for a particular day. This cached report runs once a day at 7:00 A.M. Eastern Time (ET) and displays all CA\$HLINK entries by agency, including deposit ticket and debit voucher data for the previous day's transactions.

To reconcile CA\$HLINK II deposits with Pay.gov (Figure 2), confirm that the deposit ticket number on the Pay.gov CA\$HLINK report page is the same as the voucher number on the CA\$HLINK II report and that the dollar amounts on both reports are equal.

Figure 2: Reconciling the Pay.gov CA\$HLINK Report with the CA\$HLINK II Report





## 4 Controlling Access to Pay.gov Online Reports.

Pay.gov uses roles to control access to an agency's reports. All roles can view public reports, while the following roles have access to non-public reports:

- *Collections Operator Sale (COS) and Collections Operator Exception (COE)*: Can view a wide range of reports to assist them with processing of payments.
- *Report Office Analyst (ROA)*: Can view all on-line reports for a particular agency except for the ICCC Search Query.
- *Agency Customer Service (ACS)*: Can view all online reports for all applications (that is, cashflows) for a particular agency.
- *Application Forms Full (AFF)*: Assigned to users who will be responsible for accessing, submitting and saving all forms assigned to a specific application
- *Resource BAN User (RBU)*: Assigned to a user who has access to a specific Billing Account Number (BAN) resource at the application level.
- *ICCC (I3C)*: Can view the historical data migrated from the ICCC platform to Pay.gov.

For information on the roles and how they are requested refer to the *Agency Guide to Access Control*. Table 2 on page 7 details the permissions for viewing non-public reports by role.

*Table 2: Roles and permissions matrix*

Permissions	Public	PGE	Note: The roles below also have the permissions available to the PGE role.						
			COS	COE	ROA	ACS	AFF	RBU	I3C
Report Name									
ACH Debit Transaction Search Query			X	X	X	X			
Activity File Download Query			X	X	X	X			
Agency Summary Query			X	X	X	X			
Billing Search Query			X	X	X	X			
CA\$HLINK Summary			X	X	X	X			
Collections Search Query			X	X	X	X			
Credit Card Settlement			X	X	X	X			
Credit Card Transaction Search Query			X	X	X	X			
Deferred and Recurring Payments Query			X	X	X	X			
Enrolled Users by Application Query						X			
Exception Search Query			X	X	X	X			
Forms Search Query			X	X	X	X			
ICCC Search Query									X
Notification of Change Search Query			X	X	X	X			
Collections Summary	X	X	X	X	X	X	X	X	X
ACH Activity File			X	X	X	X			
Billing Activity File			X	X	X	X			
CC Activity File			X	X	X	X			
Collections Activity File			X	X	X	X			
Form Activity File			X	X	X	X			
Form Activity File XSL			X	X	X	X			

## **5 Implementing On-line Reports**

### **5.1 Process**

Creating reports in production is a three-stage process:

1. The agency will need to work with their FMS Representative to complete an Agency Configuration Template (ACT) document. In this document, the agency will define the options within the reporting service they plan to use.
2. Initial testing is performed in the Pay.gov QA environment to ensure that the reports are being generated correctly for each application and the information displayed is correct.
3. Once all tests have been performed and the application and its associated reports are functioning to the agency's satisfaction, it is moved to the Pay.gov production environment.

### **5.2 Agency Resource Requirements**

No custom software is required to view online reports; agency users navigate to the reports screen within the Pay.gov application.

## 6 Activity Files and the Report Download Servlet

### 6.1 Overview of Activity Files

Activity files are available to agencies in electronic format allowing the data to be imported into the agency’s databases. Activity files are stored in the agency’s HTTPS mailbox in Pay.gov and available for download via the report download servlet. The report download servlet performs two functions: posting a request to the HTTPS mailbox; and returning activity for the date requested. Table 3 details the activity files available. XML is the standard programming language and file format used for the activity files.

