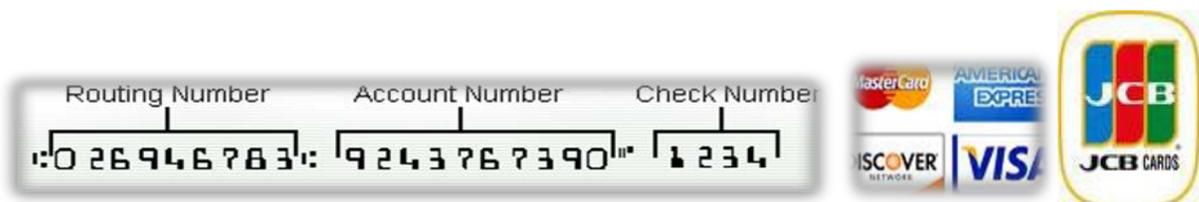




# CUSTOMER USER GUIDE



## Introduction

Naval Facilities Engineering Command (NAVFAC) has established a new payment option using Pay.gov. This is a secure government wide service that offers Navy Working Capital Fund Public Work Service customers a secure online method for making payments. This guide was developed to assist customers to effectively use Pay.gov for completing their online payment processes.

**Pay.gov provides many benefits to our customers:**

- ✓ ***Secure Website***
- ✓ ***Offers Flexible Payment Options using your bank account or credit card***
- ✓ ***Convenient Payment Method***
- ✓ ***No Lost Checks***
- ✓ ***Avoids Processing Delays & Mistakes***
- ✓ ***Immediate Confirmation of Payment***

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# Before You Begin

NAVFAC Navy Working Capital Fund accepts online payments for the following:

- Security Deposits
- Advance Payments
- Monthly Bill Payments (partial and full payments)

## **Pay.gov Registration**

Those customers with monthly bill payment requirements may register at Pay.gov (<https://pay.gov/paygov/accounts/changePasswordForce.html>) to self-enroll create their own password. Registering in Pay.gov allows you to track your payments or set up recurring payments.

## **Things to remember when using Pay.gov:**

### **INACTIVE USERS:**

“After ninety (90) days of non-use, agency-enrolled user accounts may be subject to deactivation. If an account is deactivated, the user will need to contact their Agency Security Contact and request that the account be reactivated.”

### **LOCKED ACCOUNTS:**

“If at any time during the login process a user account becomes locked, the account will remain locked for fifteen (15) minutes. The account will then unlock and the system will allow the user additional attempts to logon with the correct password before re-locking the account. If a user does not know or cannot remember their password, they should reset their password by selecting the "Trouble Logging In?" link on the Pay.gov home page.”

# Pay.gov Overview

Log into NAVFAC Pay.gov websites:

NAVFAC EURAFSWA	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50377678">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50377678</a>
NAVFAC HAWAII	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50378849">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50378849</a>
NAVFAC MID-ATLANTIC	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50380435">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50380435</a>
NAVFAC MIDWEST	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50378365">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50378365</a>
NAVFAC SOUTHEAST	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=48268237">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=48268237</a>
NAVFAC WASHINGTON	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50218771">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=50218771</a>
NAVFAC SOUTHWEST	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=28951653">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=28951653</a>
NAVFAC NORTHWEST	<a href="https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=28951731">https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=28951731</a>

Enter customer information, payment options and submit payment online via website.

Figure 1.1 Example of Pay.gov screen:

The screenshot shows a web form with two main sections: Billing Information and Account Information. The Billing Information section includes fields for Company Name, Street Address (two lines), City, State/Province (dropdown), Zip/Postal Code, Point of Contact Name (First and Last), POC Phone Number (Ext.), and POC Email Address. Below this is a checkbox for understanding the payment is not for a delinquent bill. The Account Information section includes Accounting Classification (with a value of 57 204530 NE 1A 7777 0 4085), Customer ID (with a note to look above the address on the bill), Type of Payment (dropdown), Invoice (Bill #), and Payment Amount. A large text area for Notes/Comments (maximum 1024 characters) is at the bottom, followed by a 'Continue' button.

## Payment Options:

Option 1: Bank Account Debit (ACH) "Automated Clearing House" refers to an electronic debit from a checking or savings account, commonly known as a direct debit. ACH payments submitted by 8:55PM Eastern Time will post to the account as early as the next business day (except for weekends and some holidays).

