FOIAXpress

PAL Pay.gov Configuration

v11.11.0 February 2025



FOIAXpress v11.11.0 PAL Pay.gov Configuration

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1.1 Pay.gov Connection

Users must now complete the required Pay.gov configurations and select applicable request types under *PAL Configuration*. Users can perform the required action via two methods: Within the PAL Database Server:

- 1. Run the query below on the PAL database to enable the Pay.gov payment option in PAL: UPDATE tblConfig SET vcValue='Pay.gov' WHERE vckey='PAYMENT OPTION'
- 2. Navigate to **PAL Configuration > Online Payment**.
- 3. Enter the Pay.gov URL used to redirect application to the Pay.gov payment screen. Example: https://qa.tcs.pay.gov:443/services/TCSOnlineService/3.2/
- 4. Enter the organization key that authorizes the action to be performed. Example: TCSOCCFOIA

able Online Paymenc			
nline Payment			
Кеу	Value	Description	
Payment Url	https://qa.pay.gov/tcsonline/payment.do?token={0}&t	Enter the Pay.gov url used to redirect application to the Pay.gov payment screen.	
FCS App ID	TCSFTCFOIA	Enter organization key that authorizes transaction to be performed.	
FCS Agency ID	0920	Enter the agency id configured to pay.gov.	
Online Service Url	https://qa.tcs.pay.gov:443/services/TCSOnlineService/	Enter the Pay.gov service url to process online transactions. Enter the root license file path	
Root License Path	C:\AINS\entrust_g2_ca.cer		
PFX License Path C:\AINS\QAFTCCERT.pfx E PFX License Password E		Enter the Pfx license file path Enter the Pfx license password	
Cancel Url	palPayPayments.aspx	Cancel url	
Application Fee			
pplicable Request Types	Access Court Action Access Request Appeal Consultations-Federal (ATIA) Consultations-Federal (PA) FOIA Request Type with very long nameReques	Select the request types that require payment with receipt of a request	
pplicable Fee	100.00	Enter the application fee (i.e,100.00)	
wment Receipt			

The following subsections provide steps to configure FX/PAL for the Pay.gov integration, via the PAL Configuration.

1.2.1 PAL Online Payment Configuration

To configure the Online Payment Integration, the *Online Payment* option needs to be enabled at the *PAL Configuration* URL. Upon purchase of the *Online Payment* integration, your project manager will assist you when coordinating with your internal Pay.gov representative to request certificates for the test and production environments, the TCS App ID, and the Agency ID that is required to allow communication between PAL and Pay.gov.

- 1. Within PAL Configuration, navigate to the *Online Payment* configuration page and select **Pay.gov** from the *Payment Option* drop down list. The *Online Payment* workspace appears.
- 2. Within the *Online Payment* workspace, enter the **TCS App ID** and **TCS Agency ID** into the configuration fields.

Online Payment Configuration						
Brable Online Payment Payment Option : Pay.Gov						
Online Payment						
Кеу	Value	Description				
Payment Url	[https://qa.pay.gov/tcsonline/payment.do?token={0]	Enter the Pay.gov url used to redirect application to the Pay.gov payment screen.				
TCS App ID	TCSOCCFOIA	Enter organization key that authorizes transaction to be performed.				
TCS Agency ID	0920	Enter the agency id configured to pay.gov.				
Online Service Url	https://qa.tcs.pay.gov:443/services/TCSOnlineServi	Enter the Pay.gov service url to process online transactions.				
Root License Path	C:\AINS\entrust_g2_ca.cer	Enter the root license file path				
PFX License Path	C:\AINS\QAFTCCERT.pfx	Enter the Pfx license file path				
PFX License Password	•••••	Enter the Pfx license password				
Success Url	palPayPayments.aspx	Success url				
Cancel Url	palPayPayments.aspx	Cancel url				

- 3. Complete the Root and PFX License Paths
- 4. Enter the **PFX License Password**, and the required **Success/Cancel URLs**.
- 5. Click Save.

(!!) Note: Once configured, the above fields in the *Online Payment* section should not be altered as they directly affect the integration and transaction processing

All request types configured to *Show in PAL* are displayed along with any custom fields that are customized to integrate with the online payment solution. The following fields are configurable:

- **Applicable Request Types:** The request types selected in this field require advance payment before the request is submitted (synced) to FOIAXpress.
- **Application Fee:** Enter the amount a requester must pay for advance payment of request submission.
- **Payment Receipt:** The options checked in this field appear on the online payment receipt that the requester receives after a payment transaction occurs in Pay.gov.
- **Comments:** Comments entered in this text editor are displayed at the bottom of the online payment receipt.