Table 3: Activity file descriptions

Activity File	Data Included	Type
ACH Activity File	Provides details on the ACH debit settled items for the day of request, and the retired and failed items from the previous day.	Standard
Billing Activity File	Contains bill data and activity for any bill event on the requested day.	Standard
Collections Activity File	Contains ACH debit, ACH prenote, credit card, notification of change, bill, and form data for an agency	Standard
Credit Card Activity File	Provides credit card activity for the requested day. These items include sales, forces, voids, credits, and authorizations, both successful and unsuccessful.	Standard
Form Activity File	Contains form data for all successfully submitted forms for the requested day. Refer to section 6.1.5 for more details.	Standard

#### 6.1.1 Standard Activity Files

The ACH activity, billing, collections, credit card, and form activity files are referred to as standard activity files because they cannot be customized with regard to the information they report, the file format, or the time they are available.

#### 6.1.2 Activity File Delivery Mechanisms

The HTTPS mailbox delivery mechanism is the only delivery mechanism for standard activity files. The Activity File Download Query (see section 6.3) is a manual, online option.

### 6.1.3 Frequency of Delivery

Each standard Pay.gov activity file is run at different times during the day. Once the activity file has completed running, the output is delivered to the HTTPS mailbox, where it is available for retrieval using the report download servlet.

Table 4: Activity file schedule

Activity File	Schedule
ACH Activity File	Daily 10:00 A.M.
Billing Activity File	Daily 1:00 A.M.
Collections Activity File	Daily 10:00 A.M.
Credit Card Activity File	Daily 7:00 A.M.
Form Activity File	Daily 1:00 A.M.

### 6.1.4 Activity File Schema

The schemas for each of the activity files are stored in the Pay.gov Agency eRoom, an online library provided by the U.S. Department of the Treasury.

eRoom url: <https://fedfin.web.treas.gov/eRoom/FMS>  
 Username: agency user  
 Password: welcome

The schemas are located in the following directory:

Pay.gov Information and Documentation > C - Agency Guides to Pay.gov Functionality > Reporting > Activity Files

**Note:** The activity file schemas were previously attached to earlier versions of this document as appendices.

### 6.1.5 Form Activity File and Form Activity File XSL

The Form Activity File and Form Activity File XSL were added to the Pay.gov standard activity files after the Pay.gov 3.0 release. The two activity files contain all form data for a calendar day in XML format. The XML data is pulled from the Pay.gov database, formatted, and stored in a form activity file in the Pay.gov HTTPS mailbox.

Both of these activity files differ from the other Pay.gov activity files in allowing customization and cutoff times. The Form Activity File contains the agency ID, application name, file name, stylesheet reference, Pay.gov tracking ID, the agency-specific fields from the form, and date and time the activity file was created. This is a standard activity file and generally cannot be customized for agency use. However, if there is an agency requirement for their forms to have customized cutoff times, which is an option in the ACT, a customized Form

Activity File can be created. This is a unique circumstance and will be determined on a case-by-case basis.

The Form Activity File XSL differs from the Form Activity File by including the stylesheet information; the XML information contained in the Form Activity File can be displayed as though the user is viewing the form online. How the information is displayed is configured by the agency through the use of XML stylesheets (XSLT) which contain all the formatting details for the form such as font type, size, and so on, to give the appearance of the original online form. The agency application may download the activity file via the report download servlet (section 6.4) using an automated process or manually using an internet browser. Using an internet browser to download the file may cause an error message to be displayed as the referenced stylesheet cannot be found. To prevent this, the XML should be saved on the client machine using the browser's *File -> Save As...* option in the same directory as the stylesheet; refer to section 6.2 for an example of the XML and stylesheet.

#### *6.1.6 Required Programmer Skills*

Downloading and interpreting a Pay.gov activity file requires an understanding of XML coding and using products such as ColdFusion or Java to configure and troubleshoot the activity file process.