[Figure 1.2 Option1 Pay via Bank Account \(ACH\) Screen](#)

Option 1: Pay Via Bank Account (ACH) [About ACH Debit](#)

Required fields are indicated with a red asterisk \*

Account Holder Name:  \*

Payment Amount: \$10.00

Account Type:  \*

Routing Number:  \*

Account Number:  \*

Confirm Account Number:  \*

Check Number:

Routing Number: 026946763 Account Number: 9243767390 Check Number: 1234

Payment Date: 05/29/2013  
Bill Number: 201304301254A  
Account Classification: 97 X04930 1E1A 7777 0\_40085  
Customer ID: P123457A

Select the "Continue with ACH Payment" button to continue to the next step in the ACH Debit Payment Process.

Option 2: Plastic Card (PC) payments are accepted. Pay.gov supports Visa, MasterCard, American Express, Discover and Japanese Credit Bureau. Per US Treasury the limit on all plastic cards is \$49,999.99 per card. Credit card payments submitted by midnight Eastern Time will post in your account the next business day.

[Figure 1.3: Pay Via Plastic Card](#)

Option 2: Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk \*

Account Holder Name:  \*

Payment Amount: \$10.00

Billing Address:  4690 Prestancia Pl \*

Billing Address 2:

City:  lwaldorf

State / Province:  MD

Zip / Postal Code:  20602

Country:  \*

Card Type:  \*

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

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

Expiration Date:  \* /  \*

Bill Number: 201304301254A  
Account Classification: 97 X04930 1E1A 7777 0\_40085  
Customer ID: P123457A

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

[Screen](#)

## Receipt of Payment (optional)

Confirmation of payment may be sent to you by email if you wish. This information will be requested and may be entered on the online payment screen before submitting your payment.

### [Figure 1.3 Example of Confirmation of Receipt](#)

**THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT  
REPLY.**

**Your transaction has been successfully completed.**

**Transaction Summary**

**Application Name: NAVFAC SW Financial Management  
Navy Working Capital Fund Pay.gov Tracking ID:  
252HPCAI Agency Tracking ID: 74173952322**

**Account Holder Name: Tony Gutierrez  
Transaction Type: Sale  
Transaction Amount: \$371.33  
Card Number: \*\*\*\*\*0976  
Transaction Date: Feb 9, 2011 1:15:53 PM  
Accounting Classification Number: NEIE – SERVICES**

# Monthly Payment Process

Once you have received the monthly bill (SF1080 document) from the servicing NAVFAC activity you may use Pay.gov to render your payment online.

NAVFAC will accept full and partial payments online.

Follow the steps to submit your payment online:

1. Log into NAVFAC Pay.gov websites (see Pay.gov overview for the websites)
2. Enter customer information in the “Billing Information” section on the form
3. Enter payment information in the “Account information” section on the form.
  - a. Accounting Classification field is a default field only used by NAVFAC
  - b. Customer ID (is the same as account number) field is required for all payments.  
*Customer ID is located on the invoice. Refer to Appendix A for assistance.*
  - c. Select the type of payment - full or partial payment
  - d. Enter the invoice/bill number as indicated on the invoice/bill.  
*Invoice/Bill # is located on the invoice. Refer to Appendix A for assistance.*
  - e. Enter the payment amount **\*\*Credit Cards transactions are limited to \$49,999.99**
  - f. Notes/Comments section is not required.
4. Press Continue to move to next screen
5. On the *Online Payment* screen, enter payment information
6. Select Bank Account (ACH) or Plastic Card for payment option
7. Enter account holder information as requested
8. Enter email address and confirm if you wish to receive a confirmation of payment by email.
9. Check the “I agree to the authorization and disclosure” box.
10. Click the “Submit Payment” button **once** to continue. If you click the button more than once, multiple payments may be submitted.
11. The payment details are displayed on the ACH/Plastic card confirmation screen

along with the Pay.gov tracking ID, which is the online payment record number.

12. Click *Return to Your Form* button to submit another payment or Click *Return to Home* link to return to the Pay.gov home page.

# Advance Payment and Security Deposit Process

This section is for customers using Pay.gov to submit online payments for security deposits or advance payments.



**Before you can continue to submit payment on Pay.gov you must have a customer ID number.**

*Recurring/prior customers:* Customer ID is required to submit payment. Please obtain customer ID field from previous bills or you may contact the NAVFAC activity for this number. Please refer to Appendix A to obtain customer ID from previous prior bills.

*New Customers:* Please contact the NAVFAC activity rendering the services to complete the Request for Services Form to setup an account and obtain your customer ID.