Application Fee						
Applicable Request Types	FOIA FOIA IG Video Transcripts		Select the request types that require payment with receipt of a request			
Applicable Fee	0.00		Enter the application fee (i.e,100.00)			
Payment Receipt						
Information to be displayed on the Online Paym	ient Receipt					
Requester Details						
Payment Type	Payment Type					
Request ID						
Request Description						
Payment Details	Psyment Details					
Payment Status						
Comment ② 学 A 3 3 4 3 5 - 9 - 9 - 9 - 9 - 9 - 9 - 9 - 9 - 9 -						
Payment Note						

1.2.2 PAL Status Notifications

PAL automates the delivery of request status notifications to the requester. Notifications selected here are sent to the requester as the request status updates during each sync cycle. For the purpose of Pay.gov integration, the *Send Email Notification of Payment Due to Requester* notification is triggered as soon as an invoice is generated that has a balance due.

end Ema	il Notification to Requester	
Send E	mail Notification of Payment Due to Requester	
Send Email Notification to Requester when status is updated		
Receiv	ed	
Assign	ed for Processing	
In Proc	265	
On Hol	d - Need Info/Clarification	
On Hol	d - Fee Related	
On Hol	d - Other	
Invalid	Reference Number (Appeals Only)	
Docum	ents Delivered	
Closed		

To configure the email template that is delivered:

1. Login to the PAL Configuration URL and click Email Templates:

Email Templates Configuration Please complete all the required fields marked with an asterisk(*).				
Template: Payment Pending Status Notification Email V 🔮 Subject*: Payment Pending Status Notification Insert Fields P Body*				
$ \begin{array}{cccccccccccccccccccccccccccccccccccc$				
Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME], A payment is due on your request #[REQUEST_CASENUMBER]. To submit your payment, go to [APPLICATION_URL].				
 Click Sign In in the main navigation bar. Enter your username and password, then click the Sign In button. 				
 Once signed in, click Rquest Status in the main navigation bar. you will be taken to a list of all your requests. Locate the request with a \$ icon next to the request number, and click the icon. When the request line item is displayed, click Make Payment. 				
6. Proceed to pay.gov to submit payment for your request. Kind Regards,				
[ENTERDRYCE NAME]				

- 2. Select **Payment Pending Status Notification Email** from the *Template* drop down list.
- 3. Configure the message text to contain the information the organization wants to provide to the requester. Remember that this is an automated message.
- 4. Click **Save** to save the configured email template.

1.2.3 Email Template Configuration

The following email templates must be configured, and they are used to automatically notify the requester and FOIA Office of online payment transactions. These email templates are configured under **PAL Configuration > Email Templates**. All emails sent from PAL are also automatically added to the correspondence log of the request in FOIAXpress.

1.2.3.1 Online Payment Notification Email

When a requester makes a payment in PAL, this email notification is delivered to the requester's email address, as shown in the following example:

	Email Templates Configuration Please complete all the required fields marked with an asterisk(*).
emplate: ubject*: Body*	Online Payment Notification Email V Payment Receipt for [REQUEST_TYPE] Request #(REQUEST_CA Insert Fields)
۵ 🎔 🖨	A 🖸 🖇 🖄 🖄 💁 🐤 唑 🛞 兜, 幣 自量 圓 〇 🇞 🤮 🔯 🗃 B Z 型 🛶 🛪 × Font Name (Real Ar Or 🏈 新 著 著 圖 圖 田 田 津 津 🗘 급 🖄
Dear [R A payme	EQUESTER_FIRSTNAME] [REQUESTER_LASTNAME], and has been processed for your [REQUEST_TYPE] request.
Request Paymen Request Transact Amount	ID: [UCQUE]_CSRUMDER] Description: [REQUEST_DESCRIPTION] ion #: [TRANSACTION_REFNUMBER] Paid: [TRANSACTION_AMOUNT]

1.2.3.2 Online Payment Notification Email to FOIA Office

When a requester makes a payment in PAL, this email notification is delivered to the email address configured in **PAL Configuration > Enterprise Configuration**, as shown in the following example:



1.2.3.3 Online Refund Notification Email

When the FOIA Office initiates a refund to the requester, a refund processing email notification is delivered to the requester's email address, as shown in the following example:

Email Templates Configuration Please complete all the required fields marked with an asterisk(*).					
Template: Online Refund Notification Email V W Subject's Refund Receipt for (REQUEST_TYPE) Request #(REQUEST_CAS) Insert Fields >					
응 약 용 :: 종 · 종 · 종 · 종 · 종 · 종 · 종 · 종 · 종 ·	■■■■□□津津 Ω ⊡ ☆ 次				
Zoom Image: State St					

1.2.3.4 Online Refund Notification Email to FOIA Office

When a refund is initiated by the FOIA Office, a refund processing email notification is delivered to the email address configured in PAL Configuration in Enterprise configuration.



1.2.3.5 Payment Pending Status Notification Email

When an invoice is generated in FOIAXpress that results in a balance due from the requester, this email notification is delivered to the requester's email address.



1.3 Email Templates

Users need to configure the following email templates as part of Pay.gov configuration. This is done through PAL Configuration. To customize the email templates, click Email Templates within the left hand menu.



(!!) Note: The examples below are standard templates which already exist in the system; however, users can customize these to best suit organizational needs/

1.3.1 Customizing Email Templates

The Email Templates Configuration page features a text editor in which you can edit the email template.



1.3.2 Online Payment Notification Email.



1.3.3 Online Payment Notification Email to FOIA Office.



1.3.4 Online Refund Notification Email.



1.3.5 Online Refund Notification Email to FOIA Office



1.4 Audit Log

FX PAL features a log tracking information for requests where payments are made and requests are not submitted through sync. The Audit Log allows authorized users to complete audit queries based on desired criteria, displayed in the images below:

Activities		
 Administrator Actions Requester Actions Requester Logins Failed Transactions 	Select Audit Object All General Settings Enterprise Modules Security Email Templates Email Log Audit Log Requester Fields Bequester Fields	^
elect Administrators(s): All Requester Login Date Range Between Dates For the Week For the Month For the Year	Select Date Range From :	

Audit Log Info

Action Taken By	Action Time+	Workstation	Comments
admin, admin	10/22/2020 2:26:18 PM	10.10.10.22	Administrator actions audit log information searched.
admin, admin	10/22/2020 2:25:32 PM	10.10.10.22	Logged into the system sucessfully.
admin, admin	10/21/2020 12:22:09 PM	192.168.3.17	Logged into the system sucessfully.
admin, admin	10/21/2020 12:04:14 PM	192.168.3.17	Email log information searched.
admin, admin	10/21/2020 12:00:36 PM	192.168.3.17	Email Templates configuration has been updated as following Template - Create Requester in FOIAXpress body is updated
admin, admin	10/21/2020 11:56:12 AM	192.168.3.17	Request fields configuration has been updated as following For the Label Name - Application Fee For the Label Name - Note For the Label Name - Description Document
admin, admin	10/21/2020 11:51:16 AM	192.168.3.17	Users have been accessed.
admin, admin	10/21/2020 11:49:13 AM	192.168.3.17	Logged into the system sucessfully.
admin, admin	10/20/2020 7:08:58 PM	192.168.3.17	Security configuration has been updated as following Inactivate user account after days of inactivity is changed from '30' to '1'
admin, admin	10/20/2020 7:08:25 PM	192.168.3.17	Logged into the system sucessfully.
K 4		Page 1 🗸 of 23	N (

Print/Export Report Print O Export	
Select Page Range All Pages Current Page	
Print Back	
Copyright @ 2020 AINS, Inc. All rights reserved.	

2 Refund Configuration and Procedures

Consult the subsections below for information about the required Pay.gov Configuration Scripts, and procedure for performing a refund using Pay.gov Procedures.

2.1 Refund Configuration Scripts

To perform pay.gov refunds in FX, you must complete the required pay.gov configuration using the following scripts:

2.1.1 Script 1

(!!) Note: For the script below, replace "http://localhost/PayGovService/Service1.svc" with the service URL used for pay.gov service.

IF NOT EXISTS(SELECT vcKey FROM tblConfig WHERE vcKey='PG_WCFSERVICE')

begin

insert into tblConfig (vcSection,vcKey,vcValue,vcDescription)

values ('Billing','PG_WCFSERVICE','http://localhost/PayGovService/Service1.svc','Enter the Service url used to connect to Pay.gov.')

end

2.1.2 Script 2

(!!) Note: Enter the organization key that authorizes transaction to be performed.

