



DESIGN SPECIFICATIONS DOCUMENT

DEBT MANAGEMENT PRODUCT

PAY.GOV



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1. About this Document

Intended Audience: This design specifications document is intended to serve the needs of SSA developers building user interfaces, especially those working with the User Experience Framework (UEF). It contains information that can also be useful to analysts, validation staff, and other project team members.

Intended Use: Use this document in conjunction with other UXG-related project resources to guide development of the user interfaces designed by the UXG. See the next section of this document for a link to the prototype.

What is Included/What is Not: The screen captures and accompanying information included in this design specifications document relate only to the user interface portion(s) of the project that the UXG has been tasked to design. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information.

Please contact the UXG Product Lead regarding design-related issues not addressed in this document.

2. Using the Interactive Prototype Associated with this Document

It is helpful to use this specifications document in conjunction with the Axure online interactive prototype which was used to generate it.

What is Included/What is Not: The prototype only includes the user interface portion(s) of the project that the UXG has been tasked to design. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information.

Please contact the UXG Product Lead regarding design-related issues not addressed by this prototype.

Link to Interactive Prototype: <http://s239ux3/uxg/projects/Debt%20Management/Pg/v32/>

Using the Prototype: After displaying the prototype, notice the frame on the left side of the screen. This frame contains links which correspond to the various screens that are illustrated and described in this specifications document. To maximize your view, this “Table of Contents” frame can be collapsed using the small gray icon located in the upper corner of the frame.

3. Screen Designs and Component Descriptions

3.1. Screens Described in this Document (as Displayed in Online Prototype)

Happy Path

- Enter SSN
- Confirm SSN
- Enter Payment Amount
- Confirmation - Credit Card
- Confirmation – ACH
- Privacy Act Statement

Errors

- Enter SSN Error - Null
- Enter SSN Error - Incorrect
- Confirm SSN Error - Null
- Confirm SSN Error - Incorrect
- Confirm SSN Error - No Match
- Confirm SSN Error - TOS
- Payment Error - Null
- Payment Error - Incorrect
- Payment Error - Exceeds Limit


Warning Notices

- Warning Notice - Scheduled Maintenance
- Warning Notice - Too Many Attempts
- Warning Notice - Service Not Available
- Warning Notice - Transaction Fail
- Warning Notice - Account Number Input Mistake

Information Notices

- Info Notice – Does Not Wish To Use Pay.gov
- Info Notice - Leaves Pay.gov
- Info Notice - Pending Payment

3.2. Enter SSN



Social Security

Pay Your Overpayment

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.

To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

*** Social Security Number (SSN)**

[Submit](#) [Cancel](#)

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.2.1. Modal

3.2.1.1. Exit Confirmation

Sorry to see you go!

Are you sure you want to cancel your payment?

You can return later to make online payments.

[Yes, return to SSA.gov](#) [No, continue making payment](#)

3.3. Confirm SSN



Social Security

Pay Your Overpayment

Confirm Your SSN

Social Security Number (SSN)

***-**-0000

* Confirm Social Security Number (SSN)

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

* I agree to the Terms of Service.

Additional Information

You have several options for paying. You can:


- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

Submit

Cancel

3.4. Enter Payment Amount



Social Security

Pay Your Overpayment

Enter Your Payment Amount

***Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.4.1. Modal

3.4.1.1. Proceed to Pay.gov


Redirection to Pay.gov

To make your payment online you will need to use Pay.gov. Pay.gov may have different privacy policies than Social Security. More information is available [here](#).

While on Pay.gov, you will have 30 minutes to complete your transaction.

Would you like to continue?

3.5. Confirmation - Credit Card



Social Security

Pay Your Overpayment

✓ Thank you. Your Pay.gov payment is complete. Your payment will post to your overpayment balance in 3 business days.

We highly recommend that you print or save a copy of your receipt for your records. You WILL NOT be able to obtain a copy of the receipt once you leave this page.

[View Receipt](#)

[Exit](#)


[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.5.1. Document Viewer Lightbox

3.5.1.1. State1

Your Receipt □

Print Save



Social Security

Electronic Receipt

Thank you for your payment!

Pay Your Overpayment

Transaction Number: **0123456789**

Transaction Date: **06/13/2018**


Payment Type: **Credit Card**

Payment Amount: **\$25.00**

Return Policy

NO REFUNDS; ALL TRANSACTIONS FINAL.

3.6. Confirmation - ACH



Social Security

Pay Your Overpayment

✓ Thank you. Your Pay.gov payment is complete. Your payment will post to your overpayment balance in 3 business days.

We highly recommend that you print or save a copy of your receipt for your records. You WILL NOT be able to obtain a copy of the receipt once you leave this page.

[View Receipt](#)

[Exit](#)


[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.6.1. Document Viewer Lightbox

3.6.1.1. State1

Your Receipt □

Print Save



Social Security

Electronic Receipt

Thank you for your payment!

Pay Your Overpayment

Transaction Number: **0123456789**

Transaction Date: **06/13/2018**

Payment Type: **ACH**

Payment Amount: **\$25.00**

This payment type may take a few days to show in your bank account.

Return Policy

NO REFUNDS; ALL TRANSACTIONS FINAL.

3.7. Privacy Act Statement



Social Security

Privacy Act Statement

Collection and Use of Personal Information

Sections 204(a) and 1631(b) of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent us from determining whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment.