<i>NAVFAC EURAFSWA Wendy Hicks 757-341-1320</i>	<i>NAVFAC MID-ATLANTIC Wendy Hicks 757-341-1320</i>
<i>NAVFAC HAWAII Sharyn Kubo 808-471-1587</i>	<i>NAVFAC SOUTHEAST Anna Edwards (904) 542-5448</i>
<i>NAVFAC MIDWEST Patricia Walton 847-688-2600 x510</i>	<i>NAVFAC WASHINGTON Pamela Pratt 202-685-8124</i>
<i>NAVFAC NORTHWEST Caroline Morten 619-532-3688</i>	<i>NAVFAC SOUTHWEST Caroline Morten 619-532-3688</i>

Once your account is setup and you have a customer ID, proceed to the Pay.gov website to submit the advance payment or security deposit for services.

Pay.gov online payment steps for security deposit or advance payments:

1. Log into NAVFAC Pay.gov websites (see Pay.gov overview for the websites)
2. Enter customer information in the “Billing Information” section on the form
3. Enter payment information in the “Account information” section on the form.
  - a. Accounting Classification field is a default field only used by NAVFAC
  - b. Customer ID field is required for all payments.  
*You should have received your customer ID number if not please contact the NAVFAC POC listed above*
  - c. Select the type of payment from the drop down box- security deposit or advance payment
  - d. Enter the payment amount *\*\*Credit Cards transactions are limited to \$ 49,999.99*
  - e. Notes/Comments section is highly recommended for security deposits and advance payments. If know contract number or requisition number please include in this field.
4. Press Continue to move to next screen
5. Enter online payment screen where you enter payment information
6. Select Bank Account (ACH) or Plastic Card for payment option
7. Enter account holder information as requested
8. Enter email address and confirm if you wish to receive a confirmation of payment by email.
9. Check the “I agree to the authorization and disclosure” box.
10. Click the “Submit Payment” button **once** to continue. If you click the button more than once, multiple payments may be submitted.
11. The payment details are displayed on the ACH/Plastic card confirmation screen along with the Pay.gov tracking ID, which is the online payment record number.
12. Click *Return to Your Form* button to submit another payment or Click *Return to Home* link to return to the Pay.gov home page.

# Appendix A: Example of an Invoice (SF1080)

30428881 FORM SF-1080  
 NAVFAC 00012 2008  
 E TYP: 2-0506  
 1080-104

**VOUCHER FOR TRANSFERS  
 BETWEEN APPROPRIATIONS AND/OR FUNDS**

Department, installation, activity, or office receiving funds  
 NAVFACENCOM (SOUTHWEST/NORTHWEST)  
 C/O OPASCL/JAAA  
 1240 E. 9TH STREET  
 CLEVELAND OH 44199

Department, installation, activity, or office charged  
 PCB47900  
 PACTANK  
 ATTN R. ORZCO  
 P.O. BOX 12598  
 SAN DIEGO CA 92170

VOUCHER NO. 6037000

SCHEDULE NO.

BILL NO. 20110318093

PAID BY

Customer ID/  
 Account Number → PCB47900

Invoice/Bill  
 Number → 20110318093

REFERENCE DOCUMENT NUMBER  
 PCB479524000001

ORDER NO.	DATE OF DELIVERY	ARTICLE OR SERVICE	QUAN- TITY	UNIT PRICE		AMOUNT
				UNIT	PRICE	
						726.64
BILLING PERIOD: 10/31/2011						
TOTAL						726.64

SEND PAYMENT TO  
 NAVFACENCOM PEC SW/WH  
 ATTN: RMCF FM 14/WTRF14  
 1220 PACIFIC HNY BLDG 187  
 SAN DIEGO, CA 92132

TO PAY ONLINE  
 SEE NAVFAC SW PORTAL  
 OR CONTACT 616-532-3400  
 BID-592-1834

**ACCOUNTING CLASSIFICATION—Office Receiving Funds**

AA 97X4930 NCIE 000 7777 0 062473 3F 000000 20110318093

**CERTIFICATE OF OFFICE CHARGED**

I certify that the above articles were received and accepted or the service performed as stated and should be charged to the appropriation(s) and/or fund(s) as indicated below or that the advance consent requested is approved and should be paid as indicated.

10/31/11  
 Date

CARLOS CASTELLANO  
 Authorized Administration or certifying official

DIRECTOR ACCOUNTS RECEIVABLE PUBLIC DIV  
 (Title)

**ACCOUNTING CLASSIFICATION—Office Charged**

AA 0000000000000000

FORM SF 1080-104  
 AND FORMS 10-844-0100

Previous Editions Are Usable