IF NOT EXISTS(SELECT vcKey FROM tblConfig WHERE vcKey='tcs_app_id')

begin

insert into tblConfig (vcSection,vcKey,vcValue,vcDescription)

```
values ('Billing','tcs_app_id','TCSOCCFOIA','Enter organization key that authorizes transaction to be performed.')
```

end

2.1.3 Script 3

(!!) Note: Enter AgencyTrackingId that authorizes transaction to be performed.

IF NOT EXISTS(SELECT vcKey FROM tblConfig WHERE vcKey='Agency_TrackingId')

begin

insert into tblConfig (vcSection,vcKey,vcValue,vcDescription) values ('Billing','Agency_TrackingId','','Enter organization ID that authorizes transaction to be performed.')

2.2 Refund Using Pay.gov Procedures

Consult the subsections below for procedures that assist you while seeking a refund using Pay.gov:

2.2.1 Pay.gov refund workflow

To recoup a Pay.gov refund, gather information about your payment and contact the agency you paid to request a refund. Pay.gov cannot issue refunds.

2.2.2 You have a receipt

The receipt for the payment contains the information needed by the agency to dispense a refund.

2.2.3 You do not have the receipt

To recoup a pay.gov refund if you were signed in when you made a payment:

- 1. Sign In to Pay.gov. The My Account window appears.
- 2. Click View Payment Activity.
- 3. Click the **Completed** tab.
- 4. Locate your payment and copy or print the payment information.
- 5. Contact the agency to request the refund.

If you were not signed in when you make the payment:

- 1. You must know the following information:
 - a. The agency paid
 - b. What was paid for (the agency form)
 - c. The date you paid
 - d. Amount paid
- 2. If you cannot locate this information, contact Pay.gov Customer Support for assistance

3. After collecting the details, directly contact the agency to request a refund.

2.2.4 Manual Refund Workflow in FOIAXpress

Refunds for online transactions are handled in FX and require no additional interactions outside the application.

(!!) Note: 24 hours must pass between the original transaction and the refund request. Neither requesters nor FX users can initiate a refund until 24 hours after submitting the request. In the event 24 hours has not passed, the system will notify users when the refund request can be submitted.

To request a refund:

- 1. Sign into FX and open the desired request.
- 1. Click Fees/Billing.
- 2. Click the **checkbox** adjacent the Invoice to be refunded.
- 3. Click the **checkbox** adjacent the Payment to be refunded, and then click **Refund**.

Cost S	heets								
	Name	Invoid	æ #	Created By	Cost sheet Dat	e Modified By	Modified Dat	e Amount (\$)	
	Sample Cost Sheet1	00000	000003	admin, admin	11/09/2021	admin, admin	11/9/2021	\$253.00	
	Total : \$253.00								
ĸ	K<1>H Page size: 20 1 items in 1 pages								
New	New Edit View Delete Create Invoice								
Invoic	Invoices								
	Invoice #	Created By	Invoice Date	Modified By	Modified Date	Extended (\$)	Not Charged (\$)	Charged (\$)	
~	0000000003	admin, admin	11/19/2021	admin, admin	11/19/2021	\$253.	.00 \$0.0	00 \$253.00	
	* The existing invoid	es/estimates are	based on old fee	structure.	Total	: \$253.	00 \$0.0	\$253.00	
К	аде	e size: 20 🔻						1 items in 1 pages	
Edit	Delete	ort Send	Payment	rint 5ing Address					
Payme	ents								
	Created Date	Invoice #	.eceived B	y Payme	nt Type I	Invoice Total	Amount Paid	Remaining Bal	
~	<u>11/09/2021</u>	0000000003	admin, adm	in Paymer	it	\$253.00	\$253.00	\$0.00	
	<u>11/19/2021</u>	0000000 J3	admin, adm	in Paymer	it	\$253.00	\$200.00	-\$200.00	
ĸ	1 > ж Ра	size: 20 🔹						2 items in 1 pages	
Edit	Refund Elect	ronic Refund	Delete						

(!!) Note: The Refund button is activated only after Invoice and Payment checkboxes have been selected.

- 4. The *Refund* pop up window appears. Enter the **Amount** in the *Refund Amount Details* fields.
- (!!) Note: FX cannot issue a Cash/Money order refund on a card transaction.