#### *6.1.7 Agency Memo Field and Activity File Parsing*

Pay.gov supports the use of an "agency memo" field, entered in the Collections Control Panel (CCP) or in transactions submitted to Pay.gov via the Open Collections Intereface (OCI). The memo field enables an agency application to send agency-specific data along with a transaction for later reporting back to the agency via an activity file. If the memo field data contains the ampersand character (&), the activity file will display with an error when viewed using a web browser. This error is encountered when viewing the credit card activity file and the collections activity file. It is standard XML coding practice for the ampersand to have an associated command. When the ampersand is encountered in the memo field, there is no associated command for the browser to interpret and an error message results. This parsing of the data only occurs when viewing the XML with an internet browser.

#### *6.1.8 Display Encrypted Custom Collection Field Data*

Custom collection field data collected during the payment process can be displayed in the activity file. Any encrypted data will be displayed decrypted. Refer to the *Agency Guide to the Collections Service* for more information about custom collection fields.

## 6.2 Sample Activity File XML Code and Stylesheet

The following XML code sample provides an example of the code returned in an XML activity file, the stylesheet code referenced in the XML code to format it, and the resulting display. This format may be different for an Adobe 7 form; specific differences in the sample below are marked in gray.

```
<?xml version="1.0" encoding="UTF-8"?>
<?xml-stylesheet type="text/xsl" href="FormActivityFile.xsl"?>
<form_info>
  <file_header>
    <agency_id>123</agency_id>
    <agency_app_name>Your Application Name</agency_app_name>
  </file_header>
  <form_instance_THEFORMNAME>
    <paygov_tracking_id>abc123</paygov_tracking_id>
    <form_instance_xml>
      <form_version>
        <?jetform ^Dat ^page Page1?> <page1> (used for Adobe 7)
        <formFieldOne>oneApple</formFieldOne>
        <formFieldTwo>twoApple</formFieldTwo>
        <formFieldThree>threeApple</formFieldThree>
        </page1> (used for Adobe 7)
      </form_version>
    </form_instance_xml>
  </form_instance_THEFORMNAME>
  <form_instance_THEFORMNAME>
    <paygov_tracking_id>abc124</paygov_tracking_id>
    <form_instance_xml>
      <form_version>
        <?jetform ^Dat ^page Page1?>
        <formFieldOne>oneOrange</formFieldOne>
        <formFieldTwo>twoOrange</formFieldTwo>
        <formFieldThree>threeOrange</formFieldThree>
      </form_version>
    </form_instance_xml>
  </form_instance_THEFORMNAME>
</file_footer>
  <file_name>FormActivityFile_09272004.xml</file_name>
  <file_creation_date>2004-09-28T01:00:23</file_creation_date>
</file_footer>
</form_info>
```

The code for the stylesheet referenced in the XML which displays the XML file is reproduced below.

As updates are made to the form, the form revision ID is updated accordingly (v1, v2, v3, etc.). When the form activity file is generated, the form revision ID is captured as part of the XML code. However, the stylesheet must be updated manually in accordance with the current version of the form. If the form revision ID in the form activity file does not match the value in the stylesheet, the stylesheet will not be executed. This relates to both stylesheets and any automatic processing solution.

```
<?xml version="1.0" encoding="UTF-8"?>
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform" version="1.0">
<xsl:output method="html"/>
<xsl:template match="/">
  <HTML>
    <HEAD>
      <TITLE>EXAMPLE FORM ACTIVITY</TITLE>
    </HEAD>
    <BODY>
      <b>
```

```

EXAMPLE FORM ACTIVITY
</b>
<br/>
<br/>
<xsl:apply-templates select="//file_header"/>
<br/><br/>
<table border="1">
  <tr>
    <td>pay.gov tracking id</td>
    <td>formFieldOne</td>
    <td>formFieldTwo</td>
    <td>formFieldThree</td>
  </tr>
  <xsl:apply-templates
select="//form_instance_THEFORMNAME" />
  </table>
  <br/>
  <xsl:apply-templates select="//file_footer" />
</BODY>
</HTML>
</xsl:template>
<xsl:template match="file_header">
  AGENCY ID = <xsl:value-of select="agency_id" />
  <br/>
  APPLICATION NAME = <xsl:value-of select="agency_app_name" />
</xsl:template>
<xsl:template match="form_instance_THEFORMNAME">
  <tr>
    <td>
      <xsl:value-of select="paygov_tracking_id" />
    </td>
    <xsl:apply-templates select="form_instance_xml/form_version" />
  </tr>
</xsl:template>
<xsl:template match="form_instance_xml/form_version">
  <td><xsl:value-of select="formFieldOne" /></td>
  <td><xsl:value-of select="formFieldTwo" /></td>
  <td><xsl:value-of select="formFieldThree" /></td>
</xsl:template>
<xsl:template match="file_footer">
  FILE NAME = <xsl:value-of select="file_name" />
  <br/>
  FILE CREATION DATE = <xsl:value-of select="file_creation_date" />
</xsl:template>
</xsl:stylesheet>