We will use the information to determine whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment. We may also share your information for the following purposes, called routine uses:

- To third party contacts such as private collection agencies and credit reporting agencies under contract with the Social Security Administration (SSA) and other agencies, including the Veterans Administration, the Armed Forces, the Department of the Treasury, and State motor vehicle agencies, for the purpose of their assisting SSA in recovering program debt; and,
- To employers to assist SSA in the collection of debts owed by former beneficiaries and representative payees of Social Security payments who received an overpayment and owe a delinquent debt to SSA.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0090, entitled Master Beneficiary Record, as published in the Federal Register (FR) on January 11, 2006, at 71 FR 1826, 60-0094, entitled Recovery of Overpayments, Accounting and Reporting/Debt Management System, as published in the FR on August 23, 2005, at 70 FR 49354, and 60-0103, entitled Supplemental Security Income Record and Special Veterans Benefits, as published in the FR on January 11, 2006, at 71 FR 1830. Additional information, and a full listing of all of our SORNs, is available on our website at www.ssa.gov/privacy.

Close

[OMB No. 0000-0000](#) [Privacy Policy](#) [Accessibility Help](#)

3.8. Enter SSN Error - Null

Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Social Security Number \(SSN\)](#)

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.


To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

*** Social Security Number (SSN)**

✘ Enter a Social Security Number (SSN).

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.9. Enter SSN Error - Incorrect



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Social Security Number \(SSN\)](#)

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.


To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

*** Social Security Number (SSN)**

✘ Enter a nine digit Social Security Number (SSN).

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.10. Confirm SSN Error - Null



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- [Error: Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**

✘ Enter a Social Security Number (SSN).

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

***I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.11. Confirm SSN Error - Incorrect



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**

✘ Enter a nine digit Social Security Number (SSN).

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

***I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

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3.12. Confirm SSN Error - No Match



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- Error: [Confirm Social Security Number \(SSN\)](#)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

*** Confirm Social Security Number (SSN)**

✘ SSN does not match. Please re-enter SSN or return to the previous page.

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

*** I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

OMB No. 0000-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.13. Confirm SSN Error - TOS



Social Security

Pay Your Overpayment

✘ Please correct the following information:

- [Error: I agree to the Terms of Service](#)

Enter Your SSN

Social Security Number (SSN)
***-**-0000

***Social Security Number (SSN)**

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

✘ Select the checkbox to agree with the Terms of Service.

***I agree to the Terms of Service.**

Additional Information


You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on [this page](#).

You can learn more about your appeal rights by visiting [this page](#) or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

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3.14. Payment Error - Null



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: Payment Amount


Enter Your Payment Amount

*** Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✖ Enter a payment amount.

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3.15. Payment Error - Incorrect



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: [Payment Amount](#)


Enter Your Payment Amount

*** Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✖ Enter a different payment amount.

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3.16. Payment Error - Exceeds Limit



Social Security

Pay Your Overpayment

✖ Please correct the following information:

- Error: [Payment Amount](#)


Enter Your Payment Amount

*** Payment Amount**
Enter an amount of \$10.00 or more that you would like to pay on your overpayment.

✖ Amount cannot exceed \$24,999.99.

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3.17. Warning Notice - Scheduled Maintenance



Social Security


Pay Your Overpayment

! This payment service cannot be used due to scheduled maintenance. Please check back between the hours of 6:00am and 11:00pm Eastern Standard Time.

Exit

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3.18. Warning Notice - Too Many Attempts



Social Security


Pay Your Overpayment

! For security reasons, call our National 800 number for assistance at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.

Exit

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3.19. Warning Notice - Service Not Available



Social Security


Pay Your Overpayment

! This payment service cannot be used. Call our National 800 number for assistance at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.

Exit

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3.20. Warning Notice - Transaction Fail



Social Security


Pay Your Overpayment

! We are not able to process your payment at this time. Please contact your card provider using the number on the back of the card.

[Exit](#)


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3.21. Warning Notice - Account Number Input Mistake



The screenshot displays the Social Security Administration's 'Pay Your Overpayment' interface. At the top left is the Social Security Administration logo, featuring an eagle with wings spread, holding a shield with the letters 'USA', surrounded by the words 'SOCIAL SECURITY' and 'ADMINISTRATION'. To the right of the logo, the text 'Social Security' is displayed in a blue serif font. Below the logo and text, the page title 'Pay Your Overpayment' is centered in a dark grey font. A prominent yellow warning box with a red border and a red exclamation mark icon contains the message: 'We are not able to process your payment. Please try again.' Below the warning box, there are two buttons: a blue button labeled 'Make a Payment' and a white button with a blue border labeled 'Exit'. At the bottom of the page, there are four links: 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help', all in a small blue font.

3.22. Info Notice - No Pay.gov



Social Security


Pay Your Overpayment

i Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.
Select Make a Payment if you wish to make a payment using Pay.gov.

[Make a Payment](#) [Exit](#)


[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.23. Info Notice - Leaves Pay.gov



Social Security


Pay Your Overpayment

 Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.

[Exit](#)


[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

3.24. Info Notice - Pending Payment



Social Security

Pay Your Overpayment

 **We are processing your payment. You may make an additional payment in 3 business days.**

[Exit](#)

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