- 5. Upload a Copy of Payment Attachment by clicking **Attach File** or **Add from Scan** to upload a local file or scan a copy of the payment, respectively.
- 6. Enter any **Notes** in the field.
- 7. Click Save.

3 Pay.gov Payments

Pay.gov requires additional configuration beyond standard FX and PAL Configuration. The following subsection contains:

- Payment and Refunds: Consult this subsection for information about rendering payments and issuing refunds within FX.
- **Payment Information**: This subsection provides guidance on viewing the payment information for payments that have been rendered.
- Refund Using Pay.gov: Consult this subsection for instructions on how to issue a refund using Pay.gov.
- **Testing**: This subsection provides instructions on how to test payments after application configuration.

Online Payment Configuration					
Enable Online Payment			Payment Option :	Pay.Gov	
Online Payment					
Key		Value	Description		
Payment Url	https://qa.pay.gov/tcsonline/payment.do?	token={0}&tcsAppID={1}	Enter the Pay.gov url used to redirect application to the Pay.gov payment	screen.	
TCS App ID			Enter organization key that authorizes transaction to be performed.		
TCS Agency ID			Enter the agency id configured to pay.gov.		
Online Service Url	https://qa.tcs.pay.gov:443/services/TCS0	nlineService/2.0/	Enter the Pay.gov service url to process online transactions.		
Root License Path	C:\AINS\entrust_g2_ca.cer		Enter the root license file path		
PFX License Path	C:\AINS\QAFTCCERT.pfx		Enter the Pfx license file path		
PFX License Password			Enter the Pfx license password		
Success Url	palPayPayments.aspx		Success url		
Cancel Url	palPayPayments.aspx		Cancel url		
Application Fee					
Applicable Request Types	FOIA FOIA IG PA Video Transcripts		Select the request types that require payment with receipt of a request		
Applicable Fee	0.00		Enter the application fee (i.e,100.00)		
Payment Receipt					
Information to be displayed on the Online Payment	t Receipt				
Requester Details					
Payment Type					
Request ID					
Request Description					
Z Payment Details					
Payment Status					

3.1 Payments and Refunds

The following subsections provide steps to complete payment processes in the integrated FX PAL – Pay.gov environment.

3.1.1 Payment Due

If fees are invoiced, the requester receives an email notification (Email template name: *Payment Pending Status Notification Email*) containing directions to log in to PAL and make the additional payment. To complete a payment:

- 1. The requester must login and click **Check Request Status**.
- 2. Within the *Request Details* workspace, the requester select a request featuring the **\$** icon. Clicking the **\$** icon redirects the requester directly to the *Payment Information* section.
 - a. Alternatively, clicking the **Request ID** opens the request, where they can scroll down to locate the *Payment Information* section:

Request Details					
Click on Request # to v	view request details.				
Request #	Description	Invoice Amount ↓↑	Balance Due	Status ↓↑	Download Folder
2021-FOI-00079	Collaboration Demo	0.00	0.00	In Process	-
3 2021-FOI-00078	here is where you define what the requester is ask	125.00	125.00	In Process	
2021-FOI-00077	description of records goes here	0.00	0.00	Received	-
2021-FOI-00076	Testing request submission after SP2 Upgrade	0.00	0.00	On Hold - Need Info/Clarification	-
2021-FOI-00075	Copy of all Manuals Again	0.00	0.00	Closed	Ŧ
2021-FOI-00074	Copy of all Manuals	0.00	0.00	In Process	-
3 2021-FOI-00073	Copy of all user manuals	156.25	156.25	In Process	-
\$ 2021-FOI-00071	FOIAXpress Line Manuals	75.00	75.00	In Process	-
2021-FOI-00070	• wig them what I want	0.00	0.00	Received	
2021-FOI-00069	EDR demo using the dog training data set	0.00	0.00	In Process	-
Showing 21 to 20 of 95 on	triar		D		0 New

3. In the *Payment Information* section, the balance due contains a **Make Payment** hyperlink under the *Invoice Action* column. To make the additional payment, the requester clicks the **Make Payment**, link and is redirected to Pay.gov to submit payment:

Invoice No.	Invoice Date	Invoice Amount	Transaction Number	Paid Amount	Balance	Method of Payment	Transaction Date	Invoice Action
0000004603	12/07/2020	\$52.00	-	-	\$52.00		-	Make Payment

4. Once redirected to Pay.gov the requester must complete the automated prompts to submit payment:

	An official website of the United States government Here's how you know
Cancel	
FOIA Payment	
Payment Information	
Payment Amount \$52.00	
I want to pay with my	
Bank account (ACH)	
Amazon account	
PayPal account	
 Debit or credit card 	
0	
Continue <u>Cancel</u>	

(!!) Note: The Payment Options displayed in the image above are customer selected and may not reflect your application.