```

Using the stylesheet, the XML code is displayed as shown in Figure 3.

Figure 3: Formatted and displayed XML code

**EXAMPLE FORM ACTIVITY**

AGENCY ID = 123  
 APPLICATION NAME = Your Application Name

pay.gov tracking id	formFieldOne	formFieldTwo	formFieldThree
abc123	oneApple	twoApple	threeApple
abc124	oneOrange	twoOrange	threeOrange

FILE NAME = FormActivityFile\_09272004.xml  
 FILE CREATION DATE = 2004-09-28T01:00:23



### 6.3 Activity File Download Query

Activity files can also be viewed online from within the Pay.gov application whereby the activity file XML code is displayed. This allows an agency user to quickly view an activity file without having to use stylesheets or the report download servlet. The Activity File Download Query is available on the report listing page.

1. Open the Reports page on the User Center or select from the left-hand navigation menu (Figure 4).

Figure 4: Report listing screen

Report Name	Date Created	Actions
ACH Debit Transaction Search Query	09/16/2005 14:04:30	<a href="#">Open Report</a>
<b>Activity File Download Query</b>	09/16/2005 14:04:48	<a href="#">Open Report</a>
Agency Summary Query	09/16/2005 14:05:30	<a href="#">Open Report</a>
Billing Search Query	09/16/2005 14:05:48	<a href="#">Open Report</a>
Collections Search Query	09/16/2005 14:06:07	<a href="#">Open Report</a>
Collections Summary	09/19/2005 01:51:40	<a href="#">Open Report</a>
Credit Card Transaction Search Query	09/16/2005 14:06:15	<a href="#">Open Report</a>
Deferred And Recurring Payments Query	09/16/2005 14:06:24	<a href="#">Open Report</a>
Enrolled Users By Application Query	09/16/2005 14:06:36	<a href="#">Open Report</a>
Exception Search Query	09/16/2005 14:06:56	<a href="#">Open Report</a>
Forms Search Query	09/16/2005 14:07:11	<a href="#">Open Report</a>
Notification of Change Search Query	09/16/2005 14:07:35	<a href="#">Open Report</a>
Payer Profile Audit Log Query	09/16/2005 14:07:44	<a href="#">Open Report</a>
Payer Profile Collections Search Query	09/16/2005 14:07:53	<a href="#">Open Report</a>

CASHLINE SUMMARY	Date Created	Actions
Sep 18, 2005	09/19/2005 10:00:47	<a href="#">Open Report</a>
Sep 17, 2005	09/18/2005 10:00:44	<a href="#">Open Report</a>
Sep 16, 2005	09/17/2005 10:03:36	<a href="#">Open Report</a>
Sep 15, 2005	09/16/2005 10:01:24	<a href="#">Open Report</a>
Sep 14, 2005	09/15/2005 10:00:58	<a href="#">Open Report</a>
Sep 13, 2005	09/14/2005 10:01:18	<a href="#">Open Report</a>
Sep 12, 2005	09/13/2005 10:02:54	<a href="#">Open Report</a> <a href="#">90 Day History</a>