5. Once payment is processed, the requester is taken to an onscreen payment receipt that reflects an *Approved* or *Declined* status. In addition, the requester and the FOIA Office receive email notifications with the receipt details.

		Paymer	ıt Receipt
			5/27/2021 5:25:01 PM
Request Details			
	Request ID	:	FOI-2021-00001
	Description	:	Request created in FX
	Payment Type	:	Request Payment
	Payment Status	:	Approved
Requester Details			
	Cindy Dillow 806 W. Diamond Avenue Gaithersburg MD 20878 cdillow@ains.com	2	
Payment Details			
	TRANS.REF.	:	3FPKV0MJ
	Transaction Amount	:	\$52.00
Comments			
	Thank you for you the request submis	r submission. Requests submitted aft ssion portal to view the status of your	ter 5:00 pm EST are considered received the next business day. To return to request, click on the link below.
		TEST- Put	olic Access Link
		A copy of this receipt will be sent to the em	ail address provided in your requester profile.

3.1.2 Issuing Refunds in FOIAXpress

Refunds for online transactions are resolved entirely within FOIAXpress. You cannot request a refund until 24 hours after the request submission, and Pay.gov only allows refunds of credit card payments online. Any other payment method needs to be handled manually.

Follow the steps below to request a refund in FOIAXpress:

- 1. Open FOIAXpress and navigate to the desired request.
- 2. Navigate to *Fees/Billing* and adjust the invoice so that the balance due by the requester reflects an overpayment. Once complete, click **Save.**
 - a. When the adjustment is made the adjusted *Fee Due* is also seen on the requester's side in PAL.

	Request Status						
[Request #	Description	Fee Due	Status	<u></u>		
[2016-00073-C	certified document request	(\$110.00)	Received	-		
	2016-00071-C	Certified Document Request	(\$10.00)	Received	-		
	2016-00070-C	test	(\$110.00)	Received	-		

- 3. Navigate to the *Payments/Fees* section. Select the payment you want to issue a refund against and click **Electronic Refund**.
- 4. In the *Payment* screen, the *Refund Type* is preselected. Verify the *Invoice Balance Due*. It should reflect a negative balance due:
- 5. Enter the amount of the refund due to the requester in any of the *Amount Details* fields (regardless of the field selected, the refund will be issued in the original method of payment).

🖬 Refund - FOIA-2021-00002									
Payment Details									
Requester Name : D	Dillow, Cindy	Invoice Number : 00000004602							
Payment Type :	🔍 Payment 🔘 Refund	Invoice Amount : \$58.00							
Payment Date : 6/30/2021 Invoice Balance Due : \$0.00									
Amount Details	Amount Details								
Cash/Money Order (\$) :	0.00	Check (\$) : 0.00							
Credit Card (\$) :	58.00								
Upload Copy of Payment									
	Drag an	nd Dro Zone							
Attachment Name/Description :		Attach File Add from Scan							
*Only a single attachment is accepted	for each payment.								
· · · · ·									
Notes									
Transaction was done through onlin	ie payment.								
View Credit Card Details	View Check Details	View Online Transaction Details Save Close							
Note: * fields are mandatory									

- 6. Enter any *Notes* regarding the refund in the field provided.
- 7. Click **Save**. A confirmation message appears asking if you are sure you want to process the online refund. Select **Yes**, **No**, or **Cancel**:



a. **Yes:** Submit the refund transaction to Pay.gov and, upon successful completion, FOIAXpress updates the refund payment with the refund transaction number and attaches a refund receipt for the payment. There is no manual intervention required to process the refund.

(!!) Note: 24 hours must have elapsed between the original transaction and the refund request. In the event 24 hours has not passed, the system indicates the refund request can be submitted.



- b. No: Applies the refund in FOIAXpress only and **does not** submit the transaction to Pay.gov; the balance updates in PAL, and the requester sees that the refund was applied.
- c. **Cancel:** Return to the *Payment* screen where you can adjust payment details or cancel the action.