CREDIT CARD SETTLEMENT	Date Created	Actions
Sep 18, 2005	09/19/2005 07:01:34	<a href="#">Open Report</a>
Sep 17, 2005	09/18/2005 07:01:53	<a href="#">Open Report</a>
Sep 16, 2005	09/17/2005 07:05:27	<a href="#">Open Report</a>
Sep 15, 2005	09/16/2005 07:03:29	<a href="#">Open Report</a>
Sep 14, 2005	09/15/2005 07:02:20	<a href="#">Open Report</a>
Sep 13, 2005	09/14/2005 07:02:19	<a href="#">Open Report</a>
Sep 12, 2005	09/13/2005 15:30:34	<a href="#">Open Report</a> <a href="#">90 Day History</a>

2. Click the “Open Report” link for the Activity File Download Query (Figure 5).

Figure 5: Activity file download query screen

**Reports List**

**Activity File Download Query**

Enter information into fields you wish to search:

User Name

Password

Agency ID

Name of Activity File

ACH Activity File

Billing Activity File

CC Activity File

Collections Activity File

Form Activity File

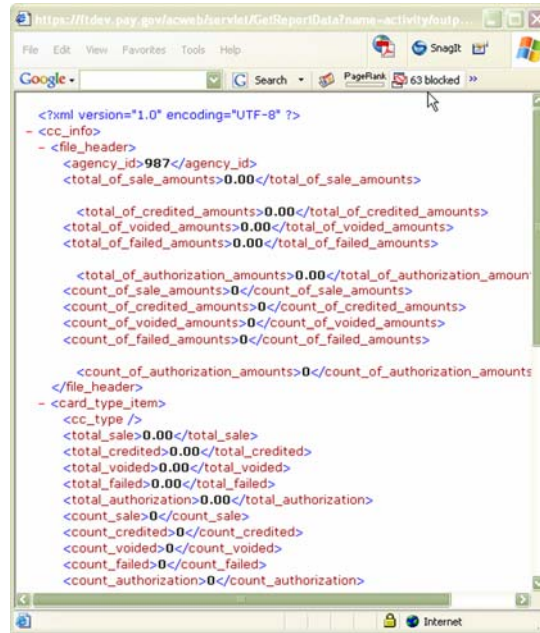
Form Activity File XSL

Other:

Date (mm-dd/yyyy)

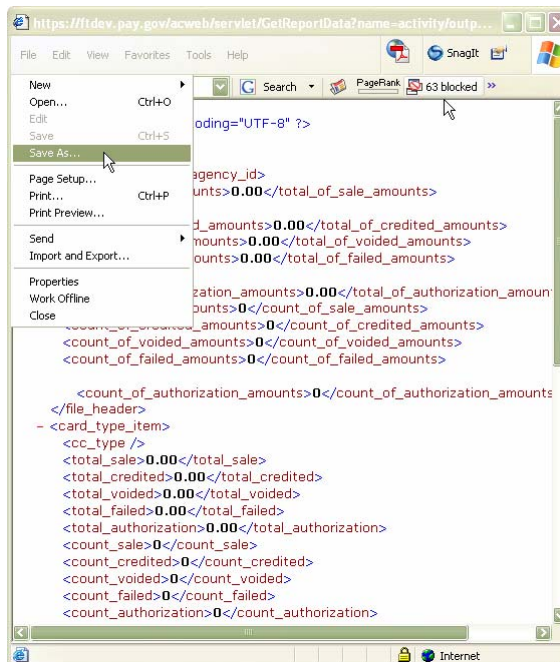
3. On the Activity File Download Query screen, enter the required parameters and select the activity file type to be viewed. Click the "Submit" button to continue.
4. A new browser window is opened and the XML for the requested activity file is displayed as shown in Figure 6.