Payme	Payments								
	Created Date	Invoice #	Received By	Payment Type	Invoice Total	Amount Paid	Remaining Bal		
~	04/06/2021	0000004609	Admin, Admin	Payment	\$250.00	\$260.00	-\$10.00		

- 8. After clicking **Yes**, the refund transaction is processed. Pay.gov returns a transaction number for the refund, at which time a copy of the refund receipt is auto populated as an attachment in the *Upload Copy of the Payment* section. Also, the requester will receive a Refund Processing Notification Email notifying him/her that the FOIA Office has submitted a refund request to Pay.gov.
- 9. All transaction details can be viewed by opening the payment or refund and clicking **View Online Transaction Details**.

Edit Payment - FOIA-2021-00002			
Payment Details			
Requester Name :	Dillow, Cindy	Invoice Number : 000	00004602
Payment Type :	Payment ORefund	Invoice Amount : \$58	.00
Payment Date :	6/30/2021	Invoice Balance Due : \$0.0	0
Amount Details			
Cash/Money Order (\$) Credit Card (\$)	 Online Transaction Details Online Transaction Details 		
Upload Copy of Payment	Transaction Number : 3FPL Agency Tracking ID : 0134 Amount : \$ 58	5PQR	
Attachment Name/Description	Payment Type : Paym	Close	
Notes			
Transaction was done through or	line payment.	1	
View Credit Card Details	View Check Details	View Online Transaction Details	Save Close
Note: * fields are mandatory			

3.1.3 Payment Information

After a payment is made, the *Fees/Billing* tab displays all relevant payment information. Within this screen you can view the payment information associated with the transaction. Click the **Invoice #** to expand the payment information.

Payments								
	Created Date	Invoice #	Received By	Payment Type	Invoice Total	Amount Paid	Remaining Bal	
~	<u>06/30/2021</u>	0000004602	Admin, Admin	Payment	\$58.00	\$58.00	\$0.00	
К	K<1>> Page size: 20 1 items in 1 pages							
Edit	Refund	ronic Refund	te					

The **Electronic Refund** button is activated when an online payment is completed. The **View Online Transaction Details** button is activated when an online payment solution is enabled.

(!!) Note: Online payment solutions like Pay.gov only offer electronic refunds for credit card payments, and refunds can only be issued 24 hours after transaction.

Refund - FOIA-2021-00002								
Payment Details								
Requester Name : Dill	low, Cindy	Invoice Numbe	r : 00000004602					
Payment Type : 🔍	Payment 🔘 Refund	Invoice Amoun	t : \$58.00					
Payment Date : 6/	30/2021	Invoice Balance Due	≥ : \$0.00					
Amount Details								
Cash/Money Order (\$) :	0.00	Check (\$)	. 0.00					
Credit Card (\$) :	58.00							
Upload Copy of Payment	Upload Copy of Payment							
Drag and Drop Zone Attachment Name/Description : Attach File Add from Scan Only a single attachment is accepted for each payme.								
Notes								
Transaction was done through online payment.								
View Credit Card Details	View Check Details	View Online Transaction Detail	s Save Close					
Note: * fields are mandatory								

3.1.4 Test

After all configurations are complete, users can see the controls displayed below when creating a request.

Zip Code	[12345 or 12345-6789 format for US]
Pay gov	
Number of Originals:	
Number of Duplicates:	
Application Fee	
Application Fee: \$0.00	
You will leave the gover will be processed. Your payment (123)	nment web site and will be redirected to a secure and trusted third party web site (E-xact Transaction Ltd.) where your paymen name, credit card number, credit card expiry date, credit card security code(CVV2) will be collected in order to process your
	Submit Reset

On submission, the system navigates to the pay.gov payment screen. Within this screen, enter the payment details. After a successful payment, the system displays the receipt screen.

Payment Receipt				
			4/14/2016 6:47:07 P	
Request Details				
Description	:	text		
Payment Type	:	Request Payment		
Payment Status	:	Approved		
Requester Details				
veera n				
test				
MD				
gveeranarayana@amsinula.com	·			
Payment Details				
TRANS.REF.	:	1234		
Transaction Amount	:	\$130.00		
Comments				
Thank you for your submissio	n .your reque	st will be processed with in 20 business days		
		DAL Application		
	A	<u>FAL Application</u>		
	A CO	by or this receipt will be sent to the email address provided in your requester profile.		