Figure 6: Activity file XML code



5. To save the activity file locally select *File -> Save As...* from the browser toolbar (Figure 7).

Figure 7: Saving the XML file



## 6.4 Report Download Servlet

Activity files are generated daily and delivered to the Pay.gov HTTPS mailbox. The agency application requests the desired activity files from the mailbox via the Report Download Servlet. The following sections detail how to use the Report Download Servlet.

### 6.4.1 Access and Parameters

The Report Download Servlet requires the use of HTTPS POST. The URLs are as follows:

Production: <https://www.pay.gov/paygov/ReportDownloadServlet>  
 Test: <https://qa.pay.gov/paygov/ReportDownloadServlet>

The agency should pass the required name-value pairs listed in Table 5.

Table 5: Required name-value pairs for HTTPS request

Parameter Name	Description
Username	The Pay.gov username for a user, with the role required to access the report.
Password	The password for the Pay.gov user. The password is case-sensitive.
agency_id	This integer is the unique identifier for the agency in Pay.gov, generated during the ACT phase. The identifier does not relate directly to any external name or identifier for the agency; it is simply used for business-to-business communications.
report_name	The name of the report to be accessed (this string is case-sensitive): <ul style="list-style-type: none"> <li>• ACHActivityFile</li> <li>• BillingActivityFile</li> <li>• CollectionsActivityFile</li> <li>• CCActivityFile</li> <li>• FormActivityFile</li> </ul>
date	The date should be in MM/DD/YYYY format. The default is today. This field is optional for the ACH activity file, but required for all others.
Format (optional)	Formats other than "XMLData" are not supported.

*6.4.2 Procedure*

1. Requester makes an HTTPS request to the Report Download Servlet (Servlet). The parameters are shown in Table 5.
2. All parameter names and values other than username are case-sensitive.
3. The servlet authenticates the user. If the user is not authenticated, the servlet returns an error and exits; see section 6.4.3 for more about error handling.
4. Once the user has been authenticated, the servlet determines the user’s default Entity\_Role. The required default entity role is “Report Office Analyst”. If the user has no default entity role, the servlet returns an appropriate error status and exits.
5. The servlet determines the command string that corresponds to the Entity\_Role name and the parameters from the agency.
6. The servlet substitutes the value of the “date” parameter, which defaults to today’s date, for the <date> placeholder in the command string.
7. The servlet redirects the request to the reporting server. This method returns the results of the request to the requester.

*6.4.3 Error Handling*

Error messages are reported to the agency in payload with a content type of `text/plain`. The payload is a string in the form of `Error=<error message>`. Currently reported error messages are shown in Table 6.

*Table 6: Activity file error messages*

<b>Error Message</b>	<b>Description</b>
One or more of the required parameters are missing	One or more of the parameters was not supplied in the request
Internal Pay.gov error	Catastrophic internal error occurred
Access denied	Username/password/agency ID failure authentication, possible case-sensitivity issue
Report requested is unavailable	Requested report does not exist or has yet to be generated for the requested date
Invalid date specified	Date was not valid

*6.4.4 Limitations*

This assumes that there is one and only one report of the desired type run per day. Currently, reports are available after the specific job runs for the activity file specified (Table 3). Typically the reports detail activity information from the previous day’s business (Table 2). The agency should also download information on Saturday to capture transactions and activity from Friday.

#### 6.4.5 Report Download Servlet Configuration

1. The agency needs to pass the username and password of an authorized Pay.gov user account created specifically for use with the servlet. When requesting a user account and password for this purpose, the access request form should have "Computer / Machine" checked.
2. A report user needs to be created for this report that matches the Entity\_Role of the Pay.gov user. The Entity will be set to the Agency ID and the Role. The required role is "Reports" under "Reports Office Analyst".
3. The Agency Security Contact can request both types of access by submitting a completed Access Request Form. Refer to the 'Agency Guide to Access Control'.

#### 6.4.6 Sample HTML Code

The Report Download Servlet interface allows agencies to request activity file information on an ad-hoc basis, instead of the prescribed time period that the automatic process generates. The following details a simple interface, written in HTML. An agency operator may use this HTML form to request an *ad hoc* activity file if required. Because of the manual nature of this sample HTML form, we do not recommend using it as an everyday production solution for receiving activity files. It is best used to test, to manually obtain data with specific parameters, or to act as a starting point to develop a more automated solution.

**Note:** The interface supplied here does not have parameter values supplied; refer to Table 5 for more details on the parameters.

```
<HTML>
<HEAD>
<TITLE>
    Report Download Servlet Interface
</TITLE>
</HEAD>
<BODY>
    <FORM action="https://www.pay.gov/paygov/ReportDownloadServlet"
method="post">
        <TABLE border="1">
            <TR>
                <TD>
                    User Name
                </TD>
                <TD>
                    <INPUT value="" name="username">
                </TD>
            </TR>
            <TR>
                <TD>
                    Password
                </TD>
                <TD>
                    <INPUT value="" type="password" name="password">
                </TD>
            </TR>
            <TR>
                <TD>
                    Agency ID
                </TD>
                <TD>
            </TR>
        </TABLE>
    </FORM>
</BODY>
</HTML>
```

```

<TD>
    <INPUT value="" name="agency_id">
</TD>
</TR>
<TR>
<TD>
    Report Name
</TD>
<TD>
    <INPUT value="" name="report_name">
</TD>
</TR>
<TR>
<TD>
    Date MM/DD/YYYY
</TD>
<TD>
    <INPUT value="" name="date">
</TD>
</TR>
<TR>
<TD>
    Format (optional)
</TD>
<TD>
    <INPUT value="XMLData" name="format">
</TD>
</TR>
</TABLE>
    <INPUT type="submit" value="Submit">
    <INPUT type="reset" value="Reset">
</FORM>
</BODY>
</HTML>

```

The resulting screen/interface is shown in Figure 8.

Figure 8: Report Download Servlet interface screen

User Name	<input type="text"/>
Password	<input type="text"/>
Agency ID	<input type="text"/>
Report Name	<input type="text"/>
Date MM/DD/YYYY	<input type="text"/>
Format (optional)	XMLData
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

## 7 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.

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

*Phone:* 1 (800) 624-1373, option 2 *or*  
1 (216) 579-2112, option 2

*DSN:* (510) 428-6824, option 4, option 5, option 4

*Fax:* 1 (216) 579-2813

*Email address:* [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)

## 8 Glossary

<i>Agency Configuration Template (ACT)</i>	The Agency Configuration Template (ACT) is a template-driven tool used to gather agency requirements for Pay.gov. The ACT provides standard, configurable options from which agencies may select, simplifies requirements gathering, and expedites implementation by ensuring that the requirements fit within the services that Pay.gov provides.
<i>Agency ID</i>	An identifier of up to 19 digits used to identify the agency within Pay.gov. It is generated for the Agency when it enrolls in Pay.gov and does not relate directly to any external name or identifier for the agency.
<i>FMS Representative</i>	A Financial Management Service representative who is the liaison to the agency on behalf of Pay.gov.
<i>ICCC</i>	Internet Credit Card Collections, the platform used prior to Pay.gov.
<i>Pay.gov Information Security (IS)</i>	Located at FRB Cleveland, IS administers functions that pertain to access of the Pay.gov application.
<i>Pay.gov Security Contact</i>	Two or more individuals assigned by the agency to act as liaison between the agency and the Pay.gov staff.
<i>Pay.gov User Profile</i>	Information stored by the user about themselves which can be used to prepopulate a form.
<i>Policy</i>	For any resource in use by an agency, a policy governs who will be allowed to perform specific actions with respect to the resource, such as save, submit, etc. Every resource in use by an agency must have a policy governing use of that resource by people associated with the agency.
<i>Role</i>	A set of permissions assigned to a user when their account is created or modified. Roles provide the appropriate level of access to a resource.
<i>Transaction Date</i>	The date when the collection was initiated.